

Americans with Disabilities Act (ADA) Complaint Procedures and Form

ADA Complaint Procedure

Any person who believes that he or she, individually or as a member of any specific class of persons, has been subjected to discrimination on the grounds of a disability with regard to any Yolo County Transportation District (YCTD) transit service, program, or facility, may file a written complaint with YCTD.

A complaint must be filed within 180 days after the date of the alleged discrimination, unless the time for filing is extended by YCTD.

All complaints alleging discrimination should be submitted in writing directly to the YCTD ADA Program Administrator at the address listed below. The YCTD ADA Program Administrator or his/her designee shall be responsible for overseeing investigations and responses to complaints of discrimination.

Yolo County Transportation District
Attn: YCTD ADA Program Administrator
350 Industrial Way
Woodland, CA 95776

All complaints should be completed and submitted on the YCTD ADA Complaint Form available online at www.yolobus.com, by phone request at (530) 402-2830, or in person at the YCTD offices located at 350 Industrial Way, Woodland, CA 95776. Additional accessible formats of the form are also available.

At a minimum, all complaints filed must provide the following information:

1. Complainant's Name,
2. Complainant's Address,
3. Complainant's Phone Number,
4. Complainant's Email (if available),
5. Detailed description of complaint/incident,
6. Date of complaint/incident,
7. Time of complaint/incident,
8. Location of complaint/incident,
9. Route Number (if applicable),
10. Name(s) and contact information of witnesses (if applicable),
11. Any other information relevant to the complaint, and
12. Signature (with date) of person submitting complaint.

Complaints received with incomplete information may result in delayed investigations and responses. All complaints MUST be signed.

Within 10 business days of receiving the complaint, the YCTD ADA Program Administrator (YCTD Deputy Director of Operations) will review to determine if YCTD has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by YCTD.

If the complaint submitted is within YCTD's jurisdiction and is complete, a case will be opened and a case number and investigator will be assigned.

If necessary, an investigation will be conducted and completed within 30 days of the receipt of the formal complaint (30-Day Rule).

- If a time extension to the 30-Day Rule is required, the complainant will be notified in writing of the reason for the extension.

If additional information is required to resolve the case, YCTD may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the ADA Program Administrator investigator. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, YCTD may administratively close the case.

A case may also be closed administratively if the complainant no longer wishes to pursue his/her case.

Following the investigation, the ADA Program Administrator will issue one of two letters to the complainant:

1. Closure Letter; or
2. Letter of Finding (LOF).

A Closure Letter summarizes the complaint allegations and will state that there was no Title VI violation and that the case will be closed.

A LOF will summarize the complaint allegations and the investigation regarding the alleged incident. The LOF will also explain whether any disciplinary action, additional training of a staff member, or other action will occur.

If the complainant is unsatisfied with the decision, he/she has 30 days from the date of YCTD's Closure Letter or the LOF to appeal to the YCTD Board or its designee. The complainant is entitled to review the denial, to present additional information and arguments, and to separation of

functions (i.e., a decision by a person not involved with the initial decision to deny eligibility). The complainant is entitled to receive written notification of the decision of the appeal and the reasons for it.

The complainant may also file a complaint directly with the Federal Transit Administration by submitting the complaint in writing to the following address:

FTA Office of Civil Rights
Attn: Complaint Dept
East Building, 5th Floor – TCR
1200 New Jersey Ave., S.E.
Washington, D.C. 20590.