

APPENDIX A

COMPLAINT FORM

(For Americans with Disabilities Act (ADA)
Rehabilitation Act of 1973 (504) Complaints)

☐ Please indicate by checking the box, if you wish to have your identity kept confidential

Requested Information	Customer's Response
Name of Complainant:	
Address of Complainant:	
(City, State, Zip)	
Telephone Number:	
E-mail Address: *	
Date of Complaint:	
Date of Violation:	
Time of Violation:	
Place of Violation:	
Bus/Van Number:**	
Bus/Van Route:**	
General physical description of driver**	

Identify service, program or activity out of ADA/504 compliance: _____

Summary of violation (attach additional sheets as necessary): _____

Identify individuals by name and address that have information relating to the violation:

Signature of Complainant/Representative

Date

*Optional

** if applicable

ADMINISTRATIVE CODE

TITLE VII, CHP. 1 – ADA POLICY

Revised: 9/25/15

APPENIDX B

COMPLAINT PROCEDURE

1. Return completed Complaint Form within 90 days of the alleged violation to any of the following:

Santa Cruz METRO Administrative Office	Pacific Station	Customer Service Pacific Station
110 Vernon Street Santa Cruz, CA 95060 Attention: Chief Operating Officer (831) 426-6080-phone (TDD 711 (TTY/Voice)) (831) 426-6117-facsimile caguirre@scmtd.com	920 Pacific Avenue, Suite 21 Santa Cruz, CA 95060 Attn: Accessible Services Coordinator (831) 423-3868-phone (TDD 711 (TTY/Voice)) (831) 423-1024-facsimile jdaugher@scmtd.com	920 Pacific Avenue Santa Cruz, CA 95060 Attn: Supervisor of Customer Service (831) 425-8600-phone (TDD 711 (TTY/Voice)) (831)423-1024-facsimile mboyce@scmtd.com

2. The Chief Operating Officer (COO)/designee shall conduct an investigation into the alleged violation. The complainant may be contacted during the course of the investigation;
3. The COO/designee shall notify the complainant of the results of the investigation within 15 working days;
4. If the Complainant is not satisfied with the response from the COO/designee, the complainant may file the complaint, together with any supporting documentation with the Chair of the Board of Directors by providing it to the Executive Assistant, 110 Vernon Street, Santa Cruz, California 95060 within 5 working days of receipt of the response from the COO/designee; and
5. The Chair shall have 10 working days to review the complaint and the investigation and report prepared by the COO/designee and to determine if any additional action needs to occur to ensure compliance with the ADA/504.

APPENDIX C

NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT (ADA)

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA), and Section 504 of the Rehabilitation Act of 1973, as amended (504) the Santa Cruz Metropolitan Transit District (Santa Cruz METRO) will not discriminate against qualified individuals with disabilities on the basis of disability in Santa Cruz METRO's services, programs, or activities. Santa Cruz Metro will not tolerate acts of retaliation against anyone exercising his/her rights under the ADA/504.

Santa Cruz METRO does not discriminate on the basis of disability in its hiring or employment practices. Santa Cruz METRO will not ask a job applicant about the existence, nature, or severity of a disability. Applicants may be asked about their ability to perform specific job functions. Medical examinations or inquiries may be made, but only after a conditional offer of employment is made and only if required of all applicants for the position. Santa Cruz METRO will make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of Santa Cruz METRO's business. Santa Cruz METRO will make an individualized assessment of whether a qualified individual with a disability meets selection criteria for employment decisions. To the extent its selection criteria for employment decisions have the effect of disqualifying an individual because of disability; those criteria will be job-related and consistent with business necessity.

Santa Cruz METRO will provide transportation services in accordance with the ADA/504 statutes and regulations. Santa Cruz METRO will provide appropriate auxiliary aids and services, including qualified sign language interpreters and assistive listening devices, whenever necessary to ensure effective communication with members of the public who have hearing, sight, or speech impediments, unless to do so would result in a fundamental alteration of its programs or an undue administrative and financial burden. A person who requires an accommodation or an auxiliary aid or service to participate in a Santa Cruz METRO program, service, or activity, should contact METRO's Executive Assistant at (831) 426-6080 (TDD 711 (TTY/voice)) for assistance as far in advance as possible but not later than 48 hours before the scheduled event.

Santa Cruz METRO will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy.

In order to satisfy itself that it is meeting its obligations under the ADA/504, Santa Cruz METRO has established a grievance procedure for persons with a disability who allege that METRO's services, programs or activities are out of compliance. Should you need a complaint form, to file a grievance, or if you have questions or concerns regarding METRO's compliance with the Americans with Disabilities Act or Section 504 of the Rehabilitation Act of 1973 please contact the Chief Operating Officer at (831) 426-6080 (TDD 711 (TTY/voice)).