

**The Americans with Disabilities Act
Grievance Procedure for TheRide Services, Programs, Activities or Facilities**

FINAL

The Ann Arbor Area Transportation Authority (TheRide) established the following internal procedure to ensure the prompt and equitable resolution of complaints alleging discrimination based on disability in the provision of services, programs, activities or benefits by TheRide. This grievance procedure is adopted pursuant to the regulations implementing Title II of the Americans with Disabilities Act (ADA), as amended. 28 C.F.R. § 35.107.

Complaints relating to TheRide's employment practices should be directed to TheRide's Human Resource Department in accordance with TheRide's Equal Employment Opportunity Policy.

Complaints related to TheRide services, programs, activities or facilities should be addressed to:

TheRide ADA Grievance Coordinator
2700 S. Industrial Hwy
Ann Arbor, MI 48104
(734) 794-1712
Michigan Relay 711 TDD

GRIEVANCE PROCEDURE

1. All complaints shall include:

Name, address and contact number of the person(s) making the complaint;

Names, addresses and contact numbers of witnesses;

A narrative or statement describing the alleged violation of the ADA, including date and time of the alleged violation and county program or facility where the alleged violation occurred;

A narrative or statement identifying the recommended corrective actions to solve the alleged violation(s); and

Any other documentation that may provide an additional explanation or identification of the alleged violation.

2. All complaints shall be filed no later than 180 days from the date of the alleged discrimination, unless the time for filing is extended by TheRide or designee upon a showing of good cause.

3. Within fifteen (15) calendar days after receipt of the complaint, TheRide's ADA Administrator or designee will meet with the complainant to discuss the complaint and possible resolution.
4. Within thirty (30) calendar days of the meeting, the ADA Administrator or designee will complete an investigation/review of the allegations and respond in writing to the person(s) who filed the complaint. Where appropriate, the written response will be in a format accessible to the person(s) who filed the complaint, such as large print, Braille or compact disc (CD). The response will explain the position of TheRide and offer options for substantive resolution of the complaint.
5. The person(s) who filed the complaint may appeal the written response if it does not satisfactorily resolve the issue. Appeals must be submitted in writing, or where appropriate, in a format accessible to the person(s) who filed the complaint, within fifteen (15) calendar days after receipt of the written response from the ADA ADA Administer.
6. Within fifteen (15) calendar days after receipt of the appeal, the ADA Administer or designee will meet with complainant to discuss the appeal and possible resolutions.
7. Within fifteen (15) calendar days after the meeting, the ADA Administrator or designee will respond in writing, and where appropriate, in a format accessible to the person(s) who filed the complaint, with a final resolution.

This Grievance Procedure shall be construed to protect the substantive rights of interested persons and to assure that TheRide meets the spirit and guidelines of the Americans with Disabilities Act, as amended.

Note: Alternative means of filing complaints, such as personal interviews or a recording of the complaint will be made available for persons with a disability(s) upon request.

Regulatory Policy Applicable to Grievance Procedure

35.107 Designation of responsible employee and adoption of grievance procedures.

- (a) Designation of responsible employee. A public entity that employs 50 or more persons shall designate at least one employee to coordinate its efforts to comply with and carry out its responsibilities under this part, including any investigation of any complaint communicated to it alleging its noncompliance with this part or alleging any actions that would be prohibited by this part. The public entity shall make available to all interested individuals the name, office address, and telephone number of the employee or employees designated pursuant to this paragraph.
- (b) Complaint procedure. A public entity that employs 50 or more persons shall adopt and publish grievance procedures providing for prompt and equitable resolution of complaints alleging any action that would be prohibited by this part.