

ADA COMPLAINT PROCEDURE

Putnam County's Department of Planning, Development, and Public Transportation (the Department) complaint procedure is established to implement Procedures that comply with Title II of the Americans with Disabilities Act of 1990 (ADA), as amended, as well as related statutes and regulations. The provisions include, but are not limited to, prohibiting discrimination on the grounds of disability in its services, programs, or activities. Subrecipients may adopt this procedure or develop their own.

ADA Complaint Procedure

The complaint procedure applies to federally assisted projects and subrecipients in their administration of programs and projects related to programs funded in part by the Federal Transit Administration (FTA).

Complaints will be in writing, signed by the person(s) or their representative and must include the complainant(s) name, address, and telephone number. Allegations of discrimination received by fax or e-mail will be acknowledged and processed. Allegations received by phone will be documented in writing and provided to the complainant(s) for confirmation or revision before processing. Complaint forms are available from the Department at the address below.

Complaints should be submitted on a "ADA Discrimination Complaint Form" addressed to the Civil Rights Officer at the:

Department of Planning, Development, and Public Transportation
841 Fair Street Carmel, NY 10512
Phone: (845) 878-3480
Fax: (845) 808-1948
Email: planning@putnamcountyny.gov

If you do not feel comfortable filing a complaint with the Civil Rights Officer, complaints may be filed with the Putnam County Personnel Director at the:

Putnam County Personnel Department
110 Old Route 6, Building 3 Carmel, NY 10512
Phone: (845) 808-1650
Fax: (845) 808-1921
Email: putnampersonnel@putnamcountyny.gov

The procedure shall follow a timely process as follows:

Once a complaint is received it will be reviewed within 30 days and a meeting of the Putnam County Transportation Advisory Council (TAC) shall be convened for review of the alleged complaint. The TAC shall confidentially and independently review the complaint. A response to the complainant will be sent in writing via certified mail within 45 days. In the event it is determined that any corrective measure or action needs to be taken, the Director of Transportation is responsible for correcting the issue and implementing any necessary change.

Who may use this complaint procedure?

Employees of contractors, consultants, other subrecipients, cities, towns and other localities may use this complaint procedure. Also, any person who believes they have been subjected to discrimination, retaliation or prohibited by any of the Civil Rights authorities, based upon disability, may file a written complaint. The affected individual or a representative may file the complaint. It is the policy of the Department that all subrecipient employees have the right to present a claim of discrimination without interference, intimidation, coercion, restraint or retaliation (whether written, verbal or implied).

You have the right to file with outside agencies:

Complaints may be submitted to the Federal Transit Administration (FTA), New York State Department of Transportation (NYSDOT), the United States Department of Transportation (USDOT), and the United States Department of Justice (USDOJ).

This procedure does not deprive you of your right to file a complaint with:

- The New York State Division of Human Rights at: www.dhr.ny.gov/
- The U.S. Equal Employment Opportunity Commission at: www.eeoc.gov
- The U.S. Department of Transportation at: www.dot.gov
- The U.S. Department of Justice at: www.usdoj.gov
- Federal Transit Administration at: www.fta.dot.gov

The Department and subrecipients shall prepare and maintain a list of any active investigations conducted by entities other than FTA, lawsuits, or complaints naming the Department and/or subrecipient that allege discrimination on disability. The list shall include the date of the investigation, lawsuit or complaint, and actions taken by the Department or subrecipient in response to the investigation, lawsuit, or complaint.

Required Documentation and Time Frame(s)

All complaints to the Department will be processed in a timely manner.

If you are an employee of a contractor, consultant, other subrecipient, city, town or locality and believe that you have been discriminated against, you may take the following **immediate** actions to place the person on notice that the behavior is unacceptable:

Inform the individual committing the discriminatory act(s) that you object to the treatment and want it to stop. This is a very important, but often overlooked step. In many situations, simply informing the offending party of the objectionable behavior will often times result in an end to the behavior(s).

If the objectionable treatment continues, or if an isolated incident is severe in your estimation, follow the Discrimination Complaint Procedure set forth above.

This discrimination policy is posted on the Putnam County website at <https://www.putnamcountyny.com/transportation> and is advertised annually by public notice in the official newspaper. Notices are also posted on all public transit vehicles in English and Spanish.