



CAT Americans with Disabilities (ADA) Complaint Form

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If you think you have been discriminated against on the basis of a disability or that you were excluded or denied service by CAT due to a disability, please fill out this form and send or email it to: CAT Civil Rights, 1545 Avon St. Ext., Charlottesville VA. 22902. Or email it to: downeyc@charlottesville.org

Name (Complainant):		Phone:	Home address (St #, city state, zip):
Email Address:			
Date of Incident:	Route #:	Bus #:	
Time of incident:	Location of incident:	Driver Name/Description:	
Discrimination based on:		<input type="checkbox"/> ADA Accessibility <i>If your complaint is regarding Bus or Bus Stop Accessibility, please fill out your contact information on this page and then move to PAGE 2</i>	
ADA: <input type="checkbox"/> Disability <input type="checkbox"/> ADA Accessibility Issue (see blue box)			
Please describe the alleged discrimination incident. You may attach a separate sheet of paper if necessary. You should include all specific details that might assist in investigating the allegation. Please also provide any other documentation that is relevant to this complaint.			
11. Please list below an person(s) we may contact for additional information to support or clarify your complaint (witnesses, fellow employees, supervisors, others):			
<u>Name:</u>		<u>Relationship:</u>	<u>Contact Information:</u>
Signature: (complainant must sign and date)			Date:
CAT STAFF TAKING COMPLAINT (if called in):			DATE:

ADA Accessibility Complaint Form (Page 2 of 2)

Your ADA accessibility complaint/concern is regarding: <i>(check one)</i>	
<input type="checkbox"/> Bus Stop <input type="checkbox"/> Landing Area <input type="checkbox"/> Bus Shelter <input type="checkbox"/> Bus <input type="checkbox"/> Other	
Bus Stop Location:	
What is the bus stop number?	
What route(s) or destination(s) does the bus stop serve?	
What is the direction of bus travel on that street? <i>(Northbound, Southbound, Eastbound, Westbound)</i>	
Please include any other information that will help CAT locate the bus stop.	
Landing Area Issues: (An area for a lift/ramp to deploy, when getting on or off the bus)	
Is there a landing area that can accommodate a customer using a mobility device?	<input type="checkbox"/> YES <input type="checkbox"/> NO
If so, are there problems with the landing area surface? <i>Please describe the problem(s).</i>	
Describe any obstacles that would limit the mobility of a wheelchair user? (i.e., trash receptacle, newspaper boxes, landscaping, etc.)	
Is the sidewalk or pathway leading to the bus stop accessible for a person using a wheelchair or mobility device?	
Passenger Shelter Issues:	
Please describe the issue if your complaint/concern is regarding Passenger Shelter accessibility.	
Bus Accessibility Issues:	
Bus Number (if applicable)	
Please describe any accessibility issues you may have experienced <i>(inoperable lift, securement apparatus, etc.)</i>	
Other:	
If your complaint or concern is something other than what is listed here, please explain:	