



Grievance Procedure under the Americans with Disabilities Act

This grievance procedure may be used by any member of the public who wishes to file a grievance alleging discrimination by NYCDOT on the basis of disability.

The grievance should be in writing and contain information about the alleged discrimination such as the name, address, and telephone number of the grievant, as well as the location, date, and description of the complaint or alleged violation of the ADA. Alternative means of filing grievances, such as in-person interviews or an audio recording of the grievance may be made available for persons with disabilities upon request.

The grievance should be submitted as soon as possible, but no later than sixty (60) calendar days after the date of the alleged violation to:

Quemuel Arroyo - ADA Coordinator
NYC Department of Transportation, 55 Water Street, New York, NY 10041
Tel: 212-839-6428 - Email: accessibility@dot.nyc.gov - Fax: 212-839-2740

Within thirty (30) calendar days after receipt of the grievance, the ADA Coordinator (or his or her designee) will contact the grievant to discuss the grievance and any possible resolutions. Within fifteen (15) calendar days of this contact with the grievant, the ADA Coordinator or his or her designee will respond in writing or, where appropriate, in a format accessible to the grievant, such as large print, Braille, or audio recording. This response will explain NYCDOT's position and offer options for substantive resolution of the grievance, where applicable.

The grievant or their designee may appeal the agency's decision within fifteen (15) calendar days after receipt of the response by mail to:

Commissioner Polly Trottenberg
NYC Department of Transportation
55 Water Street, 9th Floor
New York, NY 10041

The appeal should be submitted in writing explaining the disagreement with the agency's decision. Alternative means of filing an appeal, such as an in-person interview or an audio recording of the grievance may be made available for persons with disabilities upon request.

NYCDOT's response to the appeal will be provided to the grievant within sixty (60) days following receipt of the request for the appeal.

All responses by NYCDOT will be in writing or, where appropriate, in a format accessible to the grievant. All written grievances, appeals, and responses received in connection with a grievance made to NYCDOT, will be retained for at least three (3) years.

* DOT employees may file employment-related discrimination complaints through the existing EEO complaint procedure.