

**The Philadelphia Parking Authority
Grievance Procedure under The Americans with Disabilities Act**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (ADAA as amended, 2008). It may be used by anyone who wishes to file a complaint alleging discrimination under the ADA or disagreement with an action or decision regarding an accommodation on the basis of disability in the provision of services or actions taken by the Philadelphia Parking Authority (the "Authority").

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

The Philadelphia Parking Authority
Darryl White, Manager Human Resources and ADA Coordinator
The Philadelphia Parking Authority
701 Market Street, Suite 5400
Philadelphia, PA 19106
DWhite@PhilaPark.org

Within 15 calendar days after receipt of the complaint, Darryl White, the Authority's Manager of Human Resources who serves as the Authority's ADA Coordinator, or his designee will meet with the complainant, either in person or by phone, to discuss the complaint and the possible resolutions, if the ADA Coordinator or his designee determines that such would be helpful to the determination. Within 15 calendar days of the meeting or 30 days after receipt, the ADA Coordinator or his designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Authority and offer options for substantive resolution of the complaint. If the response will take longer than 30 days, the grievant will be notified of such in writing.

If the response by the ADA Coordinator or his designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to Scott Petri, Executive Director of the Authority, or his designee.

Within 15 calendar days after receipt of the appeal, the Executive Director or his designee will meet separately with the ADA Coordinator and the complainant, if he or his designee determines that such would be helpful, to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting or 30 days after receipt of the complaint, the Executive Director or his designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint. The Executive Director's determination will be the final resolution of the Authority.

All written complaints received by the ADA Coordinator or his designee, appeals to the Executive Director or his designee, and responses from these two offices will be retained by the Authority for at least seven years.