City of Phoenix and Valley Metro
Title VI Complaint Process

All Title VI complaints are processed through the Regional Public Transportation Administration (RPTA) Customer Service Call Center. Complaints are received, processed, and sent to the transit service providers through the Customer Assistance System (CAS) software. The provider investigates the complaint according to federal standards found in 28 CFR, Part 35, and FTA C 4702.1A, responds to the customer, and takes appropriate action to ensure the resolution of the problem, to include providing additional training if necessary. These federal standards are used for both complaints filed under Title VI of the 1964 Civil Rights Act and the Americans with Disabilities Act. The standards are programmed in the CAS software and entered as investigative report headings on the report template in the software.

Each documented Title VI investigative report must address each of the seven federal investigative steps found in 28 CFR, Part 35 and FTA Circular 4702.1A. These seven steps are as follows:

- Summary of complaint
- Statement of issues
- Respondent's reply to each issue
- Findings of fact
- Citations of pertinent regulations and rules
- Conclusions of law
- Description of remedy for each violation

The CAS software will automatically enter the Title VI complaint into a Title VI complaint log. The complaint log records the case number, incident date, primary complaint category, complaint subcategory, how the complaint was resolved and the close date of the complaint.

Programs and Services

Carpool/Vanpool
Valley Metro provides a FREE ride matching service as an easy way to find others in the Valley interested in sharing the ride to work in a carpool or vanpool. Go to ValleyMetro.org.

Telework
Teleworking is a flexible work option that allows employees to work from a location other than their main office. Valley Metro can help you determine if teleworking is right for your organization.

Education and Outreach
Valley Metro conducts transit-related presentations and activities for a variety of audiences, including school-age children, senior citizens, persons with disabilities, refugees and other community organizations.

Business Opportunities
Local businesses can get on board with Valley Metro's Fare Outlet Program. Businesses sign up to sell Valley Metro fares to their customers, while receiving a percentage of the monthly sales.

Bike on Bus
On the front of every Valley Metro bus is a bicycle rack that can accommodate up to two bikes. This service is free to all passengers who ride a bike. Valley Metro is not responsible for damages to bicycles on transit system property.

Transit Watch
Help improve transit safety and security by reporting any and all suspicious activities to Valley Metro Customer Service at 602-253-5000. In case of emergencies, call 911.

Paratransit
Valley Metro offers passengers with disabilities several transportation alternatives. Passengers wishing to use paratransit services (ADA and non-ADA) can contact Valley Metro regarding the eligibility process.

For more information about these and other Valley Metro programs and services, call Customer Service at 602-253-5000, or visit ValleyMetro.org.

Customer Rights and Grievances
Passengers using public transit are given equal access, seating and treatment regardless of race, color, national origin or disability. If you wish to file a complaint – including discrimination due to race, color, national origin or disability – you can call or write Valley Metro Customer Service.

All complaints received by Customer Service are documented and assigned to the appropriate transit staff for investigation in accordance with federal standards (28 CFR, Part 35 and FTA Circular 4702.1). After the complaint is processed, a response is sent to the customer filing the complaint and appropriate corrective action is taken. This process and completed reports are carefully monitored by the City of Phoenix Public Transit Department.

Phone: 602-253-5000
TTY: 602-261-8208

Mailing Address:
Attn: Customer Service
Valley Metro/RPTA
302 N. First Avenue, Ste. 700
Phoenix, AZ 85003

What Is a No-Show?

A no-show is defined in one of two ways:

1. A trip in which the passenger is not present at the prearranged ready window and location when the Dial-a-Ride driver arrives and the passenger has given no notice to the Dial-a-Ride reservations center.
2. A request to cancel a trip is at the door or not within the timeframe specified by the service provider. Please check with the service provider in your area for more information on the cancellation policy.

What Happens If I'm a No-Show?

No-shows make it difficult to provide efficient service, cause delays and inconvenience other riders. All passengers are responsible for calling to cancel trips.

In any given 12-month period, passengers on ADA Dial-a-Ride service who experience three no-shows in a two-month period will receive a warning letter. If the passenger, after receipt of the warning letter, has three additional trip no-shows in any subsequent two-month period, that passenger may be suspended from ADA Dial-a-Ride service with appeal rights. Any action to suspend service will only occur after the passenger has been sent a warning letter. All decisions regarding suspension of service will be based on a no-show pattern or practice within a 12-month period.

The definition of "subsequent" two-month period in terms of time following the warning letter will be at the discretion of the Dial-a-Ride provider.

Customer Rights

Customers using public transit are given equal access, seating, and treatment without regard to race, color, national origin or disability. (49 CFR, Part 37 and FTA Circular 4702.1A).

How to File a Complaint

Customers wishing to file a complaint, including discrimination due to disability, race, color or national origin, may call Customer Service at (602) 253-5000, TTY (602) 261-8208 or via e-mail at csr@valleymetro.org

How Complaints are Processed

In accordance with federal standards (28 CFR Part 35 and FTA Circular 4702.1A), all regional transit providers are trained in the correct processing, investigation and documentation of passenger complaints involving discrimination based on disability, race, color or national origin. The City of Phoenix Public Transit Department monitors the complaint process as well as completed reports. All complaints received by Customer Service are documented and assigned to the appropriate transit staff for investigation. After the complaint is processed, a response is sent to the customer filing the complaint and appropriate corrective action is taken.

We would like to hear your questions, comments or concerns regarding the Valley Metro system. Please call our Customer Service office at (602) 253-5000 or TTY (602) 261-8208 to voice any concerns you may have. You may also e-mail us at csr@valleymetro.org or contact us by mail at Valley Metro, 302 N. 1st Avenue, Suite #700, Phoenix, AZ 85003.

weigh more than 600 pounds when occupied. Vehicles may not be able to accommodate mobility aids exceeding these standards.

Reasonable efforts shall be made to transport persons in oversized mobility aids. However, transportation cannot always be guaranteed to a person in an oversized mobility aid and suggestions for alternative transportation shall be provided upon request.

Use of Lifts and Ramps

Upon request, bus operators must allow passengers who do not use a mobility aid to use a vehicle's lift or ramp to enter or exit the vehicle.

General Bus Information

For general bus information and trip planning, call transit information at (602) 253-5000, option 1 or TTY (602) 261-8208.

Customer Rights

Customers using public transit are given equal access, seating and treatment without regard to race, color, national origin or disability. These rights also apply to service frequency, vehicle age and quality and bus stop quality (FTA Circular 4702.1).

How to File a Complaint

Customers wishing to file a complaint – including discrimination due to disability, race, color or national origin – may call Customer Relations at (602) 253-5000, option 2, or TTY (602) 261-8208.

How Complaints are Processed

In accordance with federal standards (28 CFR Part 35 and FTA Circular 4702.1), all regional transit providers are trained in the correct processing, investigation and documentation of passenger complaints involving discrimination based on disability, race, color or national origin. The city of Phoenix Public Transit Department monitors the complaint process as well as completed reports.

All complaints received by Customer Relations are documented and assigned to the appropriate transit staff for investigation. After the complaint is processed, a response is sent to the customer filing the complaint and appropriate corrective action is taken.

We'd like to hear your questions, comments or concerns regarding the Valley Metro system. Please call our Customer Relations Office at (602) 253-5000, option 2 or TTY (602) 261-8208 to voice any concerns you may have.

Request a Copy of This Brochure

To request a copy of this brochure in alternate format call (602) 253-5000 or TTY (602) 261-8208.

Use of Lifts

Upon request, bus operators must allow passengers who do not use a mobility aid to use a vehicle's lift or ramp to enter or exit the vehicle.

Customer Rights

Customers using public transit are given equal access, seating, and treatment without regard to race, color, national origin or disability (FTA Circular 4702.1).

How to File a Complaint

Customers wishing to file a complaint—including discrimination due to disability, race, color or national origin—may call Customer Relations at (602) 253-5000, or TTY (602) 261-8208 or via e-mail at csr@ValleyMetro.org.

How Complaints are Processed

In accordance with federal standards (28 CFR Part 35 and FTA Circular 4702.1), all regional transit providers are trained in the correct processing, investigation and documentation of passenger complaints involving discrimination based on disability, race, color or national origin. The city of Phoenix Public Transit Department monitors the complaint process as well as completed reports.

All complaints received by Customer Relations are documented and assigned to appropriate transit staff for investigation. After the complaint is processed, a response is sent to the customer filing the complaint and appropriate corrective action is taken.

We'd like to hear your questions, comments or concerns regarding the Valley Metro system. Please call our Customer Relations office at (602) 253-5000, or TTY (602) 261-8208 to voice any concerns you may have. You may also email us at csr@valleymetro.org or contact us by mail at Valley Metro, 302 N. 1st Avenue, Suite #700, Phoenix, AZ 85003.

Request a Copy of This Brochure

To request a copy of this brochure in alternate format call (602) 253-5000 or TTY (602) 261-8208. You can also access this brochure on the Valley Metro Web site at www.ValleyMetro.org.

MKO4956/June06/sn