



## ADA DISCRIMINATION COMPLAINT PROCEDURES

### Notice & Grievance Procedure for Complaints of Discrimination Based on Disability

Yuba-Sutter Transit Authority has established a process for investigating and resolving complaints alleging discrimination based on disability regarding transit services, programs, and facilities pursuant to 40 CFR §27.7; 28 CFR §§ 35.130, 35.140, 35.149. These regulations implement provisions of Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act of 1990. This Notice and Grievance procedure is adopted pursuant to 28 CFR §35.107 and 49.

Yuba-Sutter Transit's ADA Coordinator or his/her designee shall be responsible for overseeing investigations and responses to complaints of discrimination based on disability.

Required Information: Complainant's name, address, phone number, route number, date, time, location, direction and details. Complaints with incomplete information may result in delayed investigations and responses.

Yuba-Sutter Transit cannot respond to complaints without the complainant's contact information.

**How to File a Complaint:** Fill out a *Discrimination Complaint Form*. Complaint Forms and Process information are available online at [www.yubasuttertransit.com](http://www.yubasuttertransit.com) or at the Yuba-Sutter Transit Administration office, or by calling 530-634-6880. Complaints regarding prohibited discrimination based on disability may be submitted to Yuba-Sutter Transit as follows:

1. By Telephone: If assistance is needed to fill out the Complaint Form, call Yuba-Sutter Transit's ADA Coordinator at (530) 634-6880. To fill out a complaint in person, it is advisable to call Yuba-Sutter Transit in advance

to schedule an appointment. The ADA Coordinator or other Yuba-Sutter Transit staff member will offer instructions on how to file a written complaint. Before concluding the interview, the staff member will ask if the complainant wishes to have the information reviewed for accuracy and will make any requested corrections.

2. Submit completed form in person or by mail to:

Yuba-Sutter Transit Authority  
Attn: Keith Martin, Executive Director  
2100 B St.  
Marysville, CA 95901

3. Complaints may also be faxed to (530) 634-6888 or submitted via email to Keith Martin, Transit Manager at [keith@yubasuttertransit.com](mailto:keith@yubasuttertransit.com).

**Acknowledgement of Complaint Receipt:**

Within seven days after receipt of the complaint, a letter will be sent to the complainant that includes all of the following:

1. Acknowledgement that their complaint has been received and forwarded for investigation.
2. The date by which a response will be sent to the complainant.
3. How to contact Yuba-Sutter Transit if the complainant does not receive a response by that date.

**Investigation of Complaint:** The designated Yuba-Sutter Transit staff member will investigate the complaint and respond in writing within a reasonable time, not to exceed 30 days from receipt of the complaint. The response will set out a process for resolution of the complaint. If no action is taken, the response will state the reasons for the decision.

**Time Limits:**

*The parties may extend any time limit set out above by written agreement.*

If you have any questions, please contact Adam Hansen, ADA Coordinator at 2100 B St, Marysville, CA 95901, (530) 634-6880 or by email at [adam@yubasuttertransit.com](mailto:adam@yubasuttertransit.com).