



ADA COMPLAINT RESOLUTION PROCEDURE FOR PEDESTRIAN FACILITIES IN THE PUBLIC ROAD RIGHT-OF-WAY

This Complaint Resolution Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits provided by the Riverside County Transportation Department for access to pedestrian facilities in the public road right-of-way by persons with disabilities.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the complainant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to the Transportation ADA Coordinator:

Cathy Wampler, Transportation ADA Coordinator
Riverside County Transportation Department
3525 14th Street, Riverside, CA 92501
Phone (951) 955-6803, Fax (951) 955-3164
cwampler@RCTLMA.org
TTY: 711

Within 30 calendar days after receipt of the complaint, the Transportation ADA Coordinator or his/her designee will contact the complainant to discuss the complaint and the possible resolutions. Within 30 calendar days of contacting the complainant, the Transportation ADA Coordinator or his/her designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, audio tape or computer compact disc. The response will explain the position of the Riverside County Transportation Department and offer options for substantive resolution of the complaint.

If the response by the Transportation ADA Coordinator or his/her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 30 calendar days after receipt of the response to the Director of Transportation or his/her designee.

Within 30 calendar days after receipt of the appeal, the Director of Transportation or his/her designee will contact the complainant to discuss the complaint and possible resolutions. Within 30 calendar days after the contacting the complainant, the Director of Transportation or his/her 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 the Transportation ADA Coordinator or his/her designee, appeals to the Director of Transportation or his/her designee, and responses from these two offices will be retained by the Riverside County Transportation Department for at least three years.

NOTE: The above complaint procedure applies to pedestrian access within the public road right-of-way. Complaints regarding access to County of Riverside facilities, employment, benefits, programs, services, and activities may be directed to the Disability Access Office in the Riverside County Human Resources Department.

**To accommodate persons with disabilities,
this notice is available in alternate formats upon request.**