



AMERICANS WITH DISABILITIES ACT (ADA) COMPLAINT PROCESS

Ben Franklin Transit (BFT) is committed to ensuring that no qualified individual with a disability is discriminated against by BFT, its contractors, nor subrecipients, per the Americans with Disabilities Act (ADA) of 1990. The U.S. Department of Transportation has implemented regulations (49 CFR Parts 27, 37, 38, and 39) that outline specific requirements for accessibility in transportation.

If you feel that you or someone you know has been excluded from participation in, denied the benefits of, or subjected to discrimination with regard to any BFT transit services because of such disability, please complete the ADA Complaint Form and submit it within 180 calendar days of the alleged incident. The form can be accessed [here](#).

How do you file a complaint?

A. Submitting an ADA Complaint Form to Ben Franklin Transit

Riders can submit ADA complaints in the following ways:

1. In person: Riders can submit their complaint form at the Three Rivers Customer Service Center, 7109 W. Okanogan Place, Kennewick.
2. U.S. mail: Riders can mail the ADA Complaint Form to Ben Franklin Transit, 7109 W. Okanogan Place, Kennewick, WA 99336-2341.
3. Telephone: Riders can contact the Ben Franklin Transit Customer Service Department at 509.735.5100 Monday through Friday, 6:00 a.m. – 6:00 p.m.
4. Email: Riders can submit the ADA Complaint Form by emailing it to customercomment@bft.org.
5. Fax: Riders can fax the ADA Complaint Form to 509.734.5195.

B. Complaint Acknowledgment & Investigation Process

All feedback from customers pertaining to the Americans with Disabilities Act is valued and will be reviewed by the ADA Coordinator. All ADA complaints will be tracked separately from other customer feedback to ensure expedited responses.

1. All ADA complaints will be forwarded to the ADA Coordinator. The complainant shall receive an initial response within ten (10) business days, provided they submit legible contact information.
2. Investigation of the complaint will begin within fifteen (15) days of the complaint submittal, provided the complaint meets the requirements of ADA discrimination.
3. BFT will complete the investigation of valid ADA complaints within sixty (60) calendar days of their original submittal.
4. BFT will communicate the findings of the investigation to the complainant promptly. The complainant will have five (5) business days from the receipt of BFT's response to file an appeal. If no appeal is filed, the complaint will be closed.

C. Feedback Assistance

If you are unable to complete a written complaint due to a disability, or if information is needed in another language, we can assist you. Please contact us at 509.735.5100.