

ADA COMPLAINT PROCEDURE

The City of Winona Transit Service (referred to as “Winona Transit”) is committed to ensuring that no person is excluded from the benefits of our public transit service when reasonable modifications can be made. The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity and access for persons with disabilities. Winona Transit provides services in the cities of Winona and Goodview.

Our public transit ADA grievance procedure can be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits of Winona Transit.

The City of Winona will investigate transit complaints received no more than 180 days after the alleged incident. The City of Winona will process complaints that are complete. Once the complaint is received, the Winona Transit Service will review it to determine if our office has jurisdiction or if the complaint will be handled by MnDOT ADA Compliance Coordinator and/or MnDOT Office of Title II ADA Coordinator. The complainant will receive written acknowledgement informing her/him that the complaint has been received and who will be handling it.

The City of Winona and/or MnDOT, has 30 days to investigate the transit complaint. If more information is needed to resolve the case, The City of Winona and/or MnDOT, may contact the complainant. The complainant has 15 business days from the date of the written notification to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, The City of Winona and/or MnDOT can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the transit complaint, she/he/they will issue one of two written documentations to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not an ADA violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he/they have 15 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with MnDOT, Title II ADA Coordinator, Minnesota Department of Transportation, 395 John Ireland Blvd., MS 120, St. Paul, MN 55155-1899 | Accessibility.DOT@state.mn.us | 1-833-400-8432 | Individuals who need relay services should contact 711. As an alternate, a person may file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

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