

C TRAN ADA Complaints

The Americans with Disabilities Act of 1990 prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation.

The Federal Transit Administration requires C TRAN to use nondiscriminatory practices in bus service.

If you believe you or others:

- have been discriminated against due to race, color, national origin, or a disability
- have been excluded from participation in or denied the benefits because of that discrimination
- have been subject to discrimination under any C TRAN service, program, or activity

You have the right to register an ADA by writing to or calling:

Angela Wood, Transit Specialist
Chemung County Planning Department
400 East Church Street, Elmira, New York 14901
E-mail: anwood@chemungcountyny.gov Phone: 607-737-5510

Or by submitting your complaint to the Federal Transit Administration within 180 days at:

USDOT Federal Transit Administration, Region II
Regional Civil Rights Officer
One Bowling Green , Room 429
New York, NY 1004-1415
Phone: (212) 668-2170

ADA and Title VI Complaint Form

Choose: ADA (due to disability) related? ____

Complainant's Name: _____ Address: _____

City, State, Zip: _____

Phone: _____ E-mail: _____

Person discriminated against (if someone other than complainant): _____

Incident Information:

Date: _____ Time: _____ Location: _____

Name of Employee Involved: _____ Vehicle ID/Route Name or Number _____

In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. Use the back of this form if additional space is required. _____

What is the best way to reach you: Phone ____ Email ____ Mail ____ Please sign below.

You may attach any written materials or other information that you think is relevant to your complaint.

Complainant's signature: _____ Date: _____
