

ADA Complaint Process Policy Statement

GoPasco will ensure its services, vehicles, and facilities are accessible to and usable by all individuals with disabilities. Anyone who believes they have been discriminated against on the basis of a disability may file an ADA complaint. GoPasco will process and investigate all complaints that meet the requirements of ADA discrimination as set forth by Federal, State, and local law.

1. ADA complaints will be investigated and resolved by the Operations Manager or their delegate, as described herein.
2. The Director of Public Transportation can overrule or supersede the investigation findings, as described herein.
3. Complaints may be submitted by printing, completing, and delivering to GoPasco the Americans with Disabilities Act Complaint Form available at www.pascocountyfl.net/DocumentCenter/View/30934, or by calling GoPasco at 727-834-3322. Any person may ask a personal representative to file a complaint on their behalf, or they can request GoPasco staff members to assist with their complaint.
4. Completed complaint forms must be delivered to GoPasco within 180 calendar days of the alleged incident. Completed forms must be delivered to Pasco County Public Transportation, 8620 Galen Wilson Blvd, Port Richey, FL 34668.
5. Upon receipt of the completed complaint form, a GoPasco representative will contact the complainant within 10 business days. If the GoPasco representative requests additional information, that information must be delivered to GoPasco within 5 business days of the request. If the complainant fails to provide requested information within this time frame, the complaint may be closed.
6. Upon receipt of all requested information, a GoPasco representative will investigate the complaint and document their findings in an investigation report within 15 calendar days of receiving the initial complaint and all requested additional information. If the investigator needs additional time to conduct the investigation, they will notify the complainant in writing, stating why the investigation is extended and the expected date of completion. All investigations must be completed within 60 calendar days of receipt of the initial complaint.
7. The final investigation report will address each point raised by the complainant, determining whether or not GoPasco violated ADA rules. The reason for each determination will be detailed in the report. If the investigator finds that GoPasco was in violation of ADA rules, the report will state how and when GoPasco will correct the violation.
8. If the complainant disagrees with the final investigation report, they can appeal the investigation to the Director of Public Transportation within 5 business days of receiving the investigation report. If no appeal is filed within 5 business days, the complaint will be closed. If an appeal is filed, the Director of Public Transportation will review all complaint and investigation documents to make a final determination within 15 calendar days.

9. GoPasco will report all investigation findings to Federal, State, or local agencies as required by law.

10. GoPasco will retain all submitted complaint forms for five years.