

Rides Mass Transit District Americans with Disabilities Act Grievance Procedure

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by Rides Mass Transit District.

How to File

Complainants must first contact, by telephone, email, online form, mail, or in person, the Chief Operations Officer to attempt to informally resolve the complaint. If this does not yield a satisfactory resolution, a formal complaint may be filed in writing using the Rides Mass Transit District ADA Grievance Form or through alternative means. (Alternative means, such as personal interviews or recordings, will be made available upon request). The grievance should contain information about the alleged discrimination, such as the grievant's name, address, and phone number, and the location, date, and description of the occurrence. The grievance should be submitted by the grievant (and/or his/her designee) as soon as possible but no later than 60 calendar days after the alleged discrimination to the Chief Operations Officer.

Process

Within 30 calendar days of receipt of the grievance, the Chief Operations Officer (or his/her designee) will research the grievance and will respond in writing and, where appropriate, in a format accessible to the grievant, such as large print, Braille, or audio tape. The response will explain the position of Rides Mass Transit District and offer options for substantive resolution of the grievance, if any. The 30-day response period may be extended an additional 30 calendar days with written notice to the grievant (and/or his/her designee). If the response provided by the Chief Operations Officer (or his/her designee) does not satisfactorily resolve the issue, the grievant (and/or his/her designee) may appeal the decision within 15 calendar days after receipt of the response to the Rides Mass Transit District Chief Executive Officer (or his/her designee). Within 15 calendar days after receipt of the appeal, the RMTD CEO (or his/her designee) will meet with the grievant to discuss the grievance and possible resolutions. Within 15 calendar days after the meeting, the RMTD CEO (or his/her designee) will respond in writing and, where appropriate, in a format accessible to the complainant, with a final resolution of the grievance. All written grievances and responses to grievances will be retained by RMTD for at least three years. Summaries will be retained by RMTD for at least five years.

Note: This Grievance Procedure is available in accessible formats upon request.