



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 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Niagara Frontier Transportation Authority. The Niagara Frontier Transportation Authority's Personnel Policy and Equal Employment Opportunity and Nondiscrimination Policy govern employment-related complaints of disability discrimination. Chief Diversity Officer Dejuan Hardy is the NFTA's ADA/EEO Administrator. The complaint should be in writing. A complaint form can be found on the NFTA website. For more information, please call 716-855-7488. Alternative means of filing complaints, such as personal interviews, phone interviews, or creating an oral 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 180 calendar days after the alleged violation, to:

Dejuan Hardy
Chief Diversity Officer
181 Ellicott Street
4th Floor
Buffalo, New York 14203

Within 15 calendar days after receipt of the complaint, the ADA/EEO Administrator or his/her designee will interview the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the interview, the ADA/EEO Administrator or her/him designee will respond in a format accessible to the complainant. The response will explain the position of the NFTA and offer options for substantive resolution of the complaints. The final resolution of the complaint will be documented by the ADA/EEO Administrator or his/her representative.

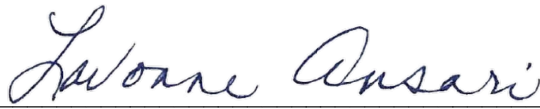
All written complaints received by the ADA/EEO Administrator or his/her designee are retained for one year; summaries of all ADA (Americans with Disabilities Act) complaints are retained on file for five years.



Kimberley A. Minkel
Executive Director

4/9/2025

Date



LaVonne E. Ansari, PhD.
Acting Chair

4/9/2025

Date