

Central Puget Sound Transit Authority  
dBa Sound Transit

Americans with Disabilities Act Grievance Procedure  
Revised 5.16.23

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 Central Puget Sound Transit Authority, dBa Sound Transit. Sound Transit's Personnel Policies 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 and email of complainant and location, date, and description of the problem. The complainant can use Sound Transit's [ADA Discrimination Form](#) or the online [ADA Grievance Form](#) to file their complaint. Alternative means of filing complaints, such as personal interviews or audio recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or their designee as soon as possible but no later than 60 calendar days after the alleged violation:

[accessibility@soundtransit.org](mailto:accessibility@soundtransit.org)

Accessible Services, Senior Program Manager  
Sound Transit  
401 S. Jackson St.  
Seattle, WA 98104

888-889-6368, TTY Relay 711

Within 3 business days after receipt of the complaint, Sound Transit will acknowledge receipt of the complaint via email and initiate an investigation of the complaint.

The complainant may request a meeting by phone or online. The Senior Program Manager or their designee may request additional information from the complainant and if requested will meet with the complainant by phone or online to discuss the complaint and the possible resolutions.

Within 15 business days after receipt of the complaint, the Senior Program Manager or their designee will respond in writing, and in a format accessible to the complainant. The response will explain the position of the Agency and offer options for substantive resolution of the complaint.

If the response by the Senior Program Manager or their designee does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the Deputy Director-Passenger Services & Accessibility or their designee. Within 15 calendar days after receipt of the appeal, the Deputy Director-Passenger Services & Accessibility or their designee will meet with the complainant by phone or online to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Deputy Director-Passenger Services & Accessibility or their designee will respond in writing, and in a format accessible to the complainant, with a final resolution of the complaint.

All written ADA complaints, appeals, and responses will be retained by the Agency for at least five years.