

**TOWN OF GUILDERLAND  
ADA COMPLAINT POLICY AND PROCEDURES  
FOR TOWN PROVIDED TRANSPORTATION SERVICES**

**POLICY**

The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination on the basis of a disability. The Town of Guilderland shall not exclude an individual with a disability from participating in or be denied the benefits of the Town's transportation services. The Town of Guilderland will not discriminate against individuals with disabilities. Any person who believes that they have been discriminated against, or denied access to the Town's transportation services because of their disability may submit a complaint directly to the Town of Guilderland.

**COMPLAINT PROCEDURES**

A written complaint shall be made within 30 calendar days of the alleged incident to facilitate a prompt investigation and resolution. The written complaint should be as specific as possible and include the date the incident occurred, names of individuals involved, the facility, programs, services or activities involved, the nature of the problem and a proposed resolution. Include your full name, contact information and best method to reach you. Mail the complaint to:

Town Attorney  
Town of Guilderland  
Guilderland Town Hall, PO Box 339  
5209 Western Tpk.  
Guilderland, NY 12084

If you need an alternative method to provide your complaint, you may contact the ADA Coordinator and either provide a verbal complaint or request information in accessible formats to be able to submit your complaint.

Within 10 days after receipt of the complaint, the ADA Coordinator will contact the complainant, by mail, email, telephone or video conference, to discuss the complaint and to find a resolution. Within 30 calendar days of the discussion, the ADA Coordinator will provide a written explanation on the outcome of the complaint. A summary of the complaint and its closure will be kept for five years.

If the complainant is not satisfied with the outcome, the complainant may appeal the decision, within 45 days to New York State Department of Transportation (see below). As an alternative to filing an ADA complaint directly with the Town of Guilderland, a complaint may be submitted directly to:

- New York State Department of Transportation  
Office of Diversity and Opportunity  
50 Wolf Road, 6th Floor  
Albany, NY 12232  
(518) 457-1129 Fax (518) 549-1273  
[OCR-TitleVI@dot.ny.gov](mailto:OCR-TitleVI@dot.ny.gov)
- Federal Transit Administration  
Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5th Floor-TCR,  
1200 New Jersey Ave., SE Washington, DC 20590

Questions concerning this policy and procedures may be directed to the Town Attorney at (518) 356-1980.