

**Orange County Transportation Authority  
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 services, activities, programs, or benefits by the Orange County Transportation Authority ("OCTA"). The OCTA Workplace Harassment and Discrimination Prevention Policy governs employment-related complaints of disability discrimination.

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 grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

**Kenneth Phipps  
ADA Coordinator / Deputy CEO / Interim Executive Director Human Resources and  
Organizational Development Division  
PO Box 14184  
Orange, CA 92863-1584**

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

If the response by Kenneth Phipps or his designee does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the Chief Executive Officer Darrell Johnson or his designee.

Within 15 calendar days after receipt of the appeal, the Chief Executive Officer Darrell Johnson or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Chief Executive Officer Darrell Johnson or his 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 Kenneth Phipps or his designee, appeals to the Chief Executive Officer Darrell Johnson or his designee, and responses from these two offices will be retained by the OCTA for at least three years.