



ADA / Disability Non-discrimination Policy

The Yuma County Airport Authority (YCAA) is committed to ensuring that no person is excluded from participation, denied benefits of, or subjected to, discrimination at the Airport. Any person, or his or her representative, who believes that he or she or any specific class of person has been subjected to discrimination or retaliation based on their disability may file a complaint with the YCAA. The complaint may relate to discrimination by Airport employees, contractors, concessionaires, lessees, or tenants of the Airport, or be related to a facility at the Airport.

The following procedures indicate how YCAA will address Americans with Disabilities Act (ADA) and Section 504 complaints and provide requirements of the complainant.

Written and Complete Complaints

Written complaints received by Airport staff are forwarded to the ADA Coordinator. The Coordinator maintains a record of the complaint and ensures the complaint is complete. If it is not complete, the ADA Coordinator will require the complainant to submit additional information before officially accepting the complaint. Complaints should be submitted to



YCAA Yuma County
Airport Authority AE

These procedures do not deny or limit the right of a complainant to file a formal complaint with an outside agency such as the U.S. Department of Transportation or the Federal Aviation Administration or to seek private legal counsel regarding discrimination. In the event of legal action, YCAA may suspend efforts to resolve the complaint and refer the case to its legal counsel; response timelines will be subject to the legal process.

Submitting a Complaint

Complaints must be filed within 180 days after the reported discriminatory event, must be in writing and signed or emailed, and must be delivered to:

*ADA Coordinator
Yuma County Airport Authority
2191 E 32nd Street, Suite 218.
Yuma, AZ 85365*

Or submitted by email to sandra@yumaairport.com

If a complaint is initially made by phone, it must be supplemented with a written complaint within 180 days after the reported discriminatory event.

Assistance Filing a Complaint

Accommodation will be provided upon request to individuals unable to file a written complaint due to disability. Upon request, the Airport will make available language assistance for a person with limited English proficiency as necessary to file a complaint.

Procedures and Resolution

The ADA Coordinator may meet with the complainant to clarify the issues, obtain additional information, and determine if informal resolution might be possible. The Coordinator will also discuss the issue with other parties involved (including tenants, concessionaires, contractors) to determine the existence of any violation.

YCAA encourages informal resolution of complaints or grievances within 60 calendar days after receiving the completed complaint. In the event an informal resolution and agreement cannot be reached, the ADA Coordinator will issue a written decision within 90 days of the receipt of a completed complaint. If the decision requires additional time, the ADA Coordinator will inform the complainant in writing of the number of days the extension required up to 60 days and the summary reason for the extension.

The complainant may appeal against the decision if the ADA Coordinator's determination does not satisfactorily resolve the matter. The appeal must be in writing, provide a detailed description of the basis of the appeal and forward any additional supporting documentation. The appeal must be filed within 15 days of receipt of the ADA Coordinator's written decision and sent to the ADA Coordinator.

The YCAA Director will review the appeal and gather any additional information needed. A final determination of the YCAA Airport Director will be provided in writing within 60 days of receipt of the appeal unless the complainant is notified in writing of the need for additional time and reason.