



JACKSONVILLE  
TRANSPORTATION  
AUTHORITY

## ADA COMPLAINT PROCEDURES

Any individual who believes they have been denied the benefits of, excluded from participation in, or subject to discrimination on the grounds of their disability may file a formal complaint with JTA. The individual may file an official ADA complaint through the following means:

- In writing to: Ken Middleton, Senior Manager, Diversity & Equity Program at 100 N. Myrtle Avenue, Jacksonville, FL 32204;
- By phone at (904) 598-8728;
- Email [kmiddleton@jtafla.com](mailto:kmiddleton@jtafla.com);
- For more information regarding the service, please contact Florida Relay at (800) 955-8771 for TDD Access.

We encourage that when making your complaint, you provide the following information (see attached ADA Complaint Form), including the following:

- Your name, address and how to contact you (phone number, email address, etc.)
- How, why, when and where you believe you have been denied the benefits of, excluded from participation in, or subject to discrimination on the grounds of their disability were discriminated against;
- Include the location, names and contact information of any witnesses;
- If the alleged incident occurred on the bus, give a date, time of day, and bus number if available;
- You are encouraged to sign the letter if you can.

All complaints will be investigated promptly. Reasonable measures will be undertaken to preserve any information that is confidential. The Senior Manager, Diversity & Equity Program or designee will review every complaint and begin the investigation process along with notifying JTA's Investigation Manager. The investigation will include but not limited to:

- Identify and review all relevant documents, practices and procedures;
- Identify and interview persons with knowledge of the ADA violation, i.e., the person making the complaint; witnesses or anyone identified by the Complainant;
- Anyone who may have been subject to similar activity, or anyone with relevant information.

Upon completion of the investigation, the Senior Manager, Diversity & Equity Program or designee will complete a final report. If an ADA violation is found to exist, remedial steps as appropriate and necessary will be taken. The Complainant will be kept abreast during the investigation process. Within reasonable ability, and not withstanding circumstances that may impede the investigator's ability to initiate and/or complete an inquiry, investigations will be completed within (15) days of their initiation. Matters resolved via alternative dispute resolution, and do not require a final investigation report are also considered "closed/completed" investigations. If no violation is found and the complainant disagrees with that finding and wishes to appeal the decision, he or she may contact the Federal Transit Administration, 230 Peachtree St., N.W., Suite 800, Atlanta, GA 30303 Attn: Region IV Civil Rights Officer or by calling (404) 865-5620, website [http://www.fta.dot.gov/civilrights/title6/civil\\_rights\\_5104.html](http://www.fta.dot.gov/civilrights/title6/civil_rights_5104.html).

Complainants may also file their initial ADA complaint directly, no later than 180 days after the date of the alleged discrimination, and he or she may contact the Federal Transit Administration, 230 Peachtree St., N.W., Suite 800, Atlanta, GA 30303 Attn: Region IV Civil Rights Officer or by calling (404) 865-5620, web site [http://www.fta.dot.gov/civilrights/title6/civil\\_rights\\_5104.html](http://www.fta.dot.gov/civilrights/title6/civil_rights_5104.html).

**FOR MORE INFORMATION THROUGH JTA CONTACT**

***Ken Middleton, Senior Manager, Diversity & Equity Program***

*by phone: 904-598-8728*

*or mail: JTA, 100 N. Myrtle Avenue, Jacksonville, FL 32204*

*or fax: 904-630-3166.*