

County of Hawaii  
Mass Transit Agency  
Americans with Disabilities Act Complaint Form

Individuals may file an Americans with Disabilities Act (ADA) complaint alleging disability discrimination against the County of Hawaii Mass Transit Agency or its Contractors by completing this form. Additionally, you may discuss your concerns with the County of Hawaii ADA Coordinator.

<b>Name:</b>
<b>Home Phone Number:</b>
<b>Email Address:</b>
<b>Address: (Street/City/State/Zip Code)</b>
<b>Date and Location of Occurrence:</b>
<b>Comment or Complaint:</b>
<b>Signature and Date:</b>

Provide the following information:

- A. Your full name, address, the telephone numbers where we can reach you during the day and evening, and the name of the party discriminated against (if known);
- B. The name and address of the business, organization, institution, or person that you believe has committed the discrimination;
- C. A brief description of the acts of discrimination, the dates they occurred, and the names of individuals involved;
- D. Other information you believe necessary to support your complaint, including copies (not originals) of relevant documents; and
- E. Information about how to communicate with you effectively. Please let us know if you want written communications in a specific format (e.g., large print, Braille, electronic documents) or require communications by video phone or TTY. Please indicate if someone on your behalf completed this form for you and provide name, address, telephone numbers and/or email.

To file an ADA complaint by mail, email, or by fax, send the completed ADA complaint form to one of the following:

County of Hawaii Mass Transit Agency  
25 Aupuni Street  
Hilo, Hawaii 96720  
Phone: (808) 961-8343  
TDD/TTY: 711 through Relay Service  
Fax: (808) 961-8745  
Email: [heleonbus@hawaiicounty.gov](mailto:heleonbus@hawaiicounty.gov)

Hawaii County Equal Opportunity Officer/ADA Coordinator  
101 Pauahi Street, Suite 2  
Hilo, Hawaii 96720  
Phone: (808) 961-8361  
Fax: (808) 961-8617  
Email: [Tasha.Hoggatt@hawaiicounty.gov](mailto:Tasha.Hoggatt@hawaiicounty.gov)

U.S. Department of Justice  
Civil Rights Division  
950 Pennsylvania Avenue, NW  
4CON, 9<sup>th</sup> Floor  
Washington, DC 20530