

Sample of Correspondence Templates

Not an ADA Request, Refer to Local – Step 1 if not an ADA related submittal

Dear [Mr./Ms. First and Last Name]:

This letter is to follow up on your request #[case number], submitted to the California Department of Transportation (Caltrans) on [receipt date].

Your request is regarding [summary of complaint] in [city, state].

Caltrans has determined the access request is the responsibility of [name of local agency]. Caltrans has forwarded your concern and contact information to the [local jurisdiction], as this issue is not an ADA matter. [Name of local agency, City Manager, or applicable contact] may be reached at [contact information].

If you have any questions, please contact me at [contact information].

Not an ADA Request, Forward to Local – Step 2 Correspondence to another agency

Dear [Mr./Ms. First and Last Name]:

The California Department of Transportation (Caltrans) ADA Infrastructure Program has received an access request from [requester name]. Caltrans has determined the access request is within the jurisdiction of the [name of local agency].

Below is the information regarding the request:

Case Number	
Date Submitted	
Contact Information	
Request Location	
Requester Narrative	

Please address the above access request pursuant to your procedures. If you have any questions, please contact me at [contact information].

ADA Request, Refer to Local – Step 1 if the responsibility of another agency

Dear [Mr./Ms. First and Last Name]:

This letter is to follow up on your request #[case number], submitted to the California Department of Transportation (Caltrans) on [receipt date].

Your request is regarding [summary of complaint] in [city, state].

Caltrans has determined the access request is the responsibility of [name of local agency]. Caltrans has forwarded your access request and contact information to the [ADA Coordinator or City Manager] for [name of local agency]. [ADA Coordinator or City Manager] may be contacted at [local agency's contact information].

If you have any questions, please contact me at [contact information].

ADA Request, Forward to Local – Step 2 correspondence to another agency

Dear [Mr./Ms. First and Last Name]:

The California Department of Transportation (Caltrans) ADA Infrastructure Program has received an access request from [requester name]. Caltrans has determined the access request is within the jurisdiction of the [name of local agency].

Below is the information regarding the request:

Case Number	
Date Submitted	
Contact Information	
Request Location	
Requester Narrative	

Please address the above access request pursuant to your ADA grievance procedure. If you have any questions, please contact me at [contact information].

ADA Request, Caltrans – Verify Jurisdiction – Intake Step 1

Dear [Mr./Ms. First and Last Name]:

Thank you for your access request #[case number] submitted to the California Department of Transportation (Caltrans) on [receipt date].

Your request is regarding [summary of complaint] in [city, state].

Caltrans has a procedure to process access requests in accordance with the Americans with Disabilities Act (ADA). The next step is to determine if your concern falls within Caltrans jurisdiction or another public entity. Once the responsible agency is determined, Caltrans will contact you and let you know the findings.

If this issue has been resolved or you no longer wish to pursue this request, please notify me at [contact information].

ADA Request, Caltrans – Acknowledgement – Step 2 if you own the Right of way (ROW)

Dear [Mr./Ms. First and Last Name]:

Thank you for your access request #[case number] submitted to the California Department of Transportation (Caltrans) on [receipt date].

Your request is regarding [summary of complaint] in [city, state].

Caltrans has a procedure to process access requests in accordance with the Americans with Disabilities Act (ADA). The next step in the procedure is to develop a plan to resolve this request. The complexity of the request will determine the time required to develop the plan, which may take up to 180 business days. When completed, Caltrans will send you a letter describing the plan.

If this issue has been resolved or you no longer wish to pursue this request, please notify me at [contact information].

ADA Request, Caltrans – Proposed Resolution – Step 3 - your resolution to fix ADA barrier. If no appeal, you move to implement resolution with a project.

Dear [Mr./Ms. First and Last Name]:

The California Department of Transportation (Caltrans) has completed its investigation of your access request #[case number].

Your request is regarding [summary of complaint] in [city, state].

Caltrans plans to [explain proposed resolution and include the timeframe of implementation].

If the proposed resolution plan does not address your access request, you may file a written appeal within 15 business days. If there is no appeal, Caltrans will deem the resolution as acceptable and proceed with the plan.

If you have any questions, please contact me at [contact information].

ADA Request, Caltrans – Completion – Final Step

Dear [Mr./Ms. First and Last Name]:

The California Department of Transportation (Caltrans) is dedicated to providing access to all, and we thank you for your input regarding your access request #[case number].

Caltrans has completed the access improvement regarding [insert grievant complaint and how issue was resolved] as of [insert date].

If you have questions regarding the completion of this access improvement, please contact me at [contact information].