

**Susquehanna Regional Transportation Authority**

Safety Service Stewardship

**AMERICANS WITH DISABILITIES (ADA) COMPLAINT FORM**

Susquehanna Regional Transportation Authority (SRTA) (d/b/a rabbittransit) prohibits discrimination in all of its programs and services based on a disability. If you feel you have been discriminated against due to your disability, please provide the following information in order to assist us in processing your complaint. Please call for our ADA complaint process or visit our website at [www.rabbittransit.org](http://www.rabbittransit.org)

If you feel you have been discriminated against in transit services, please print and complete the following form, sign (signature in Section 4 required) and return to:

**rabbittransit (Susquehanna Regional Transportation Authority)**

**ATTN: Sherry Welsh, SRTA Compliance Officer**

**415 N. Zarfoss Drive**

**York, PA 17404**

**Telephone - (717) 846-5562**

**Fax - (717) 846-1232**

SECTION 1

**Please print CLEARLY**

Name (Complainant): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Home Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email Address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

SECTION 2

1. Are you filing this complaint on your own behalf?  Yes  No (If you answered “yes” to this question, please go to Section III.
2. If you answered “no” to question 6, please describe your relationship to the person (Complainant) for whom you are filing and why you are filing for a third party:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Have you obtained permission of the aggrieved party (Complainant) to file this complaint on his or her behalf?  Yes  No

SECTION 3

1. Date of Incident: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. If applicable, name of person(s) who allegedly discriminated against you:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Please identify what transit service this occurred on:  Fixed Route Paratransit EXPRESS

* Other, please describe \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Please provide a brief explanation of the incident and how you feel you were discriminated against including how you feel others may have been treated differently than you.

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1. Please list addresses and phone numbers of all witnesses’ names or others we can contact to support or clarify your complaint.

Name Address Phone Number

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1. What type of corrective action would you like to see taken?

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1. Please attach any documents you have which support the allegation. Attached Yes No
2. Have you previously filed an ADA complaint with Susquehanna Regional Transportation Authority? Yes No If yes, please provide date of incident. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date of Filing: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

SECTION 4

Print your name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Please note: Susquehanna Regional Transportation Authority cannot accept complaints without a signature**