

**City of Glendale, Community Development Department
Transit Section**

SOP for ADA Complaint Procedures

Updated 1-30-2015

A. PURPOSE

The purpose of this procedure is to provide guidance and instructions necessary to carry out the U.S. Department of Transportation's ("DOT" or the "Department") Title II and III of the Americans With Disabilities Act of 1990 (ADA) regulations (49 CFR parts 27, 37, 38, and 39) regarding ADA complaints and related recordkeeping. Please see Attachment A - *List of References* for regulatory policies.

B. POLICY

The City of Glendale is committed to ensuring that no person with a disability is discriminated against in connection with the provision of transportation service.

Glendale Beeline and Glendale Dial-A-Ride

No person or group of persons will be discriminated against in connection with the provision of transportation service.

C. ADA COMPLAINT PROCEDURES

1. Who May File A Complaint

Any person with a disability who believes that they have been subjected to discrimination in connection with the provision of transportation service may file an ADA complaint with the City of Glendale. A complaint must be filed within 180 days after the date of the alleged discrimination.

Written complaints may be filed with:

**City of Glendale
Department of Community Development, Transit Section
633 E. Broadway, Room 300
Glendale, CA 91206**

An *ADA Complaint Form* may be used to file a complaint. See Attachment B.

In addition to the ADA complaint process at the City of Glendale, a complainant may file an ADA transit related complaint with the:

U.S. Department of Transportation
Federal Transit Administration
Office of Civil Rights, Region IX
201 Mission Street, Suite 1650
San Francisco, California 94105-1839.

2. How To File An ADA Complaint

Any person who believes they have been discriminated against may file a signed, written complaint within one hundred and eighty (180) days of the date of alleged discrimination. The Community Development Department staff will assist with writing a complaint if the complainant is unable to do so.

The complaint should include the following information:

- Complainant name, address, and contact information (i.e., telephone number, email address, etc.)
- How, when, where, and why the complainant believes he/she was discriminated against. Include the location, names, and contact information of any witnesses.

The complaint may be filed in writing with the City of Glendale at:

**City of Glendale
Department of Community Development, Transit Section
633 E. Broadway, Room 300
Glendale, CA 91206**

Complainants may also file an ADA transit related complaint with an external entity such as the FTA, other federal or state agency, or a federal or state court. However, should a complaint be filed with the City of Glendale and an external entity simultaneously, the external complaint will supersede the City complaint and the City's complaint procedures will be suspended pending the external entity's findings.

3. Processing Complaints

All complaints alleging discrimination in connection with the provision of transportation service provided by the City of Glendale will be recorded on the *ADA Complaint Log*. See Attachment C for a sample of the log. The Community Development Department staff will provide appropriate assistance to complainants, including those persons who are limited in their ability to communicate in English.

In instances where additional information is needed for assessment or investigation of the complaint, the Community Development department staff will contact the complainant within 15 working days. Failure of the complainant to provide the requested information by a certain date may result in the administrative closure of the complaint.

The Community Development Department will investigate a written ADA complaint within ten (10) working days of receiving the complaint. Based upon all of the information received, the Department will prepare a written response. The Department will send the response to the complainant and advise the complainant of his/her right to file a complaint externally.

The complainant also will be advised of his/her right to appeal the response to federal and state authorities as appropriate. The City of Glendale will use its best

efforts to respond to an ADA complaint within sixty (60) working days of its receipt of such a complaint, unless a complaint is filed with the City and an external entity simultaneously as noted previously.

Attachment List

Attachment A: *List of References*

Attachment B: *ADA Complaint Form*

Attachment C: *ADA Complaint Log*

Prepared By:

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List of References

- a. Title II and III of the Americans with Disabilities Act of 1990.
- b. DOT regulation, 49 CFR Part 27, “Nondiscrimination on the Basis of Disability in Programs or Activities Receiving Federal Financial Assistance”.
- c. DOT regulation, 49 CFR Part 38, “Americans with Disabilities Act (ADA) Accessibility Specifications for Transportation Vehicles”.

**City of Glendale
ADA Complaint Form**

Title II and III of the Americans with Disabilities Act of 1990 (ADA) provides that no person with a disability shall be discriminated against in connection with the provision of transportation service receiving federal financial assistance.

The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please let us know.

Complete and return this form to City of Glendale, Department of Community Development, Transit Section, 633 E. Broadway, Room 300, Glendale, CA 91206

1. Complainant's Name _____
Address: _____
City: _____ State: _____ Zip Code: _____
Telephone (home): _____ (cell): _____
Email: _____

2. Person discriminated against (if someone other than the complainant):
Name: _____
Address: _____
City: _____ State: _____ Zip Code: _____
Telephone (home): _____ (cell): _____
Email: _____

3. What date did the alleged discrimination take place?

4. In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

