



CITY OF FAIRFIELD FAIRFIELD AND SUISUN TRANSIT (FAST)

Process to Request

Accommodation or Barrier Removal

The City of Fairfield is dedicated to ensuring that all City programs, services, benefits, activities, and facilities operated or funded by the City are fully accessible to and useable by people with disabilities.

Service Requests

Individuals who need a modification or accommodation to a program, service, or activity of the City of Fairfield may file a written Request for Accommodation or Barrier Removal with either the particular department or with the City's ADA Coordinator. In addition to requesting modifications or accommodations, individuals should use the same form to request the removal of a physical barrier.

If your request is urgent and you need a response from the City immediately, please indicate that in your request, and we will do our best to respond as quickly as possible.

If your request is not urgent, the City will contact you to acknowledge receipt within ten (10) business days after we receive your request.

After reviewing the situation, if the City needs time to provide the service or barrier removal that you request, the City will notify you of what action the City proposes and in what time frame.

Requests or complaints relating specifically to curb ramps or sidewalk repairs can be made directly to the Public Works Department at (707) 428-7638.

Informal Complaint Process

If you feel that the City of Fairfield has not responded satisfactorily to your request, you may contact the ADA Coordinator by phone at (707) 434-3809 to advise the City of any accessibility problems, need for accommodation or request for service. Or you may address such requests to the ADA Coordinator in writing at: City of Fairfield, Fairfield and Suisun Transit, Attn: April Cobb, ADA Coordinator, 2000 Cadenasso Drive, Fairfield, CA 94533. Finally, you may e-mail the ADA Coordinator directly at acobb@fairfield.ca.gov.

Formal Complaint Process

If informal efforts to remedy accessibility or services issues are not successful, formal complaints should be addressed in writing to: City of Fairfield, Fairfield and Suisun Transit, Attn: April Cobb, ADA Coordinator, 2000 Cadenasso Drive, Fairfield, CA 94533. The official Formal Written Complaint for Accommodation or Barrier Removal may be used. This complaint is available upon request by calling (707) 434- 3809 or through the FAST website at www.fasttransit.org.

If assistance in the filing of a complaint is needed, contact the ADA Coordinator as listed above.

Complaints should be filed within 180 days from the date the complainant becomes aware of the problem.

Complaints should include the following information:

1. Name, address, and telephone number or e-mail address of the complainant or complainant's representative. If an address or telephone number is unavailable, then some other means of contacting the complainant should be provided.
2. A brief description of the alleged violation, the location of the alleged violation, dates of violation and names and contact information of any contact persons or witnesses.
3. Any supporting evidence, such as photographs, diagrams, letters, policies, or other documents which indicate the nature of the alleged violations and any attempts that have been made to resolve the issue.
4. Any suggested proposals to resolve the complaint.

Within ten (10) business days of receipt of the complaint, a letter acknowledging receipt of the complaint will be sent to the complaining party. The ADA Coordinator will oversee the investigation of the complaint, which will be completed within thirty (30) days of receipt of the complaint.

Upon completion of the investigation, the ADA Coordinator, or his/her designee, will advise the complaining party of the result of the investigation in writing. If it is determined that any of the violations alleged in a complaint are unfounded, the City will include the factual and legal basis for that determination in the letter.

In the event the investigation determines that there is a violation of state or federal disabled access laws and regulations, a final resolution, which will include a proposed remedy and timeline for the remedy, within ninety (90) days from confirmation of the violation.

The complainant can appeal the decision in instances where he or she is dissatisfied with the resolution. The request for appeal should be made within ten (10) business

days of receipt of the City's response to the complaint. An appeal may be made in writing, telephone or in person. Appeals should be directed to the ADA Coordinator at: City of Fairfield, Fairfield and Suisun Transit, Attn: April Cobb, ADA Coordinator, 2000 Cadenasso Drive, Fairfield, CA 94533. Written acknowledgement of receipt of your appeal request will be sent within ten (10) business days of receiving the appeal. The date of your appeal hearing will be provided within 30 days of receipt of your appeal request.

File Retention

The ADA Coordinator shall maintain the files and records relating to the complaints filed, for a period of five (5) years. Copies of complaints may be requested from the ADA Coordinator in accordance with the California Public Records Act. Names and addresses of the complainants will be redacted to protect the individuals' privacy rights, if copies of complaints are produced.

The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies, such as the filing of an ADA complaint with the responsible state or federal department or agency. Use of this complaint procedure is not a prerequisite to the pursuit of other remedies.