

## **HOW DO I ASK CALTRANS TO REMOVE AN ACCESS BARRIER?**

As a part of the settlement, Caltrans has created a new access request/grievance system. Through this system, you can submit a complaint as a formal grievance or informal access request. Both types of complaints are treated the same so it is a matter of your preference as to how you want to characterize your complaint.

You may submit your access request or grievance using any of the following means:

- **(1) Complete the online accessibility complaint form:**

Go to <http://www.adaac.org/caltrans/intakerequestform.aspx> and provide the information requested.

- **(2) Contact the Statewide ADA Coordinator:**

Alex Morales

Mailing Address:

California Department of Transportation  
ADA Infrastructure Program – MS 36  
1120 N St., Room 4229, Sacramento, CA 95814

Telephone Numbers:

(916) 653-4913 or Toll Free (866) 810-6346 (choose option 5 for ADA) TTY: 711

Fax:

916-654-3055

Email:

[ada\\_compliance\\_office@dot.ca.gov](mailto:ada_compliance_office@dot.ca.gov)

- **(3) Contact your local district ADA Liaison:**

DISTRICT ADA LIASON	LOCATION	PHONE NUMBER
1 - Ralph Martinelli	1656 Union Street Eureka, CA 95501	(707) 445-6376
2 - Mark E. Robertson	1657 Riverside Drive Redding, CA 96001	(530) 225-3055
3 - Colleen Mayo	703 B Street Marysville, CA 95901	(530) 741-7130
4 - David Salladay	111 Grand Avenue Oakland, CA 94612	(510) 286-5076
5 - Gillian McCallum	50 Higuera Street	(805) 549-3037

	San Luis Obispo, CA 93401	
6 - Patti Van Loon	1352 West Olive Avenue Fresno, CA 93728	(559) 444-2522
7 - Sylvia Delgado	100 South Main Street Los Angeles, CA 90012	(213) 897-8244
8 - Kiet Ly	464 West 4th Street San Bernardino, CA 92401	(909) 383-4284
9 - Deborah Lowgren	500 South Main Street Bishop, CA 93514	(760) 872-0752
10 - Maribel Aceves	1976 East Drive Martin Luther King Jr. Blvd. Stockton, CA 95205	(209) 948-3911
11- Rafael Dominguez	4050 Taylor Street San Diego, CA 92110	(619) 688-4249
12 – Sarah Sanchez	3347 Michelson Drive, Suite 100 Irvine, CA 92612	(949) 724-2332

- **(4) Contact the consultant hired by Caltrans to handle all disability access complaints directly:**

Telephone:

(916) 653-4913

Fax:

(916) 654-2973

By Interview:

Please call (916) 259-1825 and a representative will schedule an appointment at your location.

Regardless of the means used, you can expect a response in fifteen (15) working days. Please contact Disability Rights Advocates if you do not receive a timely response.