

**SUNSET EMPIRE
TRANSPORTATION
DISTRICT**



**Americans with Disabilities Act
Paratransit Plan**

Provide safe, reliable, relevant and sustainable transportation services to Clatsop County with professionalism, integrity, and courtesy.

Introduction

Sunset Empire Transportation District (SETD) recognizes the significant role that independent travel plays in the life of persons with disabilities. SETD operates 3 types of transportation services to the public in Clatsop County: Fixed Route bus service, Intercity Bus Service and Demand Response Bus Service. All public service offered by SETD shall be delivered efficiently, safely and with purpose. SETD strives to provide an effective transit service by keeping current with local, state and national industry trends as well as federal requirements to maintain a culture of continuous compliance, improvement and learning.

Service Area Characteristics

The 2011 Census lists Clatsop County with a population of 37,153. Seniors 65 years and older make up 17.2% of the population, while the number of residents under the age of 18 is 20.2%. The average travel time of a working Clatsop County resident age 16 and over is 17.5 minutes. The area of Clatsop County is measured 829.05 square miles. SETD's service area encompasses 840 square miles in Clatsop County. SETD operates an American's with Disabilities Act Compliant Paratransit Service for individuals with disabilities who are eligible. The Astoria Transit Center is located at 900 Marine Drive in Astoria.

Types of Service

Fixed Route Service and Seasonal Route Service
Intercity Bus Service Demand Response Service- RIDE ASSIST

ADA accessibility and compliance is practiced on all service types.

Fixed Route & Commuter Routes

SETD operates fixed route bus service in Clatsop County. Fixed routes operate Monday thru Sunday from 5:45 am to 9:50 pm. There are 4 routes, two fixed and two connectors, that operate on the weekends. Weekend routes are identified as Saturday and Sunday. These include the Pacific and Lower Columbia Connector Routes. ADA Paratransit is not available on Saturday or Sunday for the Connector Routes. Also included in weekend service is Route 21 Seaside to Cannon Beach and Route 15 Warrenton to Astoria. ADA Paratransit is available on these routes. Fixed route fares range from 1.00 dollar and 4.00 dollars based on the distance traveled.

1. Route 10 serves the Downtown and East Astoria Area with coverage from Warrenton to Astoria. This route begins at 5:45am and ends at 9:12pm. Fare is \$1.00. ADA Paratransit service is available on this route.
2. Route 101 serves the Highway 101 corridor covering communities that include Astoria, Warrenton, Gearhart and Seaside. This route operates with frequency of every hour except the 11:00am and 1:00pm hours. This route starts at 6:00am and ends at 9:50pm. The fare ranges from \$1.00 to \$3.00 depending on the origin and destination. ADA Paratransit service is available on this route.
3. Route 20 serves the south end of our service area connecting riders from Seaside to Cannon Beach. This route offers connections to Tillamook County Transit "The Wave" four times a day. Route 20 begins at 6:00am and ends at 8:55pm. Fare is \$1.00. ADA Paratransit service is available on this route.
4. Route 21 serves Cannon Beach and Seaside with operation on Saturday and Sunday.. This route begins at 9:00am and ends at 6:20 pm. ADA Paratransit is available on this route.

5. Route 17 serves Cannon Beach Monday through Friday during the summer months beginning on the Thursday prior to Sand Castle Weekend and ending on the last day of September. This route begins at 11:00am and ends at 6:00pm. ADA Paratransit is available on this route.
6. Route 15 serves Astoria, Hammond and Warrenton. This route operates seven days a week and begins at 6:10am with four loops with various times and ends at 6:15pm. The fare is \$1.00. ADA Paratransit is available on this route.
7. Route 11 is a seasonal fixed route. This route begins at the Port of Astoria and completes a small downtown loop. This route operates from April to October, only on specific days of the week, weekdays or weekends. ADA Paratransit is available on this route.
8. Route 12 is a seasonal fixed route. This route has a fixed schedule that begins at the Port of Astoria and makes a loop to Warrenton Fred Meyer, Costco and back to the Port. This route operates from April to October, only on specific days of the week, weekdays or weekends. ADA Paratransit service is available on this route.
9. Seaside Streetcar . is a seasonal fixed route that travels exclusively in Seaside and operates closer to the downtown corridor. It operates from Memorial Day Weekend through September on Saturday and Sundays. This route begins at 11am and ends at 7:50pm. ADA Paratransit Service is available on this route.
10. Lower Columbia Connector serves as an intercity route from Astoria to Rainier. This service is provided twice a day, seven days a week, and allows for connections to be made with Columbia County Rider. This route begins at 6:45am and ends at 5:40pm. The fare ranges from 1.00 to \$10.00 depending on the origin and destination. ADA Paratransit Service is not available on this route.
11. Pacific Connector serves Astoria to Cannon Beach. The Pacific connector meets with Tillamook County Transit 4 times a day to provide connectivity. This route is identified as an intercity route. This route begins at 8:30am and end at 8:30pm. ADA Paratransit service is not available on this route.

Seasonal Routes

Seasonal Routes operate during specific times during the year. Seasonal routes are fixed routes. Seasonal routes operate in the spring and summer months. ADA Paratransit Service is available on seasonal routes.

Demand Response Service RIDE ASSIST

Dial-A-Ride provides curb to curb service in a limited scope to riders who are under served or unserved and connects them to the fixed route service and to major destinations for goods and services. This service operates 5 days a week from 8:00am to 5:00pm in Warrenton, Hammond and Jeffers Gardens and Miles Crossing.. On Tuesdays and Thursdays service is available in John Day, Svensen and Knappa. The service is zonal and, requires advanced reservations. Fares are based on one way or round-trip reservations with a maximum 20-mile one-way trip.

. All SETD busses are equipped with lifts and or ramps to accommodate mobility devices and those with mobility limitations. All SETD buses have wheelchair stations. SETD drivers are trained on the safe securement of wheelchairs and mobility devices. SETD drivers are required to attend PASS (Passenger Assistance Safety and Securement) class training upon initial employment and to recertify every two years. Mobility Device lift and equipment inspections are performed by a driver up to 5 times while a bus is in service. Efforts will be made to transport as many types and sizes of mobility devices as each vehicle configuration can accommodate. SETD drivers will load and secure the devices to the best of their ability. It is SETD policy that all mobility

devices must be restrained. It is not SETD policy that riders must wear seatbelts or shoulder safety belts. For reasonable accommodations please see the Reasonable Modification Policy.

ADA Paratransit Service

ADA Paratransit Service is provided in compliance with the Americans with Disabilities Act of 1990. ADA Paratransit Service is based on a ¾ mile service area on each side the current fixed bus route. ADA Paratransit Service will not be provided during identified intercity times or Connector routes.

Paratransit Eligibility Process

To become eligible for ADA Paratransit Service the applicant must complete and return the ADA Paratransit Application. This application can be picked up at the Astoria Transit Center at 900 Marine Drive in Astoria. Applications may be downloaded off the SETD website at www.ridethebus.org or mailed to applicant upon request. Applications are available in alternative formats upon request. Alternative formats can be requested by notifying the Mobility Department. The Americans with Disabilities Act of 1990 specifies how transit agencies should determine eligibility for ADA Paratransit services. SETD employees practice the highest level of confidentiality when handling ADA Paratransit application and information. All verbal and written information provided during the Paratransit application, interview and assessment is protected information that is to remain confidential under the current Oregon laws relating to confidentiality. Once received, the application will be date stamped and the applicant will be given presumptive eligibility while the application is being processed. SETD has 21 days to process an application and determine eligibility. Staff will contact the applicant to conduct a phone interview or an in-person assessment. This will result in a determination of eligibility. SETD reserves the right to choose one or both of these interviews to determine eligibility. The applicant will be notified of the determination in writing. It is SETD practice to determine a Paratransit status once a person is considered eligible. The three levels of eligibility are: Permanent, Temporary and Conditional. Once this process is complete and the applicant is determined eligible, they will receive an eligibility letter. If an applicant is denied ADA Paratransit eligibility or services, then the applicant has the right to appeal the decision. Denial of service determinations will be in writing and will include the explanation for the denial along with information on the appeals process.

Types of ADA Paratransit Eligibility:

- Permanent- Lifelong condition that will not improve or change
- Temporary- A condition that will improve over time
- Conditional- case by case basis and dependent on many factors including a person's abilities, the transportation environment and origins and destinations

Appeals Process

An applicant has the right to appeal any decision made by the ADA Paratransit Supervisor when denied eligibility and service. The appeals process must be initiated within 60 days of the denial of eligibility or service. The applicant must submit their complaint in writing using the Discrimination Complaint Form located on the SETD website at <https://www.nworegontransit.org/accessibility-setd/>. Appeals may be submitted to the SETD Executive Director at 900 Marine Drive Astoria, Oregon 97103. Any applicant who needs alternative accommodations or assistance may contact SETD's Mobility Department. The Executive Director will hear the appeal and make a determination within 30 days of the receipt of an appeal. The applicant may request an open and public meeting to provide evidence and testimony to support their appeal. The determination will be provided in writing or in alternative format.

Visitor Status

Visitors will be provided ADA Paratransit service based on the certification of their current ADA Paratransit Service Provider. If a visitor does not have Paratransit eligibility on record in their home county or their status has expired, the visitor must apply for ADA Paratransit in Clatsop County. Visitors will be provided service for any combination of twenty-one (21) days during a year period (365 days) starting with the visitor's first use of the service during that period. Visitors who wish to receive service beyond the twenty-one (21) day period must apply for eligibility with SETD.

Curb to Curb and Door to Door Service

Door to Door service will be delivered by a SETD vehicle. Every effort must be made by the rider to arrange door to door requests when the ride is scheduled. This will help SETD identify how best to deliver Door to Door service. Door to Door service is delivered on a case by case basis.

Fares

Paratransit fare is two times the set fare for that fixed route. For example, if a rider is using ADA Paratransit service on a route that has a fare of \$1.00, the Paratransit fare would be \$2.00.

Service Accommodations

The rider has the right to travel with a Personal Care Attendant (PCA) and one companion-the PCA rides free, the companion pays the same fare as the eligible individual. Additional companions are allowed on a space available basis. PCA's and companions must travel to the same location as the eligible rider. Service animals and mobility aids are accommodated on all fixed route buses and ADA Paratransit buses; SETD does not practice capacity restraints in delivering ADA Paratransit service. SETD certifies that there will be no trip restrictions in the delivery of ADA Paratransit bus service. SETD has policies in place for tracking trip denials.

Scheduling a Ride

Rides must be scheduled by 4:00pm the day before the ride is needed.. Subscription Service is available for riders that travel to and from the same location on a regular basis. Riders may request subscription service by making reservations up to 14 days in advance. Subscription Service is not necessary to use ADA Paratransit Service. Paratransit trips known in advance may be scheduled at any time as long as it is scheduled at least one day in advance. Rides can be satisfied by using a Demand Response vehicle. Rides will be scheduled by staff during regular business hours Monday through Friday from 8:00 am to 4:00 pm and Saturday and Sunday from 9:00 am to 4:00 pm. Ride requests must be made the day before the ride is needed. The dispatcher may negotiate pick up and drop off times with the rider no more than one hour before or after the riders requested pick up time. Any cancellations should be called in as soon as possible.

Suspension of ADA Paratransit Services

SETD may reserve the right to suspend ADA Paratransit Services to a rider who establishes a pattern or practice of missing scheduled trips or for violating the rules of conduct. SETD will work with the rider to assist in making sure that suspension of services is a last resort determination.

Additional Information on ADA Paratransit Service

SETD certifies that there are no capacity restraints in the delivery of ADA Paratransit Service.
SETD certifies that there are no trip purpose restrictions in the delivery of ADA Paratransit Service.
SETD certifies that door to door service is available upon request for riders.

Performance to Six Service Criteria Comparison:

SETD’s ADA Paratransit service levels are equal to those of its fixed route service with respect to the six service criteria specified in the ADA regulations. The following table highlights the performance of the previously described complementary ADA Paratransit service to that of the fixed route system.

Service Criteria	Consistent with Regulation	Comments
Service Area	Yes	ADA Paratransit service available within ¾ mile of all fixed routes: 101, 11, 10, 21, 15, 17, 20, Streetcar & 12.
Response Time	Yes	Between 4:00 pm the day before ride request and 14 days prior to ride request
Fares	Yes	The ADA Paratransit Fare is 2 times that of the fixed route
Trip Purpose	Yes	SETD certifies that there are no trip purpose restrictions
Hours and Days of Service	Yes	Days and Hours for Paratransit Service are the same as fixed route, 5:45am to 9:50pm Monday thru Friday, Saturday & Sunday 6:10am to 6:20pm on applicable route. No service during commuter times.
Capacity Restraints	Yes	SETD certifies that there are no capacity restraints.

Coordination of Services

SETD connects with transit partners in bordering counties to create seamless service for riders.

Provider	Type of Service	Time
Tillamook County Transit “The Wave”	Fixed Route connects in Cannon Beach at the Midtown stop via Route 20 Monday-Friday Pacific Connector Saturday and Sunday	Four times a day at 9:20 am 11:20am 2:20pm & 7:20pm Mon-Fri Four times on Saturday and Sunday at 9:23am, 11:33am, 2:33p3000m & 7:23pm.
Pacific Transit	Fixed Route connects at the Astoria Transit Center	Four times a day Mon-Fri 7:20am,10:05am, 2:00pm and 4:40pm.
Northwest Point	Motor coach service connects at the Transit Center	Twice a day, 7 days a week 8:15am and 5:45pm
North Coast DAV Transport Van	Veteran transportation to medical appointments out of the county.	Pick up at designated points with an arrival time of 9:30 am in Portland Mon-Fri.

Columbia County Rider	Lower Columbia Connector connects in Rainier via Columbia County Rider.	. Twice a day, seven days a week, 8:30am and 4:30pm.
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Dissemination of the Plan

Public Involvement

The 2011 SETD ADA plan was discussed and reviewed with the SETD Senior and Disabled Advisory Committee on November 9, 2010. This committee is made up of Clatsop County Residents that represent or work with the senior and disabled population. This ADA plan was presented to the public for comment and review on December 13, 2010. The SETD ADA Plan is available in alternative formats upon request.

Alternative Formats can be requested by contacting the SETD Mobility Department. SETD ADA Plan Important Dates as follows:

November 10th 2010: SETD Senior and Disabled Advisory Committee review SETD ADA Plan. The Senior and Disabled Advisory Committee gave input on delivery of ADA services in Paratransit and Dial-A-Ride. Suggestions and examples were discussed on how to better serve riders and improve services.

December 13th 2010: SETD holds public hearing for community to review and participate in Plan with SETD Senior and Disabled Advisory Committee in attendance.

December 16th 2010: SETD Board of Commissioners review SETD ADA Plan. This is an open public meeting. If not adopted at this meeting another meeting will be held in January.

February 22nd 2011 SETD execution of ADA Plan. Internal Trainings will be held with managers and supervisors to inform how the ADA Services will continue to be delivered.

March 1st 2011: ADA Plan will be posted, and public informational class will be offered to those interested in delivery of ADA Services targeting the senior, disabled and medical community.

November 17th 2011: Adoption of the revised ADA Paratransit Plan by the SETD Board of Commissioners

February 28th 2013: Adoption of the revised ADA Paratransit Plan by the SETD Board of Commissioners

August 30, 2013: ADA Plan Update

April 2014: ADA Plan Update

July 2015: ADA Plan Update and addition of Reasonable Accommodation Policy

May 2018: ADA Plan Update

Implementation Plan

As SETD meets the required service criteria for complementary Paratransit service, there are no planned changes to address Paratransit requirements.

Execution of ADA Paratransit Plan

In order to execute the SETD ADA Plan, internal training will be required. The ADA Paratransit training manual will be distributed to all department managers and be made available to employees. SETD employees will receive initial training at hire and receive updated training annually. The ADA Plan is a living document that can be amended or revised during the annual review process or if service changes by the SETD Board of Directors.

Supplemental Documents:

1. Map of SETD Service area and ¾ mile ADA Paratransit Service
2. Attachment of SETD's Fleet mobility lift inventory
3. Attachment of tracking procedures of trip denials

Sunset Empire Transportation District Vehicle List

Bus #	Year	Make/Model	Vehicle Type	Length	No. Seats (Total)	No. ADA Stations	Platform Size	Securement Area	Capacity	Lift Type	Vehicle Use
15	2009	Ford/Starcraft	c/away	18	8	3	50x32	46x30	800 lbs	Ricon	ParaT
20	2009	Ford/Eldorado	c/away	23	12	2	53x34	46x33	800 lbs	Ricon	ParaT
21	2010	Chevy/Glaval	c/away	21	12	4	31x33	44x32	800 lbs	Braun	ParaT
22	2009	Ford	van		7	2	44x36	44x36	800 lbs	Braun	ParaT
73	2001	Freightliner	trolley	35	39	2	46x36	46x36	800 lbs	Ricon	Fixed Route
75	2003	BlueBird	transit	35	37	2	50x32	46x30	800 lbs	Ricon	Fixed Route
76	2003	BlueBird	transit	35	37	2	50x32	46x30	800 lbs	Ricon	Fixed Route
77	2003	BlueBird	transit	35	37	2	46x30	46x30	800 lbs	Ricon	Fixed Route
78	2003	BlueBird	transit	35	37	2	46x30	46x30	800 lbs	Ricon	Fixed Route
90	2010	Chevrolet	5500	33	30	2	51x34	51x30	800 lbs	Braun	Shuttle
92	2015	Freightliner	Bus	35	30	2	51x34	50x36	800 lbs	Braun	Fixed Route
93	2014	Ford	Bus	32	28	2	54x34	51x31	800 lbs	Braun	Fixed Route
94	2014	Ford	Bus	32	28	2	54x30	51x31	800 lbs	Braun	Fixed Route
95	2016	Ford	c/away	25	18	4	54x34	59x34	800 lbs	Braun	Fixed Route
96	2016	Ford	c/away	25	18	4	54x34	59x34	800 lbs	Braun	Fixed Route
98	1998	Gilling	Transit	42	37	2	Ramp	46x30	800 lbs	Ramp	Fixed Route
99	1998	Gillig	Transit	42	37	2	Ramp	46x30	800 lbs	Ramp	Fixed Route
1701	2017	Ford	Trnst Van	22	14	5	54x34	60x43	800 lbs	Braun	ParaT
1702	2017	Ford	Trnst Van	22	14	5	54x34	60x43	800 lbs	Braun	ParaT

PCA Definition

A personal care attendant is defined as a person who is employed or designated specifically to assist a disabled person. A PCA is a form of a mobility aid. PCA's ride to and from the same location as the rider they are assisting. There is no fare required for a PCA. A person may have more than one PCA. Each individual PCA may provide a different form of assistance to the rider. PCA's are not companions. Companions are required to pay the scheduled fare. This PCA policy is applicable to all SETD transportation services: Fixed Route, ADA Paratransit and Demand Response.

Trip Denial Tracking Procedure

When eligible individuals request a specific time and date for a ride request and the request cannot be filled within the allowable timeframe of one hour before or after the requested time then this will be considered a denial of a ride. If a ride request is made for a ride outside the service area, service times or service days then this is considered a denial of a ride. If the initial ride is denied, a new ride may be requested from the rider. A rider may request a different time or date. The dispatcher may also offer a time separate from the original ride.

The dispatcher shall log the ride denial and reason for the denial. These statistics will be recorded and reported in monthly reports.

Reasonable Modification Policy

Purpose

The purpose of the reasonable modification policy is to ensure that SETD offers equal and effective opportunities and access to public transportation services for persons with disabilities and full compliance with the provisions of the Title II of the American with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973.

Policy

SETD is committed to providing equal access and opportunity to qualified individuals with disabilities in all programs, services and activities. SETD recognizes that to have equally effective opportunities and benefits, individuals with disabilities may need reasonable modification to policies and procedures. SETD will adhere to all applicable federal and state laws, regulations and guidelines with respect to providing reasonable modifications, as necessary, to afford equal access to programs for persons with disabilities. SETD does not discriminate on the basis of disability in admission to, participation in, or receipt of services and benefits under any transit program or activity. SETD will take appropriate steps to ensure that persons with disabilities have an equal opportunity to participate in all programs and services.

Reasonable Modifications

A reasonable modification is a change or exception to a policy, practice, or procedure that allows disabled individuals to have equal access to programs, services, and activities. SETD will make reasonable modifications to all of these when necessary to ensure access to transit services for qualified individuals with disabilities, unless:

- Making the accommodation would fundamentally alter the nature of the public transportation service.
- Making the accommodation would create a direct threat to the health or safety of others including passengers.
- The individual with a disability can fully use SETD's services without the accommodation being made.

For the purposes of this section, the term reasonable accommodation shall be interpreted in a manner consistent with the term "reasonable modifications" as set forth in the Americans with Disabilities Act title II regulations at 28 CFR 35.130(b) (7), and not as it is defined or interpreted for the purposes of employment discrimination under title I of the ADA (42 U.S.C. 12111–12112) and its implementing regulations at 29 CFR part 1630.

Eligibility Criteria

An individual is eligible to be considered to receive a reasonable modification if that individual has: a physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of such impairment; or has been regarded as having such impairment.

Requests for Reasonable Modifications

SETD shall make information about how to contact the Mobility Management Coordinator to make requests for reasonable modifications readily available to the public through its website and rider policies. SETD shall follow these procedures in taking requests:

- Individuals requesting modifications shall describe what they need to use the service.
- Individuals requesting modifications are not required to use the term “reasonable modification” when making a request. Staff at SETD will determine if the request represents a reasonable modification and proceed in accommodating the request accordingly.
- Whenever feasible, SETD requests that individuals make such requests for modifications in advance if it is possible to do so before the expected modified service delivery.

Where a request for modification cannot practicably be made and determined in advance (*e.g.*, because of a condition or barrier at the destination of a paratransit, demand response, or fixed route trip of which the individual with a disability was unaware until arriving), operating personnel shall make a determination of whether the modification should be provided at the time of the request.

Requests for accommodation may be made either orally or in writing. The reasonable accommodation process begins as soon as the request for accommodation is made.

The request can be submitted in any written format. Alternative means of filing a request, such as personal interviews, phone calls, or taped requests, will be made available for persons with disabilities if unable to communicate their request in writing or upon request.

Interactive Process

When a request for accommodation is made, SETD and the individual requesting an accommodation must engage in a good faith interactive process to determine what, if any accommodation shall be provided. The individual and SETD must communicate with each other about the request, the process for determining whether an accommodation will be provided, and the potential accommodations. Communication is a priority throughout the entire process.

Time Frame for Processing Requests and Providing Reasonable Modification

SETD will process requests for reasonable accommodation and then provide accommodations, where appropriate, in as short a time frame as reasonably possible. SETD recognizes, however, that the time necessary to process a request will depend on the nature of the accommodation(s) requested and whether it is necessary to obtain supporting information.

Granting a Reasonable Modification Request

As soon as SETD determines that a reasonable accommodation will be provided, that decision shall be immediately communicated to the individual. This notice must be in writing in order to maintain the required information for reporting purposes. Upon request, alternative means of response will be provided. In choosing among alternatives for meeting nondiscrimination and accessibility requirements with respect to new, altered, or existing facilities, or designated or specified transportation services, SETD shall give priority to those methods

that offer services, programs, and activities to qualified individuals with disabilities in the most integrated setting appropriate to the needs of individuals with disabilities.

Denying a Reasonable Modification Request

As soon as SETD determines that a request for reasonable accommodation will be denied, SETD will communicate the basis for the decision in writing to the individual requesting the modification. The explanation for the denial will clearly state:

- a. the specific reasons for the denial;
- b. any alternative accommodation that may create the same access to transit services as requested by the individual
- c. the opportunity to file a complaint relative to the SETD decision on the request.

Complaint Process

SETD has a process for investigating and tracking complaints from qualified individuals. These procedures shall be posted on the SETD website and will be provided to any individual where SETD has denied a request for accommodation. The process and any forms necessary to file a complaint are readily available from the web. Alternative means of filing complaints, such as personal interviews, phone calls, or taped requests, will be made available for persons with disabilities if unable to communicate their request in writing or upon request.

Any person who believes she or he has been discriminated against in obtaining a reasonable modification may file a complaint by completing and submitting a SETD Complaint Form. SETD investigates complaints received no more than 30 days after receipt. Once the complaint is received, the complainant will receive an acknowledgement of receipt. If more information is needed to resolve the complaint, SETD may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to the SETD.

If SETD is not contacted by the complainant or does not receive the additional information within 30 business days, they may administratively close the complaint. A complaint may be administratively closed also if the complainant no longer wishes to pursue their case. This will all documented.

After SETD investigates the complaint, a decision will be rendered in writing to the complainant. SETD will issue either a Letter of Closure or Letter of Finding.

- d. *Letter of Finding* – This letter will summarize the complaint, any interviews conducted regarding the complaint, and explains what actions will be taken by SETD to address the complaint.
- e. *Letter of Closure* – This letter will explain why SETD has determined that the complaint does not merit accommodation under the Americans with Disabilities Act and that the complaint will be closed.

If the complainant disagrees with the decision of SETD, an opportunity to appeal the decision may be pursued provided the complaint files notice of appeal within 21 days of the initial decision to the SETD Board of Commissioners.

In the event of appeal, the complainant will be granted all due process, including the ability to present additional evidence, present the case in person during an appeal hearing, and to be represented by counsel.

Designated Employee

SETD shall designate one employee within the organization responsible for processing reasonable modification requests and handling complaints. This individual is the Mobility Management Manager. In the event that the Mobility Management Manager needs assistance in these requests, the SETD Executive Director will provide support.

Updated by SETD Board of Commissioners

Date: 5/24/18