

SolTrans ADA Complaint Procedure

SolTrans does not discriminate against individuals with disabilities in the provision of transportation services and is committed to ensuring that no person, solely by reason of their disability, is excluded from participation in, is denied benefits of, or is subjected to discrimination under any SolTrans programs or activities. SolTrans considers all requests for reasonable modifications of its policies, practices or procedures when necessary to avoid discrimination on the basis of disability. Requests for modifications will be granted, unless doing so would:

- a. fundamentally alter the nature of the SolTrans services, programs or activities;
- b. not actually be needed for access to SolTrans services, programs or activities; or
- c. present a direct threat of injury to other persons or property.

Any person seeking a reasonable modification of SolTrans policies, practices or procedures, may complete a brief request form at <https://soltrans.org/accessibility/ada-paratransit/>

SolTrans has also established this ADA Complaint Procedure, which outlines a process for local disposition of ADA complaints and is consistent with guidelines found in Chapter 12 of the Federal Transit Administration Circular 4710.1, effective November 4, 2015.

The following summary notice of this ADA Complaint Procedure, translated into the prominent non-English language group in the SolTrans service area (Spanish), will be posted prominently on SolTrans Buses and at the SolTrans ticket office located at 311 Sacramento Street, Vallejo.

The Americans with Disabilities Act (ADA) prohibits discrimination on the basis of disability. If you feel you have been subjected to discrimination under the ADA you may file a complaint by contacting the SolTrans Civil Rights Officer by mail at: 311 Sacramento St., Vallejo CA 94590 or by phone at (707) 736-6990.

The full complaint procedure will also be posted on the agency's website in English and Spanish. The Complaint Procedure has five steps, outlined below:

1. **Submission of Complaint:** Any person who feels that they have been excluded from or denied the benefits of, or subjected to discrimination under any program or activity receiving federal financial assistance through SolTrans, may file a written complaint with SolTrans via the Civil Rights Complaint form located at <https://soltrans.org/resources/title-vi/> or by contacting:

SolTrans Civil Rights Officer
Solano County Transit
311 Sacramento Street
Vallejo, CA 94590.

Verbal complaints will be accepted and transcribed by the Civil Rights Officer; to make a verbal complaint, call (707)736-6990 and ask to speak with the Civil Rights Officer. Such complaint must be filed within 180 calendar days after the date the person believes the discrimination occurred.

Complaints may also be filed with external entities including the Federal Transit Administration (FTA); or California Department of Fair Employment and Housing (DFEH).

Please review information on the respective agency websites for details on filing ADA complaints.

2. **Referral to Review Officer:** Within ten (10) working days of receipt of the complaint, The Civil Rights Officer will notify the complainant, and SolTrans shall appoint one or more staff review officers, as appropriate, to evaluate and investigate the complaint, in consultation with the SolTrans General Counsel and Employee Relations Department. The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The complainant may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence during the investigation.

The staff review officer(s) shall complete their review no later than 60 calendar days after the date SolTrans received the complaint. If more time is required, SolTrans shall notify the complainant of the estimated timeframe for completing the review. Upon completion of the review, the staff review officer(s) shall make a written report and recommendation to the Transit Services Manager regarding the merits of the complaint and whether remedial actions are available to provide redress. Additionally, the staff review officer(s) may recommend improvements to the SolTrans' processes, as appropriate. If the Transit Services Manager concurs, the Civil Rights Officer shall issue SolTrans' written response to the complainant, including notification of the right to reconsideration of the decision.

3. **Request for Reconsideration:** If the complainant disagrees with SolTrans' response, he or she may request reconsideration by submitting the request, in writing, to the Executive Director or Executive Director's designee, within 10 calendar days after receipt of the Transit Services Manager's response. The request for reconsideration shall be sufficiently detailed to contain any items the complainant feels were not fully understood by the Transit Services Manager. The Executive Director or Executive Director's designee will notify the complainant of the decision either to accept or reject the request for reconsideration within 10 calendar days. In cases where the Executive Director or Executive Director's Designee agrees to reconsider, the matter shall be returned to the staff review officer(s) to re-evaluate, in accordance with Paragraph 2, above.
4. **Appeal:** If the request for reconsideration is denied, the complainant may also submit a complaint to the Department of Transportation for investigation, at FTA's Region IX headquarters:

Federal Transit Administration
Regional Civil Rights Officer
90 Seventh Street, Suite 15-300
San Francisco, CA 94103-6701
415-734-9490

In accordance with Chapter 12, of FTA Circular 4710.1, such a complaint must be submitted within 180 calendar days after the date of the alleged discrimination. Chapter 12 of the FTA Circular 4710.1, which outlines the complaint process to the Federal Transit Administration, may be obtained by requesting a copy from the SolTrans Office (707) 736-6990.

5. **Record:** The Clerk of the Board shall be responsible for preparing and maintaining a list of any active investigations conducted by entities other than FTA, lawsuits, or complaints naming the recipient and/or subrecipient that allege discrimination on the basis of disability. This list shall include the date of the investigation, lawsuit, or complaint that was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient or subrecipient in response to the investigation, lawsuit, or complaint.

6. **For more information via the internet go to:**
<http://www.fta.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>