

# Sacramento Regional Transit District

## ADA Fixed Route Complaints

### Notice & Grievance Procedure for Complaints of Discrimination Based on Disability

- I. SacRT has established a process for investigating and resolving complaints alleging discrimination based on disability regarding SacRT services, programs, and facilities pursuant to 40 CFR\*27.7; 28 CFR \*\* 35.130, 35.140, 35.149. These regulations implement provisions of Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act of 1990. This Notice and Grievance Procedure is adopted pursuant to 28 CFR\*35.107 and 49 CFR\*27.13. Copies are available at SacRT's main office and Downtown Service Center.
- II. SacRT's ADA Compliance Officer or his/her designee shall be responsible for overseeing investigations and responses to complaints of discrimination based on disability. Upon request, SacRT shall provide complainants the name and phone number of the SacRT employee responsible for investigating the complaint. Required Information: Complainant's name, address, phone number, route number, date, time, location, direction and details. Complaints with incomplete information may result in delayed investigations and responses.

SacRT cannot respond to complaints without the complainant's mailing address. **How to File a Complaint:** Complaints regarding prohibited discrimination based on disability may be submitted to SacRT as follows:

1. By Telephone to SacRT's Customer Advocacy Department, 916/557-4545, TTY 916/557-4686 for the hearing impaired.
2. In Writing to the Customer Advocacy Department, Regional Transit, P.O. Box 2110, Sacramento, California 95812-2110. Passenger Service Report (PSR) forms are also available upon request.
3. In Person at SacRT's main office, 1400 29<sup>th</sup> Street (corner of 29<sup>th</sup> & N Street), 8 a.m. to 5 p.m., Monday through Friday. PSR forms are available, or complaints may be given verbally to a Customer Advocacy Representative. It is advisable to call SacRT in advance to schedule an appointment at 916/321-2877, Option 3, then Option 6. SacRT's Customer Advocacy Representatives will take complaints from the public by phone or in person. The Representative will offer instructions on how to file a written complaint.

Before concluding the interview, the Representative will ask if the complainant wishes to have the information reviewed for accuracy and will make any requested corrections.

**Acknowledgement of Complaint Receipt:**

Within seven days after receipt of the complaint, a letter will be sent to the complainant that includes all the following:

1. Acknowledgement that their complaint has been received and forwarded for investigation.
2. The date by which a response will be sent to the complainant.
3. How to contact SacRT if the complainant does not receive a response by that date.
4. **Investigation of Complaint:** The designated SacRT employee will investigate the complaint and respond in writing within a reasonable time, not to exceed 30 days from receipt of the complaint. The response will set out a process for resolution of the complaint. If no action is taken, the response will state the reasons for the decision and the procedures for the complainant to appeal the decision. (SacRT employee personnel files are confidential; therefore, specific information on disciplinary actions resulting from complaints will not be divulged.) **Appeal of Decision:** If the complainant wishes to appeal SacRT's decision, the complainant shall make a request for a hearing in writing or other fixed format (such as audio tape) within 30 days from receipt of the response.

The complainant shall submit the request for a hearing to the SacRT General Manager/CEO, either by mail to P.O. Box 2110, Sacramento, CA 95812-2110, or in person at 1400 29<sup>th</sup> Street. The complainant may use a SacRT appeal form which is available by mail or in person from SacRT's Accessible Services office, which can be reached at 916/557-4685, FAX 916/455-3924. **Appeal Process:** Within 15 days from receipt of the request for hearing, the General Manager/CEO or his/her designee (who has not previously been involved in the investigation of the original complaint) shall schedule a meeting to hear the complaint. The meeting shall be held at an accessible location within 30 days from receipt of the request for hearing. If desired, the complainant may be represented by a person of his/her choice. The General Manager/CEO or his/her designee shall issue a final determination in writing within 21 days after the meeting.

**Time Limits:** The parties may extend any time limit set out above by written agreement.