



## ADA Policy

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**Policy Number:** 0002

**Effective Date:** June 16, 2023

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### **ADA Notification, Accessibility, and Complaint Process**

The Americans with Disabilities Act (ADA) was signed into law on July 26, 1990. The ADA is civil rights legislation which requires that persons with disabilities receive transportation services equal to those available on the fixed route service.

It is the policy of the Snohomish County Transportation Coalition (Snotrac) that, when viewed in their entirety, services, programs, facilities, and communications provided by Snotrac, directly or by a contracted service provider, are readily accessible and usable to individuals with disabilities to the maximum extent possible, in accordance with 49 CFR 37.105.

For additional information regarding Snotrac's ADA policy or to request this policy in accessible formats, please contact Snotrac's ADA Coordinator at (425) 780-6052 or [info@gosnotrac.org](mailto:info@gosnotrac.org), or visit Snotrac's administration office located at 3201 Smith Ave, Ste 411, Everett WA 98201.

#### **1. Notification of Policy**

Snotrac will notify the public of the ADA policy on the website and in writing.

#### **2. Accessibility**

Access to buildings, documents, and tools must comply with [Title 42 chapter 126, Equal Opportunity for Individuals with Disabilities](#).

#### **3. Complaint Process**

Snotrac is committed to providing safe, reliable, and accessible transportation options for the community. Snotrac has established a Customer Complaint Policy and customers wishing to file a complaint and/or obtain a copy of the Customer Complaint Policy may contact Snotrac at (425) 780-6052, or in person at Snotrac's office located at 3201 Smith Ave, Ste 411, Everett WA 98201, in accordance with RCW 46.07b. The Customer Complaint Form (Attachment A) can be found on our website.

## **Snotrac Employees**

Excerpted from Employee Handbook:

### **A. Equal Employment Opportunity**

Snotrac is an equal opportunity employer. This means Snotrac does not discriminate in employment decisions or policies in violation of law on the basis of any legally protected status. This may include, but is not limited to race, gender, color, national origin, marital status, physical or mental disability, sexual orientation, political ideology and veteran status, gender identity, military status, genetic information and any other basis protected by state or local law. Snotrac's policy of non-discrimination applies to all terms and conditions of employment, including but not limited to hiring, placement, promotion, termination, reduction in force, transfer, compensation, and training. In addition, we actively recruit employees who have skills, knowledge, and abilities in working with diverse populations. Snotrac also has built in monitoring mechanisms to assure compliance and harassment/discrimination reporting procedures. We comply with all applicable federal, state, and local laws that prohibit discrimination in employment.

### **B. Employees with Disabilities**

We comply with our legal duty to provide reasonable accommodations to allow people with disabilities to apply for and perform their jobs. If you have a disability that affects your job performance, you must let us know as soon as possible, preferably in writing. An appropriate staff member will then discuss with you the reasonable accommodations available to enable you to perform the essential functions of your job. If you become unable to perform the essential functions of your job, even with the reasonable accommodations, please ask about assistance in identifying and applying for other jobs at Snotrac that may become available and for which you may be qualified.

## **Mobility Management Services**

Mobility Management meetings and events take place at accessible facilities. Documents, such as meeting agendas and materials, can be made available in alternative formats upon request. Appropriate staff contact information is publicized in advance for the public to request accommodations. Sample notification:

*“Snotrac encourages everyone to participate, regardless of ability. For accommodations or accessibility information, we request you please contact [Organizer Name] at [Phone Number] or [Email] at least two weeks prior to the [event/meeting].”*

More information on Snotrac’s Reasonable Accommodation policy can be found in Attachment B.

To request reasonable modification or accessible formats, please contact Snotrac at [info@gosnotrac.org](mailto:info@gosnotrac.org) or call (425) 780-6052.

Approved by: \_\_\_\_\_  
Brock Howell  
Executive Director

Date: \_\_\_\_\_

**Attachment A**  
**Snotrac Title VI, ADA, and General Complaint Form**

Nature of Complaint:  ADA  Title IV  General

**Section I:**

|                                 |                                      |                                 |
|---------------------------------|--------------------------------------|---------------------------------|
| Name:                           |                                      |                                 |
| Address:                        |                                      |                                 |
| Telephone:                      | Email:                               |                                 |
| Accessible Format Requirements? | <input type="checkbox"/> Large Print | <input type="checkbox"/> TDD    |
|                                 | <input type="checkbox"/> Audiotape   | <input type="checkbox"/> Other: |

**Section II:**

|  |
|--|
| Are you filing this complaint on your own behalf? <input type="checkbox"/> Yes <input type="checkbox"/> No <i>If yes, skip to Section III.</i> |
| If no, please supply the name and relationship of the person on whose behalf you are filing:   |
| Please explain why you have filed for a third party:   |
| Have you received permission from the third party to file on their behalf? <input type="checkbox"/> Yes <input type="checkbox"/> No            |

**Section III: TITLE VI ONLY**

|   |
|---|
| I believe the discrimination I experienced was based on (check all that apply):<br><input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin  |
| Date of incident:   |
| Please explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as the names and contact information for any witnesses (if known). |

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Section IV: TITLE VI ONLY**

Have you previously filed a complaint with this organization?  Yes  No

**Section V: TITLE VI ONLY**

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State Court?  
 Yes  No

If yes, please check all that apply  
 Federal Agency  State Agency  Local Agency  
 Federal Court  State Court

Please provide contact information for the agency/court where the complaint was filed.

|            |        |
|------------|--------|
| Name:      | Title: |
| Agency:    |        |
| Address:   |        |
| Telephone: |        |

**Section VI: For ADA or General Complaints**

Name of person or program this complaint is against:

For non-Title VI complaints, please use the space below to explain the issue/experience:

Please email this form to [info@gosnotrac.org](mailto:info@gosnotrac.org) or mail to:

ATTN: Executive Director  
Snotrac  
3201 Smith Ave, Ste 215  
Everett, WA 98201

**Attachment B**  
**Snotrac Mobility Management's Reasonable Accommodation Policy**

**Purpose:** To inform potential attendees of their rights to reasonable accommodation.

**Applies to:** Any event or meeting hosted by Snotrac Mobility Management that is open to the public.

**Policy:** Include the following message in all marketing of an external event or meeting. This includes all promotional materials such as emails, flyers, e-newsletters, and calendar invites.

*"Snotrac encourages everyone to participate, regardless of ability. For accommodations or accessibility information, we request you please contact [Organizer Name] at [Phone Number] or [Email] at least two weeks prior to the [event/meeting]."*

Include this messaging in all marketing materials that advertise the event/meeting and in any reminder emails that are sent out before the accommodation request deadline.

**Note:** You should be promoting an event/meeting at least one month in advance. However, you will need to modify the notice date depending on how early or late you market the event/meeting. Work with your supervisor to determine how far out to set the deadline for accessibility requests.

All event invitations, emails, flyers, etc., should clearly display what language services, if any, will already be provided. (For instance: "American Sign Language (ASL) interpretation and Communication Access Real-time Translation (CART) will be provided.") Ensure the interpreters are confirmed prior to advertising or consider using language like "ASL interpretation has been requested" in promotional material. This way the interpreters are not considered guaranteed if we cannot find any in time.

Please see Snotrac's ADA Policy for additional guidance on reasonable modification.