

Ottawa County Transportation Agency (OCTA)
ADA Compliance Program
Updated July 1, 2016

- The Ottawa County Transportation Agency operates its programs and services in accordance with ADA, 49 CFT Parts 27, 338 and 39. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under ADA may file a complaint with Ottawa County Transit Board
- For more information on OCTA's civil rights program and the procedures to file a complaint, contact the ADA Coordinator/Transit Director at 419-898-7433 (TTY 800-750-0750); email at lcleaver@octapublictransit.org; or at 275 N. Toussaint South Road, Oak Harbor, OH 43449.
- If information is needed in a different language, contact 419-898-7433

Ottawa County Transportation Agency (OCTA) Complaint Procedure

Any person who believes she or he has been discriminated against on the basis of a disability by the **Ottawa County Transit Board** (hereinafter referred to as “**OCTA**”) may file an ADA complaint by completing and submitting the agency’s ADA Complaint Form. The **Ottawa County Transit Board** investigates complaints received no more than 60 days after the alleged incident. **OCTA** will process complaints that are complete.

Once the complaint is received, **OCTA** will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

OCTA has **30** days to investigate the complaint. If more information is needed to resolve the case, **OCTA** may contact the complainant. The complainant has **30** business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within **30** business days, **OCTA** can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not an ADA violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has **30** days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Ohio Department of Transportation, at ODOT Office of Equal Opportunity, Attention: ADA Coordinator, 1980 West Broad St., Columbus, OH 43223.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

OCTA TITLE VI COMPLAINT FORM

Section I: Type of Comment (Choose One)				
Compliment__ Suggestion__ Complaint__ Other:_____ ADA Related? Y / N				
Section II: Contact Information				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Email Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II: Comment Details				
Date of Occurrence:			Time of Occurrence:	
Name of Employee (s) or Others Involved:				
Vehicle ID Number:				
Direction of Travel:				
Location of Incident:				
Mobility Aid Used (if any):				
If above information is unknown, please provide other descriptive information to help Identify the employee:				
Description of Incident:				
How do you prefer to be contacted:				
Phone:		Email:		Mail:

OCTA's LIST OF TRANSIT-RELATED ADA INVESTIGATIONS, COMPLAINTS, AND LAWSUITS

Period: January 1, 2012 – July 2016

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1. NONE				
2.				
Lawsuits				
1. NONE				
2.				
Complaints				
1. NONE				
2.				