



ADA-Related Service Complaint Process

City of Surprise welcomes comments, complements, and complaints from customers on their experiences using City of Surprise services. Customer input helps us identify areas needing improvement, and commendations are always appreciated.

All customer complaints are carefully reviewed, and those submitted by customers who experience accessibility or ADA-related problems are additionally reviewed for adherence to City of Surprise policies by the Transit Senior Management Analyst

To file an ADA-related service complaint, customers may contact City of Surprise using any of the following methods:

- **Via Mail to:**
City of Surprise
c/o Digger Oster
16000 W. Civic Center Plaza
Surprise, AZ 85374
- **Via Phone**
623-222-3531 or
TTY 623-222-1002
- **Via OCTA Website**
www.surpriseaz.gov
- **Via Email**
Digger.oster@surpriseaz.gov
City of Surprise will investigate the complaint and promptly communicate a response to the customer with 10 business days.

All submittal methods will result in the Public Works department receiving the complaint information and entering it into the customer comment data base, which documents every complaint received and all related follow-up activities. Customers with an ADA-related complaint will receive a complaint confirmation/tracking reference number, usually within the same day but no later than ten (10) business days from the day City of Surprise receives the complaint. If the customer does not receive a response within the ten (10) day timeframe, he or she can call the Public Works Department 623-222-6021 to obtain the confirmation/tracking reference number.

Responsible City of Surprise operating divisions or administrative departments

investigate all complaints and implement any corrective actions to be taken. Complaints involving ADA or accessibility elements receive an additional review by Transit Senior Management Analyst after the investigation has been completed. After the ADA Compliance oversight review has been completed, Public Works will provide a written reply to the customer, to the contact address provided, within ninety (90) days of receiving the complaint. All complaints are investigated within a few weeks, but some may require more extensive investigation, or require more time to identify corrective measures. In any case, a written reply will be provided to the customer within ninety (90) days.

Whether our customers are submitting complaints about service problems or sharing a great experience, we welcome the opportunity to be of service.

A complainant dissatisfied with the City of Surprise decision may file a complaint directly with the **City of Phoenix Public Transit Department (COP)**: Attention: Title VI Coordinator, 302 N. 1st Ave., Suite 900, Phoenix, AZ 85003 or the **Federal Transit Administration (FTA)** offices of Civil Rights: Attention Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590