



# FAIRFIELD AND SUISUN TRANSIT (FAST) ADA DISCRIMINATION COMPLAINT PROCESS

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

The City of Fairfield and Fairfield and Suisun Transit (FAST) has established a process for investigating and resolving complaints alleging discrimination based on disability regarding 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 CFR 27.13.

FAST'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 of incident. Complaints with incomplete information may result in delayed investigations and responses.

FAST cannot respond to complaints without the complainant's mailing address.

**How to File a Complaint:** Fill out a Discrimination Complaint Form. Complaint Forms and Process information are available online at [www.fasttransit.org](http://www.fasttransit.org) or by request at Fairfield and Suisun Transit, 2000 Cadenasso Drive, Fairfield, CA 94533, (707) 434-3800.

Complaints regarding discrimination based on disability may be submitted to FAST as follows:

1. Mail completed form to Fairfield and Suisun Transit, Attn: April Cobb, ADA Coordinator, 2000 Cadenasso Drive, Fairfield, CA 94533.
2. Complaints may also be faxed to (707) 426-3298.
3. In person at FAST's main office, 2000 Cadenasso Drive, Fairfield, CA 94533.

4. The complaint may be submitted over the telephone by calling (707) 434-3800.

If assistance is needed in filling out the complaint form, call FAST Administration at (707) 434-3800. The ADA Coordinator or FAST staff member will offer instructions on how to file a written complaint. It is important to be very detailed and speak clearly when submitting a complaint over the telephone. Once all the information is provided for the complaint form, the staff member will ask if the complainant wishes to have the information reviewed for accuracy. The complaint may be mailed, emailed or faxed to complainant to ensure the information is accurate. Please be aware that this may create a delay in submitting the complaint form.

### **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 FAST if the complainant does not receive a response by that date.

**Investigation of Complaint:** The designated FAST 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. (FAST employee and FAST's transit contractor's personnel files are confidential; therefore, specific information on disciplinary actions resulting from complaints will not be divulged.)

### **Time Limits:**

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