Approved by Executive Director Gary Clark | Effective October 23, 2026

All Points Transit, Inc.

ADA Complaint Procedure

Mailing: PO Box 1416, Montrose, CO 81402
Office: 156 Colorado Avenue, Montrose, CO 81401 | (970) 249-0128
Website: www.allpointstransit.com

All Points Transit, Inc. (APT) is committed to ensuring that our transit system and services are accessible to everyone, including individuals with disabilities. If you believe that you have been discriminated against based on your disability or have encountered barriers to accessing our services, we encourage you to file a complaint.

Complaint Procedure

APT takes all complaints regarding discrimination and accessibility seriously. If you believe you have been excluded from participation, denied benefits, or subjected to discrimination due to your disability, you are encouraged to file a complaint within 180 days from the date of the incident.

This procedure applies to all APT services, including Dial-A-Ride, fixed-route and regional bus services, AllPoints GO microtransit, and any service operated on APT's behalf by a contractor.

ADA Complaint Contact

APT's designated ADA complaint contact is:

Name: Gary Clark, Executive Director

Address: All Points Transit, Inc., PO Box 1416, Montrose, CO 81402

Telephone: (970) 249-0128 (main office)

Email: gary@aptransit.org

Fax: (970) 249-4473

Filing a Complaint

You may file a complaint in any of these ways. You do not have to use the complaint form.

- Phone: Call (970) 249-0128. Our team can guide you through the steps and help you complete the complaint form. If you are deaf, hard of hearing or have a speech disability, you may call through Relay Colorado by dialing 711.
- In person: Visit our office at 156 Colorado Avenue, Montrose, during office hours, or tell any APT employee, including your driver.
- Mail: All Points Transit, Inc., Attn: Gary Clark, Executive Director, PO Box 1416, Montrose, CO 81402.
- Email: gary@aptransit.org.
- Fax: (970) 249-4473.

The complaint form is available by calling our office, on our website, and at our office.

Help With Filing

APT will make sure the complaint process is accessible to you:

- If you cannot or prefer not to write your complaint, an APT employee will write it down for you, read it back to you, and give you a copy. That record will be treated as your written complaint.
- The complaint form, this procedure and APT's response are available in large print, electronic format, Spanish, or another format you request.
- You may have a family member, friend, advocate or other person help you or file on your behalf.

For help filing a complaint or if you have any questions, please call (970) 249-0128 and ask to speak with a manager.

Investigation Process

Upon receiving a complaint, APT will:

Record and Assign: The complaint will be formally logged in APT's ADA Complaint Register and assigned to an investigator for a thorough review.

Initial Contact (Step I – Verbal Grievance): You may express your concerns verbally to any APT employee. The employee will document the complaint and forward it to the Executive Director the same day, and the Executive Director will make an effort to resolve the issue directly with you, either by phone or in person. Step I is optional; you may begin at Step II.

Written Complaint (Step II – Formal Grievance): If the issue is not resolved verbally, or if you prefer to begin here, you are encouraged to submit a written complaint using the complaint form or any written statement (including a statement written down for you by APT staff). The Executive Director will review your submission, assign an investigator, and respond in writing within 7 days, explaining the decision, the reasons for it, and any corrective actions taken. The response will be provided in an accessible format on request.

Appeal (Step III – Formal Hearing): Should you remain dissatisfied, you may request a formal hearing before the Board President of APT. This request should include all relevant documentation and correspondence related to your complaint. A hearing will be scheduled within 21 days, and a panel, potentially including the Board President and other members, will make a final decision within 7 days of the hearing. The final decision and its reasons will be provided to you in writing.

Filing a Complaint Directly With the Federal Transit Administration

While we encourage you to file your complaint with APT first to seek local resolution, you may file a complaint directly with the Federal Transit Administration (FTA) Office of Civil Rights at any time. You do not need to file with APT first or complete APT's process before contacting FTA, and filing with APT does not limit your right to file with FTA. FTA asks that complaints be filed within 180 days of the alleged violation.

- Online: https://ftawebprod.fta.dot.gov/OCF/OnlineComplaintForm/CreateOnlineComplaintForm
- Email: FTACivilRightsCommunications@dot.gov (subject line: "FTA complaint form")
- Mail: Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor – TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590
- Civil rights hotline (questions about filing): 1-888-446-4511. Relay users: dial 711.

Complaint Records and Retention

Responsibility. The Executive Director is responsible for APT's ADA complaint records, including the ADA Complaint Register, and for applying this retention procedure. Staff may be assigned recordkeeping tasks, but responsibility remains with the Executive Director.

What is kept. The complete complaint record includes the complaint (or the staff-written record of a verbal complaint), the Public Contact Record, investigation notes and evidence, correspondence, APT's written response, and any appeal, hearing record and final decision. The ADA Complaint Register is APT's summary record. Each complaint receives a register entry, whether it is resolved at Step I, II or III.

One year – complete record. APT will keep the complete record of every ADA complaint for at least one year after the complaint is closed.

Five years – summary record. APT will keep the ADA Complaint Register entry for every complaint, or the complaints themselves, for at least five years after the complaint is closed.

Longer requirements and holds. Records will be kept longer whenever a grant agreement, CDOT, FTA, another agency or applicable law requires a longer period, and whenever the complaint or related records are subject to litigation, an audit, an investigation (including a complaint filed with FTA), another hold, or another unresolved matter. Records under a hold will not be destroyed until the Executive Director releases the hold in writing and every applicable period has expired.

Privacy and storage. Complaint records will be stored securely, and access will be limited to staff and officials who need them to handle the complaint or meet oversight requirements. The register records only the information needed to track the complaint and will not include medical details. Records will be made available to CDOT and FTA when requested.

Review and disposal. At least once a year, the Executive Director will review the register's retention review dates. Records may be disposed of only after the applicable periods have expired, no hold applies, and the Executive Director approves. Disposal will be done confidentially and noted in the register.

Executive Director Approval

Approved by: Gary Clark, Executive Director (approval recorded October 23, 2026)

Approval date: October 23, 2026 Effective date: October 23, 2026