

## **Americans with Disabilities Act (ADA)**

The ADA of 1990 prohibits discrimination on the basis of disability, and protects consumers, qualified applicants and employees with disabilities in accessing program services and requires reasonable modification to how those services and benefits are provided for equal access to them. Hiring, promotion, discharge, compensation, job, training, fringe benefits, and other aspects of employment are also covered. The law and implementing regulations require Capital Area Rural Transportation System (CARTS) to make reasonable accommodations to employees that do not pose undue administrative burden upon the or fundamentally alter the work process or production.

CARTS has designated an ADA coordinator to carry out its responsibilities under the act. If you have any questions or concerns about ADA compliance, you may contact the ADA Coordinator.

## **Grievances**

CARTS has established a grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited under the Americans with Disabilities Act. This grievance procedure may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in CARTS practices and policies, or in its provision of services, activities, programs or benefits.

The complaint should be submitted in writing and contain information about the alleged discrimination such as name, address, phone number of complainant, and location, date, time of day, employee name, and any person(s) involved or witnesses to the problem and description of the problem. Grievances may be submitted by e-mail, provided they identify the communication as "ADA Grievance". Other alternative means of filing complaints, such as personal interviews or tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than thirty (30) calendar days after the alleged violation to:

ADA Coordinator  
P.O. Box 6050  
Austin, Texas 78762  
Email: [everyone@ridecarts.com](mailto:everyone@ridecarts.com)

Investigations are informal but thorough, affording all interested person(s) and their representatives, if any, an opportunity to submit evidence relevant to the grievance. The investigation may include discussing with the complainant the complaint and possible resolution. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the ADA Coordinator within fourteen (14) working days and a copy forwarded to the complainant.

The complainant can request a reconsideration of the case in instances where he or she is dissatisfied with the resolution. The request for reconsideration should be made to the ADA Coordinator within fourteen (14) days of the date of the resolution. The request will be forwarded to the General Manager for a final determination. The General Manager will acknowledge receipt of the appeal within 10 days of receiving the request for reconsideration. The General Manager may make a final determination or may choose to refer the matter to the Board of Directors for final action. The resolution and/or referral to the Board will be communicated to the complainant. The decision of the Board is final. The Board's decision will be communicated to the complainant and/or his/her designee in writing. Upon request, the decision will be available in a format accessible to the complainant, such as large print, Braille, audio tape, or e-mail. The ADA Coordinator shall maintain a record of each complaint and appeal, response(s), and steps taken to resolve the complaint.