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SUBJECT: ADA COMPLAINT

SECTION: 15 ADA

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DIRECTIVE:

To ensure compliance with the Americans with Disabilities Act (ADA) by providing procedures for promptly and equitably resolving disability-related complaints filed by CABL customers.

PROCEDURE:

Individuals may file a written complaint, citing the ADA violation, to the CABL ADA Coordinator. Individuals have 180 days from the date of the alleged discrimination to file a complaint.

Upon receipt of a disability-related complaint, the ADA Coordinator will immediately notify CABL's ODOT representative.

The CABL ADA Coordinator will prepare a log and begin to investigate within ten days of receipt of the complaint the nature of the ADA complaint and attempt to mediate with all parties with the intent of resolving the complaint by facilitating good communication and implementing corrective action.

If the results of the mediation are unsatisfactory, the CABL ADA Coordinator will schedule a informal hearing concerning the complaint within thirty days of the receipt of such a complaint. The complainant will be advised that he or she may at their own expense bring legal representation, although it is not required, other persons, or evidence that have a bearing on the complaint.

The CABL ADA Coordinator will make a record of the informal hearing and provide a written determination, which will be disseminated to all parties. If the results of the Informal Hearing are unsatisfactory the complainant will be advised on their right to file a written complaint with the FTAADA Coordinator.

Accommodations

Person with disabilities, persons with limited English proficiency and others filing a complaint will be reasonably accommodated, if necessary, to assure a fair and effective response to the complaint, including the provision of additional services, additional time, a more convenient or accessible location or other accommodations.

Records

Individual records of complaint process and their resolution will be kept on file by the CABL ADA Coordinator

RESPONSIBILITIES:

The Transit Director (ADA Coordinator) is responsible for compliance.