

Civil Rights

Customers using public transit are given equal access, seating and treatment without regard to race, color, national origin or disability. These rights also apply to service frequency, vehicle usage and quality, and bus stop quality.

How to File a Complaint

Customers wishing to file a complaint – including discrimination due to disability, race, color or national origin – may call Customer Relations at (641) 754-5719. .

How Complaints are Processed

In accordance with federal standards (28 CFR Part 35 and FTA Circular 4702.1), all transit providers are trained in the correct processing, investigation and documentation of passenger complaints involving discrimination based on disability, race, color, or national origin. The City of Marshalltown Public Transit Department monitors the complaint process as well as completed reports.

All complaints received by Customer Relations are documented and assigned to the appropriate transit staff for investigation. After the complaint is processed, a response is sent to the customer filing the complaint and appropriate corrective action is taken.

National level

If you feel that your complaint was not handled correctly by MMT staff, you can contact the Federal Transit Administration Office of Civil Rights, Attention: Title IV Program Coordinator, 400 – 7th Street SW, Room 9100, Washington, D.C., 20590.