



GRIEVANCE PROCEDURE

Title II Grievance Procedure

Title II Grievance Form

Public Notice Under the ADA



CAPMETRO TITLE II GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT

This Grievance 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 CapMetro's programs, services and public facilities.

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 complaint. Alternative methods for filing complaints, including personal interviews-either in person or by phone-will be made available upon request to accommodate individuals with disabilities.

The complaint should be submitted by the grievant and/or their designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Martin Kareithi, ADA Coordinator – Director Systemwide Accessibility

2910 E 5th St. Austin, TX 78702

Office: 512-389-7583

Texas Relay: 7-1-1

Email: martin.kareithi@capmetro.org

Within 15 calendar days after receipt of the complaint, the **ADA Coordinator** or their designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator or his designee will respond in writing, and where appropriate, in a format accessible to the complainant. such as large print, or Braille, or audio tape. The response will explain CapMetro's position and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or their designee does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 15 calendar days after receipt of the response to the Executive Vice President of Administration, Diversity and Inclusion Officer or their designee.

Within 15 calendar days after receipt of the appeal, the Executive Vice President of Administration, Diversity and Inclusion Officer or their designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Executive Vice President of Administration, Diversity and Inclusion Officer or their designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.



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All written complaints received by the ADA Coordinator or his designee, appeals to the Executive Vice President of Administration, Diversity and Inclusion Officer or their designee, and responses from these two (2) officials will be retained by CapMetro for at least three (3) years.



OFFICE USE ONLY DATE COMPLAINT OPENED: _____ DATE COMPLAINT CLOSED: _____

CAPMETRO TITLE II ADA GRIEVANCE FORM

CapMetro ensures that no person or groups of persons shall, on the grounds of race, color, sex, religion, national origin, age, disability, retaliation or genetic information, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any and all programs, services, or activities administered, its recipients, sub-recipients, and contractors. To request an accommodation and/or an alternate format, please contact Martin Kareithi, ADA/504 Coordinator, at 512-389-7583, 7-1-1, or by email at: martin.kareithi@capmetro.org

Instructions: Please complete and sign the form and email or mail it to CapMetro within 60 calendar days of any incident to:

ADA Coordinator – Martin Kareithi

Mailing Address:

Capital Metropolitan Transportation Authority
C/O Martin Kareithi, ADA Coordinator, Director Systemwide Accessibility
2910 E 5th Street, Austin, TX 78702
Email: martin.kareithi@capmetro.org
Phone: 512-389-7583

1. Type of Grievance (check all that apply):

- Accommodation Request
- Program/Service
- Facility Accessibility
- Other: _____

CONTACT INFORMATION

2. Reporting Individual:

Full Name:
Address:
City, State, Zip Code:
Phone:
Alternate Phone:
Email:

3. Representative of Reporting Individual (if any):

Full Name:
Address:
City, State, Zip code:
Phone:
Alternate Phone:
Email:

DETAILS OF COMPLAINT / INCIDENT

4. Date/Time of Incident: _____

5. Department/Facility/Location Involved:

6. Describe the incident/complaint with enough detail so the nature of the grievance can be understood. Add additional pages if necessary:

7. Have attempts been made to resolve the complaint through a CapMetro Department? If yes, please describe the efforts that have been made.

8. Remedy Sought. What action do you want taken?

Signature

Date

Attach additional pages, as necessary. If you need assistance, require an accessible format, or have questions about this form, please contact CapMetro's ADA/504 Coordinator at:

Mailing Address:

Capital Metropolitan Transportation Authority
C/O Martin Kareithi, ADA Coordinator, Director Systemwide Accessibility
2910 E 5th Street, Austin, TX 78702

Email: martin.kareithi@capmetro.org

Phone: 512-389-7583



CAPMETRO PUBLIC NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA), CapMetro will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Effective Communication: CapMetro will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in CapMetro'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: CapMetro will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in CapMetro offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of CapMetro, should contact the office of **Martin Kareithi, ADA Coordinator at 512-389-7583 or martin.kareithi@capmetro.org** as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require CapMetro to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden.

Complaints that a program, service, or activity of CapMetro is not accessible to persons with disabilities should be directed to **Martin Kareithi, ADA Coordinator at 512-389-7583 or martin.kareithi@capmetro.org** within 60 days of an incident.

CapMetro 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.