Sacramento County Department of Transportation

2013 Update
Americans with Disabilities Act Transition Plan
Bus Stop Transition Plan Supplement

April 9, 2013
# Table of Contents

Section 1: Introduction and Administrative Information ............................ 2
Section 2: Public Participation .......................................................... 3
Section 3: Inventory Efforts .............................................................. 3
Section 4: Bus Stop Accessibility Standards ....................................... 4
Section 5: Steps To Compliance ....................................................... 4
Section 6 Conclusion ........................................................................ 14

**ADA Bus Stop Transition Plan Appendices:**

Appendix A  Bus Stop Prioritization Score Card
Appendix B  Bus Stop Overall Priority Ranking and Improvement Costs
Appendix C  Alphabetical Bus Stop Priority Ranking and Improvement Costs
Appendix D  Bus Stop Street Improvement Details, Class A, B & C Streets
Appendix E  Bus Stop Maintenance Agreement – Sac DOT & RT
Appendix F  RT Bus Route Maps
Appendix G  Sacramento County Corridor Map
Appendix H  Sample Survey Summary Sheets and Legend (First 10 surveys of 1,029 total)
Appendix I  Grievance Form (From Existing ADA Transition Plan)
Appendix J  2013 Update, ADA Transition Plan Update To Include The Bus Stop Supplement
Section 1: Introduction and Administrative Information

A stated goal of the Sacramento County Department of Transportation (Sac DOT) is our commitment to delivering quality municipal services and transportation facilities on which our neighborhoods and businesses depend. That objective includes encouraging and supporting many alternative transportation choices, including the regional bus transportation network.

The primary service provider for bus service in the county is Sacramento Regional Transit (RT). RT began operations in April 1973. Their annual ridership has steadily increased on the bus and light rail systems from 14 million in 1987 to over 31 million passengers in 2010. Weekday bus ridership averages about 51,000 passengers per day, see Appendix F for RT Route Maps. In addition to RT, other adjacent jurisdictions such as Folsom (Folsom Stage Lines) and Rancho Cordova (E-Trans) also have several bus stops within the unincorporated county right of way, see.

On February 1, 2011 the County Board of Supervisors authorized Sac DOT to enter into a formal maintenance agreement with RT to provide a framework for the partnership between Sac DOT and RT which outlines cost sharing related to the installation, accessibility and maintenance of the RT bus stops in the unincorporated County. The “Bus Stop Installation and Maintenance Agreement” was executed by the County Board of Supervisors on March 16, 2011 and became effective on July 1, 2011. A copy of this agreement is attached in Appendix E.

Sac DOT initiated this ADA Bus Stop Transition Plan (ADABSTP) to establish the needs, policies, priorities and practices for implementing bus stop accessibility improvements within the unincorporated county right-of-way and to enhance transit as an alternative transportation choice in the unincorporated county. Sac DOT began working on this ADABSTP in March 2011 with the award of a state sponsored Environmental Justice and Community-Based Transportation Planning Grant. A goal of this grant is to further optimize the pedestrian experience when utilizing public bus stops by providing safe and useable facilities for all pedestrians, and to assure compliance with all federal, state, and local regulations and standards.

Sac DOT has previously implemented two companion Plans: the ADA Transition Plan (ADATP) adopted by the Board of Supervisors on January 25, 2005; and the Pedestrian Master Plan (PMP) adopted by the Board of Supervisors on November 27, 2007. The ADA Transition Plan generally identifies needed pedestrian improvements such as curb ramp upgrades at street intersections, and the PMP generally identifies priority sidewalk infill segments for future infrastructure projects. This ADABSTP is focused on pedestrian infrastructure access needs at active bus stops within the unincorporated Sacramento County. This Bus Stop Transition Plan will serve as a supplement to the existing Sac DOT ADA Transition Plan and together they will help Sac DOT meet our goal to provide quality transportation choices.
Section 2: Public Participation

SacDOT encouraged public participation during the development of this ADABSTP. This process included persons with disabilities and those representing disability service organizations. The outreach included the following components:

- **Advisory Groups:** Two advisory committees, the Sacramento County Disability Advisory Commission Physical Access Subcommittee (DAC) and the Regional Transit Mobility Advisory Council (MAC). Both groups contain members of the disabled community. The DAC and MAC have monthly public meetings and are highly recognized for their advocacy to encourage access for the disabled community.
- **Website:** A project website was created to disseminate information about the project. [http://www.msa2.saccounty.net/transportation/Pages/Project-BusStopADA.aspx](http://www.msa2.saccounty.net/transportation/Pages/Project-BusStopADA.aspx) This project website also has a link for the public to access the Sac DOT ridership survey.
- **Sac DOT Ridership Survey:** Sac DOT provided an online ridership survey
- **Press Release:** Sac DOT created and distributed a Press Release to cover the project kick-off, invite the public to our online ridership survey to help further identify needs.
- **Outreach to RT Staff to gather bus stop location information.**

Section 3: Inventory Efforts

Sac DOT conducted a needs assessment survey for 1,029 bus stop locations in the unincorporated Sacramento County. These site surveys were developed for each bus stop location by a trained accessibility surveyor. The needs assessment for many bus stop locations were obtained from Google Street View, often requiring an actual site visit for confirmation to measure slopes or distances. A one page summary was prepared for each bus stop location showing the needs identified in the survey. The summary sheet includes: the bus stop location; the unique bus stop number assigned by Regional Transit; ADA infrastructure upgrade needs; approximate contracted costs to provide those needs; and two bus stop photos taken from the “arriving” and “departing” perspective, see Appendix H for a few samples of this process. These needs and associated improvement costs for each bus stop location were also tabulated and prioritized in a spreadsheet to create a master database that can be sorted and searched, see Appendix C. This inventory of prioritized bus stop needs will be useful for developing future bus stop improvement projects. However, each bus stop survey of needs and cost estimates are for preliminary planning and budgetary purposes only. A more thorough future site visit and formal design will be conducted for each bus stop when it funding for actual upgrade improvements becomes available.

Sac DOT obtained from Regional Transit their current master database spreadsheet of all active bus stops for all bus service providers that operate in the unincorporated county. The spreadsheet contains a total of 1,029 active bus stop locations in the unincorporated County. Eighteen of those active stops are served by E-Trans (City of Elk Grove) and three stops are served by Folsom Stage...
Sacramento County Department of Transportation
Americans with Disabilities Act Bus Stop Transition Plan Supplement

Lines (City of Folsom), with 1,008 are served by RT. The total bus stops will fluctuate in the future as some routes get modified, and some inactive stops will become active, and vice versa. Occasionally new stops are also created with a previously un-assigned bus stop number. Whether a bus stop is active or inactive, it will always retain its unique identifying bus stop number. This Bus Stop Transition Plan will be updated on an as-needed basis to include a one page summary of any improvements that need to be made to active bus stops. Any newly constructed or reconstructed bus stops will be built to all applicable local, state and federal accessibility codes and standards.

Section 4: Bus Stop Accessibility Standards

County Street Improvement Standards:
The County Board of Supervisors approved an update to the Street Improvement Standards on September 15, 2009. These Street Improvement Standards include three primary “classes” of street cross sections, Class A, B, and C streets. The distinctions of these street classes are briefly noted below:

- Class A Street: Street with concrete curb, gutter and sidewalk with a landscape buffer between the curb and sidewalk.

- Class B Street: Same as Class A except the sidewalk and landscape buffers are omitted.

- Class C Street: Same total paved street width (32’ or 36’) as with Class D except no separated paved pedestrian path on either side.

The 2009 Street Improvement Standards provide a bus turn out for a new Class A Street. However, that detail provides for a 125’ long by 7’ deep bus turnout that may not be appropriate for retrofitting most existing bus stops, due to the impacts to the existing adjoining properties, driveway cuts and right-of-way needs. Therefore, this Bus Stop Transition Plan introduces additional improvement details for retrofitting bus stops on Class A, B, and C Streets to provide ADA compliance while also minimizing the impacts to existing adjoining properties. These new bus stop details for Class A, B, and C Streets are provided in Appendix D of this Bus Stop Transition Plan. These details will be included in future designs of bus stops upon approval of the ADABSTP, and they will be included into the Street Improvement Standards when they are next updated by Sac DOT.

Section 5: Steps To Compliance
This Bus Stop Transition Plan addresses those items that are unique to bus stop accessibility within the unincorporated County in an effort to keep duplication of the 2005 ADA transition Plan to a minimum. This Bus Stop Transition addresses the following four aspects of accessibility:
Sacramento County Department of Transportation
Americans with Disabilities Act Bus Stop Transition Plan Supplement

Step 1: Identify physical obstacles in the public entity's facilities that limit the accessibility of its programs or activities to individuals with disabilities;

Step 2: Describe in detail the methods that will be used to make the facilities accessible;

Step 3: Specify the schedule for taking the steps necessary to achieve compliance with this section and, if the time period of the transition plan is longer than one year, identify steps that will be taken during each year of the transition period; and

Step 4: Describe the grievance procedure process.

Each of these four steps will be addressed in greater detail below as they pertain to the bus stops within the unincorporated county.

Step 1. Identify physical obstacles in the public entity's facilities that limit the accessibility of its programs or activities to individuals with disabilities.

In order to fully determine what constitutes being an obstacle at a bus stop, it is important to understand what infrastructure is required in order to provide accessibility with regards to the 2010 ADA Standards and California Title 24. If the required infrastructure is not present, or not adequate in size or slope gradient, then that would constitute an obstacle. The following are key highlights of bus stop requirements taken from the “2010 ADA Standards for Accessible Design”:

810 Transportation Facilities

810.1 General. Transportation facilities shall comply with 810.

810.2.1 Surface. Bus stop boarding and alighting areas shall have a firm, stable surface.

810.2.2 Dimensions. Bus boarding and alighting areas shall provide a clear length of 96 inches (2440 mm), measured perpendicular to the curb or vehicle roadway edge, and a clear width of 60 inches (1525 mm), measured parallel to the vehicle roadway. Public entities shall ensure that the construction of bus boarding and alighting areas comply with 810.2.2, to the extent the construction specifications are within their control.
810.2.2 Dimensions of Bus Boarding and Alighting Areas

810.2.3 Connection. Bus stop boarding and alighting areas shall be connected to streets, sidewalks, or pedestrian paths by an accessible route complying with 402.

810.2.4 Slope. Parallel to the roadway, the slope of the bus stop boarding and alighting area shall be the same as the roadway, to the maximum extent practicable. Perpendicular to the roadway, the slope of the bus stop boarding and alighting area shall not be steeper than 1:48.

(Note: Per 218.4 Bus Shelters. Where provided, bus shelters shall comply with 810.3 below)

810.3 Bus Shelters. Bus shelters shall provide a minimum clear floor or ground space complying with 305 entirely within the shelter. Bus shelters shall be connected by an accessible route complying with 402 to a boarding and alighting area complying with 810.2.
Sacramento County Department of Transportation
Americans with Disabilities Act Bus Stop Transition Plan Supplement

**Figure 810.3 Bus Shelters**

In addition to the above requirements, the “California Building Code, Title 24, Section 1121B.2.1 Bus stops and terminals”, has additional criteria than required by the 2010 ADA Standards. Specifically CBC Section 1121B.2 requires that “newly constructed bus stop pads must provide a square curb surface between the pad and road or other detectable warning in accordance with Section 1133B.8.5.”

Also, CBC Title 24 Section 1121B.2.1 states that the, “Bus stop pads shall be at the same slope as the roadway in the direction parallel to roadway, and maximum one unit vertical in 50 units horizontal (2-percent slope) perpendicular to roadway”. This slope is slightly more stringent, thus controlling, than the 2010 ADA Standards which allows a slope not steeper than 1:48 (2.08%). The more stringent of federal, state or county codes will govern the construction of any bus stop within the unincorporated County.

In addition to the bus stop infrastructure requirements noted above, Sac DOT also identified missing sidewalk segments along Class A Streets, such that if the missing section were in-filled, then it would provide at least one accessible path from the bus stop to an adjacent intersection. If that accessible path led to an intersection that did not have curb ramps, then costs for both the sidewalk infill and the curb ramp upgrades were included in the one page summary for that proposed bus stop upgrade project to provide accessibility.

**Step 2. Describe in detail the methods that will be used to make the facilities accessible**

Fifty-five of (5.3%) the 1,029 surveyed bus stops were found to be ADA compliant. These compliant stops have a 5’ x 8’ boarding area with compliant slope gradients, a vertical curb fronting the boarding area, and are served by an accessible path of travel to at least one adjacent accessible intersection.

In cases where bus stops were determined to need a new 5’ x 8’ boarding pad, and the location lacked sufficient existing right-of-way to provide one, then the cost of additional right-of-way acquisition was included in the project cost for providing a compliant boarding pad. Existing bus stops often have an adequate boarding pad area, however it may require replacement to meet the desired slope gradient perpendicular to the curb. The replacement of the boarding pad may also require a section of adjoining sidewalk to be removed and replaced to accommodate a transition zone for the new variation to the adjusted boarding pad slope and curb height.

Current street improvement standards require vertical (Type 2) on all Class A streets except where rolled curb could be provided for: 32’ streets (Minor Residential); 38’ streets (Primary Residential); cul-de-sacs; and certain instances of sidewalk infill less than 300’ in length.
As noted above, the CBC Title 24 dictates the use of either a vertical curb, or a detectable warning surface at the traffic edge of the 8’ x 5’ boarding pad. Many existing bus stops are on streets constructed with rolled curbs. A vertical curb at these existing stops will be constructed to provide compliance at bus stops with an existing rolled curb, the curb and adjacent sidewalk will both be excavated to provide for a vertical transition zone to establish a 6” vertical curb height while maintaining all other compliant slope gradients. This vertical curb transition detail is shown in the new street improvement standards (Appendix D).

For bus stops on non-Class A streets where sidewalks (or curbing) are not included in the standard street cross-section, a bus stop concrete boarding pad will be positioned at the edge of pavement with a detectable warning surface set into the concrete at the traffic edge of the boarding pad adjacent to the street, as shown in Appendix D.

Step 3. Specify the schedule for taking the steps necessary to achieve compliance with this section and, if the time period of the transition plan is longer than one year, identify steps that will be taken during each year of the transition period.

To properly schedule the anticipated accessibility improvements of the bus stops, each bus stop was first prioritized based on seven different scoring categories. This complete list was then sorted based on priority, then the highest scores were segmented into groups to match anticipated budget funding projection for that particular fiscal year. The process outlining the prioritization, anticipated funding sources and the scheduling of improvements is further detailed below:

Prioritization of Accessibility Improvements

The first step in determining a multi-year schedule for compliance of the 1,029 total bus stops was to prioritize them based on points accumulated in seven important scoring categories. Total points were assigned to each bus stop based on that bus stops applicability to each category, see Appendix A. The bus stops with the highest total points will rank higher on the priority list and will be the first considered for accessibility improvements when funding is available. The more priority points that a bus stop acquires in the seven categories, the higher the priority score. When bus stops share the same priority score, the total daily passenger load determines the overall priority rank.

As is the case with the ADA Transition Plan, when Sac DOT receives a request from someone who is unable to access a specific bus stop location in the unincorporated county, and requests improvements be provided, then that bus stop will be placed at the top of the priority list with the other highest ranking locations for consideration in the next improvement project. Otherwise, the seven scoring categories determining priority ranking are as follows:

Scoring Categories
Transit Center: RT has eight major Transit Centers, these are high traffic bus stops where passengers transfer from one route to another. If a bus stop is a designated Transit Center it is given five points.

Corridor Route: Sacramento County has identified 14 commercial corridors (see Appendix G) where an effort is being made to foster economic development and urban revitalization by improving the overall quality of the corridor and the communities that they serve. If a bus stop is within these corridor routes it was given 4 points.

RT Ridership: Sac DOT obtained recent ridership counts from RT that provided the average daily counts of the total passengers that got on and off at each specific bus stop from all the routes that serve that stop. The ridership daily count averages covered a several month span from April 1, 2012 through June 16, 2012. The scoring of ridership points was based on the total “on and off” counts at each stop, and the stops were separated into five scoring categories of 4, 3, 2, 1, or 0 points. The single bus stop with the highest average daily number of passengers getting either “on or off” of a bus at that stop was 935. The average daily number of passengers getting on or off of all stops was 26,947. Thirteen bus stops scored 4 points, they account for 25% of the total on/off passenger count for all stops.

<table>
<thead>
<tr>
<th>Points Allocated</th>
<th>Total Passengers Getting On and Off Per Day</th>
<th>Qualifying Number of Bus Stops</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 (Top 25% of total use)</td>
<td>Between 935 and 252</td>
<td>13</td>
</tr>
<tr>
<td>3 (Next 25% of total use)</td>
<td>Between 251 and 71</td>
<td>59</td>
</tr>
<tr>
<td>2 (Next 25% of total use)</td>
<td>Between 70 and 30</td>
<td>159</td>
</tr>
<tr>
<td>1 (Next 25% of total use)</td>
<td>Between 29 and 0.5</td>
<td>718</td>
</tr>
<tr>
<td>0</td>
<td>Less than 0.5</td>
<td>84</td>
</tr>
</tbody>
</table>

Hospital, Medical or Skilled Nursing Facility: If a bus stop location was within a reasonably short distance from a hospital, medical or a skilled nursing facility then they were give 4 points.

Retirement Facility: If a bus stop was within a reasonably short distance from a retirement facility then they were given a score of three points.

Schools and Government Offices: For any bus stop that is within a reasonably short distance to providing passenger service for a K-12 school, college or government offices, it was given three points.

Other Trip Generators: This wide ranging category addresses those bus stops that served “other” trip generation destinations such as neighborhood parks, a commercial business, and/or strip malls. Stops serving these other trip generating locations were given two points.
Larger malls such as Sunrise, Florin, Arden Fair, etc. were given four and even six points based on the very high concentration of adjoining “trip generators”.

Funding Sources of the Accessibility Improvements

There are a number of existing and potential programs and funding sources for capital improvement projects included in the ADA Capital Implementation Plan. These programs are described in this section.

On-Going Capital Improvement Programs

These programs are operated by or coordinated with Sac DOT on an on-going, annual basis. The extent of funding levels may be fixed or may vary yearly. These programs include the following:

1) Curb, Gutter and Sidewalk Maintenance Program

The traditional Sac DOT Curb, Gutter and Sidewalk Maintenance Program identifies curbs, gutters and sidewalks that are in need of repair or replacement and develops a priority list for their inclusion into the maintenance program. The Curb, Gutter and Sidewalk Maintenance Program has two facets: permanent replacement and temporary repair. This program will now also incorporate the accessibility improvements that are within the project limits of this maintenance program. A similar priority system has been used for this maintenance program, based upon such factors as severity of damage, the amount of pedestrian traffic, and the proximity to schools, parks, bus stops and hospitals.

2) Elderly and Disabled Accessibility Project

Traditionally the Elderly and Disabled Accessibility Project primarily replaces curb, gutter and sidewalk with new curb ramps. These curb ramps and sidewalks are often installed near schools and hospitals, at driveways, or at other curb, gutter and sidewalk locations where accessibility for persons with disabilities could be improved. Accessible pedestrian signals are also installed as part of this program. With the implementation of this ADABSTP, bus stop accessibility improvements will also be considered. Improvement needs are often determined by constituents' requests, as with the ADABSTP. The Elderly and Disabled Accessibility Project is funded by Measure A funds at a current funding level of $300,000 per year.

3) Caltrans Construction Projects

Caltrans construction and renovation of roadways and facilities along State highways within the unincorporated County typically includes new curb ramps and other accessibility-related improvements. While Sac DOT does not directly manage these projects, it coordinates locations and details of the work with Caltrans. The two highest ranked bus stops based on the ridership “on and off” usage is the Watt Avenue overpass that spans I-80 and is therefore in the jurisdiction of Caltrans.
4) Private Developer Construction Projects adjacent to the County Right-of-Way
There is typically private construction throughout the unincorporated County that has direct impact on improvements within the Sac DOT right-of-way. As a condition of the approval of a building permit, Contractors are typically required to construct or improve the property frontage which includes the sidewalk, including curb ramps and bus stops, directly adjacent to the subject property.

5) Regional Transit Cost Sharing of Bus Stop Facility Improvements
As discussed previously, RT and Sac DOT entered into a shared maintenance agreement titled “Bus Stop Installation and Maintenance Agreement” that became effective on July 1, 2011. This agreement (Section 1.F.(4.) “Cost Allocation for Concrete Pads” states that: “RT will reimburse COUNTY for 50% of COUNTY’s actual costs for installation of concrete pads in sidewalks for passenger waiting areas and in COUNTY streets for bus loading areas if the scope of work and cost estimate were approved in advance by RT.”

6) State and Federal Grants and Other Funding Sources
Sac DOT has been successful with many state and federal grant awards. Sac DOT will aggressively pursue grant and other funding opportunities where bus stop ADA improvements would be a strong candidate for funding award.

Scheduling of Accessibility Improvements
Based on the summary of accessibility improvements and their associated preliminary costs (Appendix B and C) that were identified in the bus stop site surveys, it is the intention of the County and RT to collectively allocate $250,000 from the above funding sources in the 2013/14 fiscal year, and approximately $500,000 in subsequent years. After ten years we intend to re-evaluate the funding levels based on the status of the remaining active bus stops at that time. RT and Sac DOT will make every effort to be co-applicants on some grants to further strengthen our award chances to obtain funding for accessibility improvements. This joint annual funding level will allow accessibility improvements to be made that impact 25% of the ridership within two years (Fiscal Year 2014/15). Likewise, after four years (Fiscal Year 2016/17) accessibility improvements would be made that impact 50% of the ridership (total on/off passengers). This anticipated annual shared budget with the prioritized project costs provided in this ADABSTP allows for an annual group of high volume priority bus stop locations to be targeted for accessibility improvements.

This ADABSTP will be a dynamic plan due to a changing population base of customers, changing neighborhood demands, bus route modifications, and other factors. Likewise, it is highly probable that some of these bus stop enhancements will occur as a result of other unrelated street and sidewalk improvement projects, developer in-fill, or other means. As such, Sac DOT will anticipate updating this ADABSTP every 4-7 years, or on an as needed basis.
Sacramento County Department of Transportation
Americans with Disabilities Act Bus Stop Transition Plan Supplement

The total estimated cost of improvements identified in this ADABSTP is $36,561,150 to bring all bus stops within the unincorporated county to current accessibility standards.

Step 4. Describe the grievance procedure process.

Grievance Procedure

The existing Sac DOT ADA Transition Plan already has a grievance process in place that is fully applicable to bus stops in the unincorporated county. Likewise, Sac DOT maintains a web page (http://www.sacdot.com/Pages/ADADocumentsandResources.aspx) that contains information regarding the grievance process, including forms that can be printed out for submitting a grievance, or to make comments and recommendations. That existing webpage and the existing grievance procedure will be used for bus stops. As stated previously, when Sac DOT receives a special request, or a grievance from someone unable to access a specific bus stop location in the unincorporated county, then accessibility improvements for that bus stop location will be placed at the top of the priority list with the other highest ranking locations for consideration in the next available improvement project.

RT has a similar ADA grievance process in place that extends into other jurisdictions where they provide service beyond the unincorporated county. The RT webpage that provides the resources for grievance related issues is http://www.sacrt.com/adacomplaintsprocess.stm.

When Sac DOT receives a bus stop related special request or a grievance for ADA improvements in the unincorporated county it will be shared with RT. And conversely, when RT receives a special request or grievance in the unincorporated county, then RT will share that with Sac DOT. This will sharing of priorities will allow both jurisdictions to better manage and coordinate the overall priority list and accessibility projects.

As previously noted, this ADABSTP will become a supplement to the current 2005 ADA Transition Plan. Therefore the Grievance Procedure and intake form for bus stops will be incorporated into the existing process. Just for additional clarity the procedures and Grievance Form are duplicated here below:

Grievance Procedures and Instructions

Step 1: File a Grievance Form

The complainant should fill out the ADA Complaint / Grievance Form shown below, giving all of the information requested. The ADA Complaint / Grievance Form should be filed in writing with the Sac DOT Program Access Coordinator within 60 days of the alleged disability-related discrimination. A copy of the ADA Complaint / Grievance Form shall be forwarded by the Program Access Coordinator to the Chief of the Disability Compliance Office. Upon request, reasonable accommodations will be provided in completing the form,
or alternative formats of the form will be provided. The ADA Complaint / Grievance Procedure and Form may be obtained from and sent to the Sacramento County Department of Transportation, Program Access Coordinator, 906 G Street, Suite 510, Sacramento, CA., 95814, Telephone: (916) 874-6291, TTY (916) 875-7105.

**Step 2: An Investigation is Conducted**
A notice of receipt shall be mailed to the complainant by registered mail within five days of the receipt of the complaint or grievance, and the Sac DOT Program Access Coordinator or another authorized representative shall begin an investigation into the merits of the complaint within 60 days. If necessary, the Sac DOT Program Access Coordinator or another authorized representative may contact the complainant directly to obtain additional facts or documentation relevant to the grievance. If the complainant alleges misconduct on the part of the Sac DOT Program Access Coordinator, another authorized representative may be appointed by the Director of Sac DOT to undertake the investigation if the allegations can be substantiated. If the complainant does not wish to be contacted personally, he/she should indicate it on the ADA Complaint / Grievance Form.

After the grievance is received, the complaint shall be brought before the ADA Oversight Committee, co-chaired by the Chief of the Disability Compliance Office and the Sac DOT Program Access Coordinator. The co-chairs shall meet on an ad-hoc committee to resolve the grievance.

**Step 3: A Written Decision is Prepared and Forwarded to the Complainant**
The Chief of the Disability Compliance Office and the Sac DOT Program Access Coordinator shall prepare a written decision, after full consideration of the grievance merits, no later than 75 days following the receipt of the grievance. If the complaint alleges misconduct on the part of the Sac DOT Program Access Coordinator, another authorized representative may be appointed by the Director of Sac DOT to prepare the written decision if the allegations can be substantiated. A copy of the written decision shall be mailed to the complainant by registered mail no later than five days after preparation of the written decision. A copy of the written decision also shall be mailed to the Chief of the Disability Compliance Office.

**Step 4: A Complainant May Appeal the Decision**
If the complainant is dissatisfied with the written decision, the complainant may file a written appeal with either, at the complainant's option, the Director of Sac DOT, or with the Chief of the Disability Compliance Office, no later than 30 days from the date of the mailing of the decision. The appeal must contain a statement of the reasons why the complainant is dissatisfied with the written decision, and must be signed by the complainant, or by someone authorized to sign on the complainant's behalf. A notice of receipt shall be mailed to the complainant by registered mail within five days of the receipt of the appeal. The appeal reviewers, consisting of the Chief of the Disability Compliance Office, and the Sac DOT
Program Access Coordinator, shall act upon the appeal no later than 60 days after receipt, and a copy of the appeal reviewers’ written decision shall be mailed to the complainant by registered mail no later than five days after preparation of the decision. The decision of the appeal reviewer shall be final. A copy of the written decision also shall be mailed to the Chief of the Disability Compliance Office.

The Sac DOT Program Access Coordinator, the Director of Sac DOT, and the Chief of the Disability Compliance Office shall maintain the confidentiality of all files and records relating to grievances filed, unless disclosure is authorized or required by law. Any retaliation, coercion, intimidation, threat, interference or harassment for the filing of a grievance, or used to restrain a complainant from filing, is prohibited and should be reported immediately to the Chief of the Disability Compliance Office.

A copy of the Grievance Form is provided in Appendix I.

**Section 6: Conclusion**

This ADABSTP identifies $36,561,150 of improvements that will provide improved public transit accessibility alternatives for people living or visiting within the unincorporated Sacramento County. This Plan, along with the existing County Pedestrian Mater Plan, ADA Transition Plan and the Bicycle Master Plan will help Sac DOT provide quality municipal services and transportation facilities on which our neighborhoods and businesses depend.