

## **I BELIEVE I WAS DISCRIMINATED AGAINST BECAUSE OF MY DISABILITY. WHAT SHOULD I DO?**

Everyone is welcomed to use Spokane Transit Authority's (STA) services. All STA vehicles and facilities are accessible to people who are disabled. However, there may be a situation where you feel you have been discriminated against because of your disability or mobility impairment. Your civil rights are protected under the federal Americans with Disabilities Act (ADA). If you believe that based on your disability, STA has discriminated against you in its services or facilities, we want to know about this incident just as soon as possible.

The sooner you submit your discrimination complaint the better. Spokane Transit's vehicles and facilities have multiple cameras that are recording to video. Video can be a big help when investigating a claim of discrimination. However, the video is on a loop and eventually will be recorded over.

You can submit a complaint alleging discrimination on the basis of disability in a number of ways.

1. The preferred way for STA to receive a complaint is in writing (or in an accessible format that you use) or by email to the STA Ombudsman and Accessibility Officer. The email address is [ombudsman@spokanetransit.com](mailto:ombudsman@spokanetransit.com). The mailing address is 1230 West Boone Avenue, Spokane, WA 99201.
2. You also can submit a complaint by using the STA comment form at <https://www.spokanetransit.com/feedback/sta-questions-comments>. Be sure and say that you are submitting an ADA complaint, so your complaint will be forwarded immediately to the Accessibility Officer.
3. A Customer Service Representative at the Plaza will be happy to help you write down your complaint. Be sure the Rep knows it is an ADA complaint, so it can be sent to the Accessibility Officer.
4. You are welcome to call the Accessibility Officer at (509) 325-6094, TTY 711. If you are sent to voice mail, please leave a detailed message and your phone number so the Accessibility Officer can return your call.

The best complaints include *lots* of information. Here are some hints for useful information:  
Your name and contact information

Where did this happen? Were you on a bus or van? Do you know the bus or van number?

What was the date?

What time was it?

What route were you on?

Where were you heading?

Were you in an STA facility, for example the Plaza or the Valley Transit Center?

Did you talk to an STA employee, for example a bus operator or a Transit Officer?

Can you describe the person you talked to – male/female; short/tall; beard/no beard, etc.?

And last, but certainly not least, what happened?

## **THEN WHAT HAPPENS?**

Upon receiving your discrimination complaint, the Accessibility Officer will contact you to let you know that your complaint was received and that the investigation into your complaint has begun. The goal is to resolve every complaint within 21 days. The Accessibility Officer will contact you and let you know if the investigation is going to take longer.

When the investigation is over, the Accessibility Officer will contact you and let you know the result of the investigation. It is a good idea to ask for a response in writing. Your complaint and its resolution will be entered into Spokane Transit's records and will be kept on file for at least six years. Please be aware that all complaints are discoverable through public records requests to Spokane Transit's Public Records Officer.

## **WHAT IF I DON'T AGREE WITH THE RESULTS OF THE INVESTIGATION?**

The first step is to sit down with the Accessibility Officer and review your discrimination complaint and the investigation. You might want to see the video, if there is one. The two of you will review the part of the ADA that pertains to your complaint. If your meeting results in a different conclusion from the original decision, the Accessibility Officer will provide that change to you in writing.

If you still are not satisfied with the results, you can request an appeal by STA's Chief Executive Officer (CEO). You and the Accessibility Officer will meet with the CEO to review your complaint and the investigation. The CEO will render a final decision about your complaint within 30 days of the day of the meeting.

## **A LAST REMINDER**

Please let STA know about your complaint as soon as possible. It is important to know that STA does not investigate complaints received more than 180 days after the alleged incident.

Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act. For more information, visit [www.spokanetransit.com](http://www.spokanetransit.com). All phone numbers are accessible for people who are deaf or hard of hearing through Relay 711.

Upon request, alternative formats of this document will be produced for people who are disabled. Call (509) 325-6094 or email [ombudsman@spokanetransit.com](mailto:ombudsman@spokanetransit.com).