

CitiBus ADA Complaint Procedure

Any person who believes that he/she has been discriminated against or denied participation in transportation on the basis of a disability by CitiBus may file an ADA complaint.

ADA complaints may be submitted to the ADA Coordinator in the following manner:

By Mail:

City of Watertown-ADA Coordinator
245 Washington Street, Suite 302
Watertown, NY 13601

By E-mail: civilrights@watertown-ny.gov

By Phone: (315)785-7740

The ADA Coordinator investigates all ADA complaints received within 90 days of the alleged incident. ADA complaints may be submitted via the complaint form to CitiBus via e-mail, phone, or US Mail. The online complaint form can be accessed via the CitiBus website <https://www.watertown-ny.gov/departments/citibus> , or you may contact the ADA Coordinator at (315)785-7740 and a copy will be mailed to you. Forms should be addressed to the ADA Coordinator at the address shown above.

Upon receipt of an ADA complaint, the ADA Coordinator will review the submitted information and send the complainant an acknowledgement letter informing them of whether or not the complaint will be investigated as an ADA complaint.

The ADA Coordinator may require up to 30 days to investigate a complaint. If additional information is required for the investigation, the ADA Coordinator may contact the complainant. The complainant will have 10 business days from the date of the letter to submit the requested information to the ADA Coordinator. If the ADA Coordinator is not contacted by the complainant or does not receive the requested information within 10 business days, the ADA Coordinator has the right to administratively close the case. A case can also be administratively closed if the complainant no longer desires to pursue the case.

Once the ADA Coordinator has reviewed a complaint, he/she will issue one of two letters to the complainant-1) a closure letter 2) a letter of finding (LOF). A closure letter summarizes the allegations and states that no ADA violation occurred and that the case is closed. A LOF summarizes the allegations and the interviews concerning the alleged incident, and explains what, if any, corrective action will occur. If the complainant wishes to appeal against the ADA Coordinator's decision, they will have 10 business dates from the date of the letter to do so. Complaints may be filed directly with the Federal Transit Administration (FTA) at:

FTA Office of Civil Rights
ATTN: Complaints
East Building, 5th Floor-TCR
1200 New Jersey Avenue SE
Washington, DC 20590