



Complaint Procedure

In compliance with the U.S. Department of Transportation Americans with Disabilities Act (ADA) of 1990 (49 CFR Parts 27, 37, 38 and 39), and Section 504 of the Rehabilitation Act of 1973, as amended, the Tahoe Transportation District (TTD) ensures its services, vehicles, and facilities are accessible to and usable by individuals with disabilities. Anyone who believes he or she has been discriminated against on the basis of disability may file an ADA complaint.

Complaints may be submitted by filing an ADA Complaint Form online, by downloading an ADA Complaint Form and sending it to the address or fax listed below, or by calling 775-589-5509. If the complainant is unable to write a complaint, a representative may file on his or her behalf, or TTD staff will provide assistance. Complaints must be filed within 180 days of the date of the alleged discrimination. If the complainant is dissatisfied with the resolution by TTD, the same complaint may be submitted to the FTA or USDOJ.

Chris Jacobs
Tahoe Transportation District
Mail: P.O. Box 499
Zephyr Cove, NV 89448
Or hand delivered to:
128 Market Street, Suite 3-F
Stateline, NV 89449
Fax (775) 588-0917

The complaint must be signed by the complainant, complainants or by designation of a representative for the complainant(s). An investigation will begin no later than fifteen (15) working days of receipt of the complaint. TTD will determine jurisdictional responsibilities for handling the complaint. If the complaint alleges egregious discrimination regarding TTD services and activities, the complaint will be forwarded to the FTA for formal investigation. The complainant will be contacted in writing, no later than thirty (30) working days after receipt of the complaint for additional information, if needed. The complainant may be interviewed by an appropriate official authorized to investigate the complaint. In compliance with LEP, translation services will be provided to the complainant, as necessary.

TTD will make every effort to complete the investigation within ninety (90) days of receipt of the complaint. However, some investigations may take longer and TTD will obtain concurrence from the complainant, for an extension of time to complete the investigation.

TTD will provide the complainant a complaint closure letter with a summary description of the allegation, investigation methodology and identify remedial steps, if discrimination is found. The respondent or respondent agency will also receive a copy of the closure letter.

The complainant will have fifteen (15) working days from receipt of the report to appeal TTD's findings. The appeal must be submitted to TTD's Executive Director at the same address listed above. The Executive Director will notify the complainant of the decision either to accept or reject the request for appeal within 10 days. If neither party appeals, the complaint will be closed.

In the event the complainant elects to file a complaint directly with FTA, FTA will promptly investigate the complaint. Refer to FTA Circular 4702.1A, FTA's Complaint Procedures for procedures FTA will follow to investigate and resolve a complaint that is sent directly to them.