

**BURBANK-GLENDALE-PASADENA AIRPORT AUTHORITY
ADA GRIEVANCE PROCEDURE**

Policy Statement:

It is the intent of the Burbank-Glendale-Pasadena Airport Authority (“Authority”) to provide access to Hollywood Burbank Airport (“Airport”) and the services associated with its operation to persons with disabilities in accordance with Title II of the Americans with Disabilities Act (“ADA”) of 1990 and Section 504 of the Rehabilitation Act of 1973 (“Section 504”). Oversight of compliance activities is the responsibility of the ADA Coordinator and all inquiries concerning the Authority's efforts to make the Airport and the services associated with the operation of the Airport accessible to persons with disabilities should be directed to:

Scott Kimball, ADA Coordinator
2627 N. Hollywood Way Terminal A 2nd Floor
Burbank, California 91505
(818) 565-1374, skimball@bur.org

Pursuant to Title II of the ADA and implementing regulations at 28 C.F.R. § 35.107, and pursuant to Section 504 and implementing regulations at 49 C.F.R. § 27.13, the Authority has established the following formal grievance procedure (“Grievance Procedure”) to be used by persons to allege a violation of the ADA or Section 504. The Grievance Procedure is intended to provide for the prompt and equitable resolution of complaints alleging prohibited discrimination on the basis of disability. Individuals are not required by federal regulations to use this Grievance Procedure, but may file complaints directly with the appropriate enforcement agency. The filing of a complaint pursuant to this Grievance Procedure does not constitute a claim pursuant to California Government Code Section 900, *et seq.*

Grievance Procedure:

Filing and Contents of a Grievance Form: The complaint should be documented in writing on a BGPAA Grievance Procedure Form (“Grievance Form”). (The Grievance Form must contain the following information:

1. The complainant’s name and address, phone number and other means by which the complainant may be contacted.
2. Identification of individual(s) or organization(s) responsible for the alleged discrimination.
3. A description of the complainant’s allegations, which must include enough detail to determine whether Authority has jurisdiction over the complaint and if the complaint was timely filed.
4. The specific prohibited base(s) of alleged discrimination.
5. The complainant’s signature or signature of his/her authorized representative.

In the event that a person makes a verbal complaint of discrimination to an Authority officer or employee, the complainant shall be interviewed by the ADA Coordinator. If necessary, the ADA Coordinator will assist the complainant in reducing the complaint to writing and will then submit the draft Grievance Form to the complainant for review for accuracy. If a complainant is unable to complete the Grievance Form due to disability or limited-English proficiency, upon request reasonable accommodations will be made to

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ensure the complaint is received and processed in a timely manner. Any person who desires to file a Grievance Form and does not have access to the Internet or the ability to pick up a Grievance Form will be mailed one to complete.

Filing timeframe: The Grievance Form should be submitted as soon as possible, but no later than one hundred-eighty (180) calendar days after the alleged violation. The Authority may extend the time for filing or waive the time limit in the interest of justice, specifying in writing the reason for so doing. The filing date is the date the person completes, signs, and submits the Grievance Form. Strict confidentiality of all information provided will be maintained to the extent permitted by law. Sharing of information, including identity, will be done only as required by law or as needed to resolve the grievance. Please be advised the Authority is obligated to comply with the California Public Records Act, California Government Code Section 6250, *et seq.*

Notice of Receipt: All Grievance Forms shall be referred to the Authority's ADA Coordinator for review and action. Within ten (10) calendar days of receipt of the Grievance Form, the ADA Coordinator shall issue an initial written Notice of Receipt.

Processing: The ADA Coordinator will receive, manage, and make a determination on all filed grievances. The ADA Coordinator will attempt to discuss the issues with the grievant and the concerned department(s), and will attempt to resolve the complaint informally. Investigations will generally be completed within ninety (90) calendar days from receipt of a completed Grievance Form. If more information is needed to resolve a grievance, the ADA Coordinator may contact the complainant and request more information. If the requested information is not received within fifteen (15) calendar days from the date of the request, the ADA Coordinator may administratively close the complaint. A complaint may also be administratively closed if the complainant no longer wishes to pursue the matter.

At the conclusion of the resolution process the ADA Coordinator will send the complainant and the concerned department(s) a final response and notice of outcome along with a description of the appeals process.

Appeal: If the ADA Coordinator's final response does not satisfactorily resolve the matter, the complainant and/or authorized representative may appeal it, in writing, to Patrick Lammerding (Deputy Executive Director Engineering, Planning and Maintenance) 2627 N. Hollywood Way Terminal A 2nd Floor, Burbank, California 91505. An appeal, including a detailed description of its bases, must be filed no later than thirty (30) calendar days after the date of the ADA Coordinator's final response. Within thirty (30) calendar days after receipt of the appeal, the Authority's Deputy Executive Director Engineering, Planning and Maintenance or his/her designee (the "Appeal Officer") shall attempt to meet with the complainant to discuss the complaint and possible resolutions. Within sixty (60) calendar days after the filing of the appeal, the Appeal Officer shall respond, in writing, with a final resolution of the complaint.

Recordkeeping: The Authority will maintain the following materials for a period of three (3) years: (1) Grievance Forms received by the ADA Coordinator; (2) final responses of the ADA Coordinator; (3) appeals to the Appeal Officer; and (4) final resolutions by the Appeal Officer.

This Authority's ADA Policy Statement & Grievance Procedure is available on the Authority's website at hollywoodburbankairport.com and is available in hard copy at Business and Properties office 2627 N. Hollywood way Burbank, California 91505 or upon request by contacting the ADA Coordinator.