

**County of Hawaii
Mass Transit Agency
Americans with Disabilities Act Complaint Form**

Individuals may file an Americans with Disabilities Act (ADA) complaint alleging disability discrimination against the County of Hawaii Mass Transit Agency or its Contractors by completing this form. Additionally, you may discuss your concerns with the County of Hawaii ADA Coordinator.

Name:
Home Phone Number:
Email Address:
Address: (Street/City/State/Zip Code)
Date and Location of Occurrence:
Comment or Complaint:
Signature and Date:

Provide the following information:

- A. Your full name, address, the telephone numbers where we can reach you during the day and evening, and the name of the party discriminated against (if known);**
- B. The name and address of the business, organization, institution, or person that you believe has committed the discrimination;**
- C. A brief description of the acts of discrimination, the dates they occurred, and the names of individuals involved;**
- D. Other information you believe necessary to support your complaint, including copies (not originals) of relevant documents; and**
- E. Information about how to communicate with you effectively. Please let us know if you want written communications in a specific format (e.g., large print, Braille, electronic documents) or require communications by video phone or TTY. Please indicate if someone on your behalf completed this form for you and provide name, address, telephone numbers and/or email.**

To file an ADA complaint by mail, email, or by fax, send the completed ADA complaint form to one of the following:

**County of Hawaii Mass Transit Agency
25 Aupuni Street
Hilo, Hawaii 96720
Phone: (808) 961-8343
TDD/TTY: 711 through Relay Service
Fax: (808) 961-8745
Email: heleonbus@hawaiicounty.gov**

**Hawaii County Equal Opportunity Officer/ADA Coordinator
101 Pauahi Street, Suite 2
Hilo, Hawaii 96720
Phone: (808) 961-8361
Fax: (808) 961-8617
Email: Tasha.Hoggatt@hawaiicounty.gov**

**U.S. Department of Justice
Civil Rights Division
950 Pennsylvania Avenue, NW
4CON, 9th Floor
Washington, DC 20530**

ADA Complaints Process

All formal complaints that allege discrimination while using Hele-On Bus services provided by County of Hawai'i, will be recorded in the ADA Complaint Log and immediately assigned a complaint number by MTA.

MTA will review the ADA complaint and will provide appropriate assistance to the complainant.

MTA will investigate a formal ADA complaint within ten (10) working days of receiving the complaint. Based upon all the information received, MTA will prepare a draft written response, subject to review by the County ADA Coordinator and Deputy Corporation Counsel.

MTA will contact the complainant in writing within fifteen (15) working days for additional information, if needed, to investigate the complaint. If the complainant fails to provide the requested information by a certain date, the complaint could be administratively closed.

MTA will determine if the complaint may be administratively closed after the draft is written, or if a final written response is needed. If a final written response is needed, MTA will send the response to the complainant.

How MTA notifies complainant of the outcome

MTA will provide a final response to the complainant. MTA will diligently attempt to respond to complaints within sixty (60) workdays of receipt.

The complainant also will be advised of his or her right to appeal the response to MTA as appropriate. MTA will diligently attempt to respond to a complaint within sixty (60) working days of its receipt by MTA. The complaint must mail their letter for appeal and direct inquiries about the appeal process to the MTA at:

Mass Transit Agency
25 Aupuni Street
Hilo, Hawai'i 96720
Email: heleonbus@hawaiiicounty.gov
Phone: 808.961-8744, option 3

All formal complaints will be kept on file for three (3) years.