

City of Petaluma – Petaluma Transit

ADA and Accessibility Plan 2018

Attachments:

- A. 2018 ADA & Accessibility Public Notice and Complaint Process/Form
- B. Public Participation Plan

PUBLIC NOTICE

1990 AMERICANS WITH DISABILITY ACT (ADA)

Overview

Petaluma Transit is committed to ensuring that no person is denied access to its services, programs, or activities on the basis of their disabilities, as provided by title II of the Americans with Disabilities Act of 1990 (“ADA”). If you believe you have been subjected to discrimination under ADA, you may file a written complaint with Petaluma Transit. The complaint must be filed no later than 180 calendar days of the alleged discriminatory incident.

Pursuant to the regulations of the United States Department of Justice, which require the designation of an Americans with Disabilities Act (ADA) or Disability Access Coordinator, the Transit Manager for Petaluma Transit shall be responsible for and designate qualified staff as the ADA and/or Disability Access Coordinator (DAC) who will administer the processing of all complaints or grievances as well as coordinate Petaluma Transit's overall efforts to comply with and carry out its responsibilities under the Act. The Transit Manager or DAC shall also administer all complaints brought pursuant to Title 24, California Code of Regulations, concerning both privately and publicly funded accommodations.

ADA Complaints

Any person who wishes to file a complaint alleging any action by Petaluma Transit prohibited by the Americans with Disabilities Act (ADA) regulations may file a written complaint. Your complaint must be in writing- on the ADA & Accessibility complaint form. If you need assistance in making the request or completing the request form, Petaluma Transit staff will provide assistance. Please contact Petaluma Transit at (707) 778-4421 or dial 711 for the California Relay Service.

Complaint Procedure

All complaints or grievances shall be in writing on a form designated and contain information about the alleged violation or discrimination, including name address, phone number of complainant and location, date, and description of the problem. Anonymous complaints or grievances will not be taken.

Complaints or grievances will, to the greatest extent possible (see Evidence Code 1040), be kept confidential unless ordered released by a court of competent jurisdiction. Alternative means of filing complaints or grievances may be registered by phone, email (confidentiality cannot be assured), letter, personal interview, or tape recording for persons with a disability upon request.

The preferred method is to file your complaint in writing using the ADA & Accessibility Complaint Form, available in hard copy, PDF format, or as an online form, and sending it to:

Transit Manager
Attn: ADA & Accessibility Comment
Petaluma Transit
555 N. McDowell Blvd
Petaluma, CA 94954

Verbal complaints will also be accepted and transcribed by Petaluma Transit staff. To make a verbal complaint or to receive more information on Petaluma Transit's ADA & Accessibility Program, call (707) 778-4421.

Complaints may also be filed directly with the Federal Transit Administration by filing a complaint with:

Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor –TCR
1200 New Jersey Ave. SE
Washington, DC 20590

If information is needed in another language please call (707) 778-4421.

Si se necesita información en otro idioma, por favor llame al (707) 778-4421.

Petaluma ADA & Accessibility Complaint Process

Petaluma Transit grants all citizens equal access to all its transportation services. It is further the intent of Petaluma Transit, that all citizens are aware of their rights to such access. This process is designed to serve as an educational tool for citizens so that they may understand the laws that protect their benefit of Petaluma Transit programs and services, specifically, as it relates to 1990 Americans with Disability Act (ADA).

What is the Americans with Disability Act?

Passed by Congress in 1990, the Americans with Disabilities Act (ADA) is a civil rights law aimed at addressing the needs of people with disabilities, prohibiting discrimination in public services and public accommodations

To be protected by the ADA, one must have a disability, which is defined by the ADA as a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment. The ADA does not specifically name all of the impairments that are covered.

Reasonable Modification Requests

A rider may request a modification to Petaluma Transit policies, practices or procedures to accommodate his/her disability. Modifications will be considered and granted as long as it is determined that the rider is not able to fully use Petaluma Transit's services, programs, or activities for their intended purpose without the requested modification and said modification does not:

1. Fundamentally alter the nature of Petaluma Transit services, programs or activities;
2. Create a direct threat to the health or safety of others;
3. Cause unreasonable financial or administrative burden

To request a reasonable modification to current policies, practices, or procedures please call Petaluma Transit at 707-778-4421

Complaint Process

How do I file an ADA complaint?

If you believe that you have received discriminatory treatment by Petaluma Transit discrimination on the basis of disability in the provision of services, activities, programs, or benefits, you have the right to file a complaint with the Transit Manager. The complaint must be filed no later than 180 calendar days of the alleged discriminatory incident.

Methods of filing a complaint

The preferred method is to file your complaint in writing using the ADA & Accessibility Complaint Form, available in hard copy, PDF format, or as an online form, and sending it to:

Transit Manager
Attn: ADA & Accessibility Comment
Petaluma Transit
555 N. McDowell Blvd
Petaluma, CA 94954

Verbal complaints will also be accepted and transcribed by the Transit Manager. To make a verbal complaint, call (707) 778-4421 or dial 711 for the California Relay Service.

You also have the right to file a complaint with an external entity such as the Department of Transportation (DOT), a federal or state agency, or a federal or state court.

Should a complaint be filed with Petaluma Transit and an external entity simultaneously, the external complaint shall supersede the Petaluma Transit complaint and Petaluma Transit's complaint procedures will be suspended pending the external entity's findings.

Investigations

Within 10 working days of receipt of the formal complaint, the Transit Manager will notify the complainant and begin an investigation (unless the complaint is filed with an external entity first or simultaneously).

The investigation will address complaints against Petaluma Transit and Petaluma Paratransit employees and contractors.

The investigation will be conducted in conjunction with and under the advice of The City of Petaluma's Risk Manager.

The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The complainant may be represented by an attorney or other representative of his/her own choosing and may present testimony and evidence in the course of the investigation.

The investigation will be conducted and completed within 60 days of the receipt of the formal complaint.

Based upon all the information received, an investigation report will be written for submittal to the Transit Manager.

The complainant will receive a letter stating the final decision of the Transit Manager by the end of the 60-day time limit.

The complainant shall be notified of his/her right to appeal the decision. Appeals may be made to the DOT, the EEOC, or the DFEH.

ADA & Accessibility Complaint Form

Petaluma Transit is committed to ensuring that no person is denied access to its services, programs, or activities on the basis of their disabilities, as provided by title II of the Americans with Disabilities Act of 1990 (“ADA”). ADA complaints must be filed within 180 days from the date of the alleged incident.

Note: The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please let us know.

Complete and return this form to:

Transit Manager
Attn: ADA & Accessibility Comment
Petaluma Transit
555 N. McDowell Blvd
Petaluma CA 94954

1. Complainant's Name _____
2. Address _____
3. City, State and Zip Code _____
4. Phone Number (Main) _____ (Alt phone) _____
5. Person discriminated against (if someone other than the complainant)
Name _____
Address _____
City, State and Zip Code _____
6. Person preparing complaint (if different from complainant)

7. What date and time did the alleged incident take place?

8. In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

9. Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court? Yes _____ No _____

If yes, check all that apply:
_____ Federal agency _____ Federal court _____ State agency
_____ State court _____ Local agency

10. Please provide information about a contact person at the agency/court where the complaint was filed (if available).

Name _____
Address _____
City, State, and Zip Code _____
Telephone Number _____

11. Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

Complainant's Signature Date

City of Petaluma – Petaluma Transit

ADA & Accessibility Public Participation Plan

I. Introduction

The City of Petaluma provides fixed-route transit and paratransit services through Petaluma Transit, a division of the Department of Public Works & Utilities. Title II of the Americans with abilities Act of 1990 (“ADA”) prohibits discrimination on the on the basis of disability in the provision of services, activities, programs, or benefits by Petaluma Transit. Under federal regulations, transit operators must take reasonable steps to ensure persons have access to their activities and programs.

This Public Participation Plan is used to inform the community of available services and to encourage participation from people with a disability as defined under the ADA Act of 1990. The Plan includes a summary profile of the City of Petaluma and a description of the public participation strategies undertaken by Petaluma Transit.

II. Community Profile

The following summary of the City of Petaluma’s geography, social characteristics, and economic characteristics establishes context for this Public Participation Plan. All social and economic characteristics are derived from the American Community Survey 2012-2016 5-year Estimates unless otherwise noted.

Geography

The City of Petaluma, which is also the Petaluma Transit Service area, covers approximately 14.4 square miles of land. There are 1,581 housing units and 4,028 residents per square mile. California Highway 101 and Washington Street divide the City into quadrants. The Petaluma River runs through the historic downtown on the west side of the City. The east side of the city contains newer neighborhoods and retail centers. There are two Petaluma Transit Transfer Centers located on either side of Highway 101, the Copeland Street Transit Mall (west) and the Eastside Transit Center (east).

Social & Economic Characteristics

Population & Age

Population	59,757	
Age 0-19	14,668	24.5%
Age 20-64	35,771	59.8%
Age 65+	9,318	15.6%
Median Age	41.6	

Disability Status¹

Total with a disability	5,176	8.9% of population
Under 18 years old with a disability	444	3.2% of age group
18-64 with a disability	2,468	6.8% of age group
65+ with a disability	2,264	30.5% of age group

III. Public Participation Strategies

Petaluma Transit ensures equal access to its programs and services and promotes inclusive participation through the following strategies:

- Participation in community events.
- Public meetings are held in the evenings and at a central, transit and fully ADA accessible locations to allow for maximum attendance and at varying times throughout the day to accommodate people different schedules and ability levels.
- Transit Advisory Committee meetings are televised on the local Community Access station and also available for viewing online live or via archive.
- Paratransit User Group meetings are held regularly to get feedback from riders of Petaluma Paratransit and members of the disabled community
- Coordination and partnership with community organizations.
- ADA & accessibility related outreach materials at transit centers prior to fare and service changes.
- Events held at the Earl Baum Center for the Blind and Old Adobe Developmental Services (OADS)
- Website designed for usability of people with visual impairment
- Audible announcements on Petaluma Fixed route vehicles including automated stop announcements and route name listings
- Email notice of opportunities to participate with Petaluma Transit are sent to the City's general mailing list.
- Videos on how to ride the bus are posted online.
- Customized travel training designed for members of the disable community.
- Rider guides for bus and paratransit are provided in large print.
- ADA complaint procedure and form is provided on the Petaluma Transit Website.
- Social media, including Facebook, used to notify riders of changes or delays.

¹ Data from 2009 American Community Survey