



ADA Complaint Policy

THE AMERICANS WITH DISABILITIES ACT (ADA)

The Americans with Disabilities Act of 1990 (ADA) is landmark federal legislation that opens up services and employment opportunities to the millions of Americans with disabilities. The ADA affects access to employment; state and local government programs and services; transportation, and access to places of public accommodation such as businesses, non-profit service providers; and telecommunications.

BERGEN COUNTY COMMUNITY TRANSPORTATION ADA COMMITMENT AND COMPLIANCE

Bergen County Community Transportation is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis on their disability as provided by the Americans with Disabilities Act.

Bergen County Community Transportation management, and all supervisors and employees share direct responsibility for carrying out Bergen County Community Transportation commitment to the ADA. Bergen County Community Transportation, Thomas Murphy ensures accountability in this commitment, and supports all parts of the organization in meeting their respective ADA obligations. Thomas Murphy coordinates internally with all appropriate offices in the investigation of complaints of discrimination, and takes a lead role in responding to requests for information about Bergen County Community Transportations civil rights obligations and operations.

ADA Complaints

If you wish to file an ADA complaint of discrimination with Bergen County Community Transportation, please contact Bergen County Community Transportation via (201)336-3380 or address below, or use our online form (if applicable). 178 Essex Street, Lodi, NJ 07644.

What Happens to my ADA Complaint of Discrimination to Bergen County Community Transportation?

All ADA complaints of discrimination received by Bergen County Community Transportation are routed to local area management for prompt investigation and resolution. All complaints received will be investigated, so long as the complaint is received within 180 days from the date of the alleged discrimination. Bergen County Community Transportation will provide appropriate assistance (online and otherwise) to complainants who are limited in their ability to communicate in English or require accommodation. Complainants will be requested to leave contact information for follow-up about their complaints.

Bergen County Community Transportation aims to complete investigations into all complaints received, within 90 days of receipt. In instances where additional information is needed to complete an investigation, the investigator will contact the complainant using the contact information provided. Failure of the complainant to provide contact information or any requested additional information may result in a delay in resolution, or the administrative closure of the complaint. Bergen County Community Transportation has a zero tolerance policy on discrimination and will take appropriate corrective measures in all instances where a violation of Bergen County Community Transportations non-discrimination policy has been established.

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Once a complaint investigation is complete, complainants will receive a notice of finding via their preferred/available mode of contact (phone, E-mail, U.S. post, etc.). If no contact information is provided, a note regarding the outcome of the investigation will be saved on file for a minimum of three years.

Complainants can contact Bergen County Community Transportations Customer Service at any time to check on the status of their complaint.

Filing a Complaint Directly to the Federal Transit Administration:

A complainant may choose to file a Title VI complaint with the Federal Transit Administration by contacting the Administration at:

Federal Transit Administration

Office of Civil Rights

Attention: Complaint Team

East Building, 5th Floor – TCR

1200 New Jersey Avenue, SE

Washington, DC 20590

Further questions about Bergen County Community Transportation ADA Obligations

For additional information on Bergen County Community Transportations non-discrimination obligations and other responsibilities related to ADA, please call (201)336-3380 or write to:

Bergen County Community Transportation-178 Essex Stree-Lodi, NJ 07644

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COMPLAINT FORM

Americans with Disabilities Act Complaint Form

Bergen County Community Transportation is committed to ensuring that no person is denied access to its services, programs, or activities on the basis of their disabilities, as provided by title II of the Americans with Disabilities Act of 1990 ("ADA"). ADA complaints must be filed within 180 days from the date of the alleged incident.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, or if you would like to make a verbal complaint, please contact Thomas Murphy-(201)336-3380.

Complainant:

Phone:

Street Address:

City, State, Zip Code

Alt Phone:

Person Preparing Complaint (if different from Complainant):

Street Address, City, State, Zip Code

Date of Incident: _____

Please describe the alleged discriminatory incident, including the location(s), if applicable. Provide the names and titles of Bergen County Community Transportation employees involved, if available.

Description of incident continued:

Have you filed a complaint with any other federal, state, or local agencies? Yes/No (Circle One).
If so, list agency/agencies and contact information below:

Agency Contact Name:

Street Address, City, State, Zip Code Phone:

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Agency Contact Name:

I affirm that I have read the above charge and that it is true to the best of my knowledge, information, and belief.

Complainant's Signature

Date

Print or Type Name of Complainant

Date Received: _____

Received By: _____