ABQ RIDE
Americans with Disabilities Act (ADA)
Complaint Procedure

ABQ RIDE has adopted a procedure for the prompt resolution of complaints alleging non-compliance with the Americans with Disabilities Act (ADA).

Procedure

1. Complaints shall be filed in writing within 180 days by the complainant or an authorized representative. The complaint must contain the name, address, and telephone number of complainant and a brief description of alleged Department violation(s). If the complaint does not contain sufficient information for ABQ RIDE to determine whether a violation occurred, ABQ RIDE will contact the complainant for the necessary information. If the complainant does not provide additional information within 30 days, ABQ RIDE will close the case.

2. Indicate what actions you are requesting the Department to take to correct the alleged violation(s).

3. The complainant or an authorized representative must sign all complaints.

4. Complaints should be addressed to the ABQ RIDE Supervisor:

   ABQ RIDE Supervisor
   The City of Albuquerque Transit Department
   ABQ RIDE
   100 1st street SW
   Albuquerque, NM 87102
   Phone: (505) 243-7433

5. You may request an informal meeting with the ABQ RIDE Supervisor to discuss your complaint and the Department’s investigation of it.

6. You will receive a written response from the ABQ RIDE supervisor within 60 days after the filing of your complaint, including any additional information requested by ABQ RIDE. The response will include a summary of the information gathered, a conclusion of whether the violation is substantiated, and if so what action(s) the ABQ RIDE will take to address the violation.

Using this complaint procedure does not prevent you from filing a complaint with the appropriate federal enforcement agency.

The Complaint Form is located on page 2
ABQ RIDE
Americans with Disabilities Act (ADA)
Complaint Form

Use this form to file a complaint that ABQ RIDE has not complied with ADA.

Complainant's Name: ____________________________________________

Name of the representative filing on behalf of Complainant: ____________________________________________________________________________

Phone: ___________________________ TTY 711: ___________________________ Email:_____________________________

Home Address:____________________________________________________________________

City: ___________________________ State: ___________________________ Zip: ___________________________

Alleged Violations
Describe how ABQ RIDE has not complied with ADA in sufficient detail to make your complaint clear. Please be sure to include as much of the following information as possible as applicable. Attach additional pages if necessary:

Date: ___________________________ Time: ___________________________ Route: ___________________________

Location: ____________________________________________________________________________ Direction of Travel: ___________________________

Vehicle Number: ___________________________ Name of Employee: ____________________________

Description: ____________________________________________________________________________

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Requested Action
What actions do you request be taken to correct the alleged ADA non-compliance?

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Have you filed this complaint with another agency? If yes, please specify: ___________________________

Please provide a case number, if available: ___________________________

Date: ___________________________
This Notice and Related Materials Are Available in Alternate Format.