

Treasure Valley Transit, Inc.

Complaint and Appeal Process For Denied Trips On Paratransit or Demand Response service

Who Can File a Complaint?

Anyone can file a complaint who was denied a trip on Treasure Valley Transit's paratransit or demand response services in any location we serve.

How Do I File a Complaint?

A person who wishes to file a complaint for being denied a trip may walk-in to our main office, call us at (208-463-9111) or get a Complaint Form from a driver, trip coordinator, supervisor or managers upon request. Forms can be emailed, faxed (208-465-1803) or handed in at our office at 1136 West Finch Drive, Nampa, Idaho 83651

What Happens Next?

After a complaint is turned in it will be reviewed and logged by a supervisor or manager. Based on the nature of the denied ride management will investigate the issue. All ADA and Title VI related issues will be sent to the Federal Transit Administration (FTA).

Management then sends ADA complaint to the Paratransit Eligibility Specialist (PES) or the Title VI Officers for investigation and for a report back to management and the ADA reviewer. The ADA reviewer will also make a determination as to the issue and a possible resolution if any, within 48 hours.

The complainant will be notified of the decision and right to appeal.

What If My Trip Is Denied After My Complaint Has Been Filed?

A person whose trip was denied and a resolution could not be met and/or the person isn't satisfied with the findings, then an appeal can be filed. If this happens, the complainant will need to follow the initial complaint procedure above, but will request an Appeal Form instead.

What Happens During An Appeal?

Once a Right to Appeal form is completed it should be returned by fax, email, or walk-in. Appeals are reviewed by designated Treasure Valley Transit's Board members along with members of ADA local agencies upon request from management.

Treasure Valley Transit requires that an appeal be filed within 60 days of the denial. The process shall include an opportunity to be heard and to present information and arguments, separation of functions (i.e., a decision by a person not involved with the initial decision to deny the ride), and written notification of the decision, and the reasons for it.

Treasure Valley Transit is not required to provide Transportation to the individual pending the determination on appeal. However, if Treasure Valley Transit has not made a decision within 30 days of the completion of the appeal process, Treasure Valley Transit shall provide transportation from that time until and unless a decision to deny the appeal is issued" (§37.125(g)).