



ADA NON-DISCRIMINATION NOTICE, COMPLAINT PROCEDURE, AND COMPLAINT FORM

I. NOTICE

In accordance with the requirements of Title VI of the Civil Rights Act of 1964 and Title II of the Americans with Disabilities Act of 1990 (ADA), as well as other applicable law, the Riverside County Transportation Commission (RCTC) will not discriminate or exclude individuals on the basis of race, color, ethnic group identification, ancestry, national origin, age, gender/sex, sexual orientation, income status, mental or physical disability, medical condition, genetic information, marital status, or religion in admission to its programs, services, or activities, in access to them, in treatment of, or in any aspect of operations.

Further, RCTC will not tolerate discrimination by a RCTC employee or recipient(s) of Federal funds such as cities, counties, contractors, consultants, suppliers, planning agencies, or any other recipient(s) receiving federal aid assistance.

Employment: RCTC does not discriminate in its hiring or employment practices and complies with all applicable laws and regulations, including but not limited to, Title VII of the Civil Rights Act, Title II of the ADA, and the California Fair Employment and Housing Act.

Effective Communications: RCTC will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in RCTC's programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing or vision impairments.

Modifications to Policies and Procedures: RCTC will make all reasonable modifications to policies and procedures to ensure that all people have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in RCTC offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or translation service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of RCTC, should contact RCTC at (951) 787-7141. Requests must be received no later than 48 hours before the scheduled event. RCTC will take reasonable steps to ensure that all individuals have meaningful access to programs, services, and information free of charge. RCTC 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, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

II. COMPLAINT PROCEDURE

This Complaint Procedure is established to meet the requirements of Section 504 and the ADA. It may be used by any individual, group of individuals, or entity that believes it has been subjected to discrimination on the basis of disability in the provision of services, activities, programs, or benefits by RCTC. RCTC strongly prohibits retaliation on the basis of any complaint filed under this policy.

When possible, the complaint should be in writing and contain information about the alleged discrimination including the name, address, and phone number of the complainant and location, date, and description of the incident(s). A Discrimination Complaint form will be provided to the complainant upon request. Upon request, alternative means for filing complaints, such as personal interviews, computer flash drive/CD, audiotape, or submissions in Braille will be made available for persons with disabilities.

The complaint should be submitted as soon as possible but no later than 180 calendar days after the alleged violation to RCTC's ADA Coordinator:

Riverside County Transportation Commission
John Standiford, Deputy Executive Director 4080
Lemon Street, Third Floor
P. O. Box 12008
Riverside, CA 92502-2208
(951) 787-7141

Within 10 calendar days after receipt of the complaint, RCTC's Deputy Executive Director, or designee, will discuss with the complainant the complaint and possible resolutions. Within 15 calendar days of the discussion, RCTC will respond in writing, and where appropriate, in a format accessible to the complainant. The response will explain the position of RCTC and offer options for resolution of the complaint and include the following: 1) preliminary findings of fact and a preliminary finding of compliance or noncompliance; 2) a description of an appropriate remedy for each violation believed to exist; 3) a notice that a copy of any final report will be made available upon request; and 4) a notice of the right for either party to appeal the written response.

If the response by the Deputy Executive Director, or designee, does not satisfactorily resolve the issue, the decision may be appealed within 15 calendar days after receipt of the response, to RCTC's Executive Director or designee.

Within 15 calendar days after receipt of the appeal, the Executive Director, or designee, will discuss with the complainant the complaint and possible resolutions. Within 15 calendar days after the meeting, the Executive Director or designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by RCTC's Deputy Executive Director, or designee, appeals to the Executive Director, or designee, and responses from these two offices will be retained by RCTC for at least three years.