SBCTA ADA NON-DISCRIMINATION NOTICE

In accordance with the requirements of Title II of the Americans with Disabilities Act (ADA) of 1990, the San Bernardino County Transportation Authority (SBCTA) will not discriminate against or exclude individuals on the basis of disability in its programs, services, or activities, in access to them, in treatment of, or in any aspect of operations.

SBCTA will not tolerate discrimination by any SBCTA employee or anyone who receives Federal funds through SBCTA, including but not limited to cities, counties, contractors, consultants, suppliers, or planning agencies.

SBCTA does not discriminate in its hiring or employment practices and complies with ADA Title I employment regulations.

Effective Communications: SBCTA will, upon request, provide auxiliary aids and services leading to effective communication for qualified individuals with disabilities so they can participate equally in SBCTA's programs and services, including qualified sign language interpreters, assistive listening devices, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing or vision impairments.

Modifications to Policies and Procedures: SBCTA will make reasonable modifications to policies and procedures to ensure that all people have an equal opportunity to enjoy all of its programs, services and activities. Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program or service of SBCTA, should contact SBCTA's ADA Coordinator at adacoordinator@gosbcta.com. Requests must be received no later than three business days before the scheduled event. SBCTA will take reasonable steps to ensure that all individuals have meaningful access to programs, services, and information free of charge. SBCTA will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to individuals who use wheelchairs.

Complaints: Complaints that an SBCTA program, service or activity is not accessible to individuals with disabilities should be directed to the SBCTA's ADA Coordinator and follow the established grievance procedures to address these complaints.

SBCTA ADA GRIEVANCE PROCEDURE

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act (ADA) of 1990. It may be used by anyone who believes they have been subjected to discrimination on the basis of disability in SBCTA's provision of services, activities or programs. SBCTA prohibits retaliation on the basis of any grievance filed under this policy. SBCTA Policy No. 10101 governs employment-related complaints of disability and other discrimination. When possible, the complainant should complete the complaint form or in writing provide information about the alleged discrimination containing the following:

- Name of Complainant
- Address of Complainant
- Phone number of Complainant
- Date of incident
- Location of incident
- Description of incident

In cases where the complainant is unable or incapable of providing a written statement, they may be interviewed or submit an audio recording. The complaint form may also be provided in alternative formats, such as audio or Braille, upon request. The complaint should be submitted as soon as possible but no later than 60 calendar days after the alleged violation to SBCTA's ADA Coordinator by email at adacoordinator@gosbcta.com, mail, or in person at the following address 1170 West Third Street, San Bernardino, California 92410.

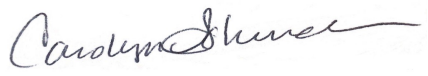
If the information provided is insufficient to investigate or render a decision, SBCTA may request additional information from the complainant. Failure of the complainant to submit additional information within the designated time frame may be considered good cause to administratively close the case on the basis of lack of investigative merit.

Within 15 calendar days after receipt of the complaint, SBCTA's ADA Coordinator will discuss with the complainant the complaint and possible resolutions. Within 15 calendar days following the discussion, SBCTA's ADA Coordinator will respond in writing, and where

appropriate, in a format accessible to the complainant, such as large print, Braille, or audiotape. The response will explain the position of SBCTA and offer options for resolution of the complaint. If SBCTA's response does not satisfactorily resolve the issue, the decision may be appealed within 15 calendar days after receipt of the response, to SBCTA's Executive Director.

Within 15 calendar days after receipt of the appeal, the Executive Director will discuss with the complainant the complaint and possible resolutions. Within 15 calendar days after the meeting, the Executive Director will respond in writing, and, where appropriate, in a format accessible to the complainant, such as large print, Braille, or audiotape.

All written complaints and appeals received by SBCTA, and all SBCTA responses thereto, will be retained by SBCTA for three years. In addition, a summary list of complaints will be tracked for five years as required. The Notice to the Public and Complaint Form are available at the front desk of SBCTA's offices and the lobby at 1170 West 3rd Street, San Bernardino, CA 92410.



Carolyn Schindler
SBCTA's Executive Director

October 22, 2026
Date