



## ADA Complaint Procedures

In order to comply with 49 Parts 27, 37, 38 and 39, Citrus Connection developed the Standard Operating Procedure, that describes the procedures for filing, monitoring, and investigating, ADA complaints filed against The District. The procedures for filing a complaint are available to members of the public upon request.

Members of the public may request additional information relating to ADA Nondiscrimination Transit obligations from:

**Marcia Roberson**  
**Director of Regional Mobility Call Center**  
**Lakeland Area Mass Transit District**  
**1212 George Jenkins Blvd., Lakeland, FL 33815**  
**Phone number: (863)733-4222**  
**Fax number: (863)327-1364**  
**[MRoberson@ridecitrus.com](mailto:MRoberson@ridecitrus.com)**

### RIGHT TO FILE A COMPLAINT

***If you believe Citrus Connection has failed to comply with any of the above requirements, you may file an administrative complaint with the Director of Regional Mobility Call Center within 180 days of the alleged discrimination.***

### FILING A COMPLAINT WITH LAKELAND AREA MASS TRANSIT DISTRICT

Lakeland Area Mass Transit District encourages you to make your complaint in writing (see the attached ADA Compliant Form), including the following information:

- Your name, address and how to contact you (phone number, email address, and mailing address)
- How, why, when and where you believe you were discriminated against. Include the location, names and contact information of any witnesses. If the alleged incident occurred on a bus or other Citrus Connection vehicle, please give the date, time of day, and bus/vehicle number if available.

- Your signature

In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Citrus Connection's Director of Regional Mobility Call Center. Under these circumstances, the complainant will be interviewed, and the Director of Regional Mobility Call Center will assist the complainant in completing a written statement.

Any complaint must be filed with the Citrus Connection's Director of Regional Mobility Call Center within 180 days of the date of the alleged ADA violation.

All complaints will be investigated promptly. Reasonable measures will be undertaken to preserve any information that is confidential. The Director of Regional Mobility Call Center will review every complaint, and when necessary, begin the investigation process. At a minimum the investigator will:

- Identify and review all relevant documents, practices and procedures;
- Identify and interview persons with knowledge of the alleged 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 Director of Regional Mobility Call Center will complete a final report for the Executive Director. If an ADA violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The complainant will also receive a final report together with any remedial steps. The investigation process and final report should take no longer than twenty-five (25) business days. If no violation is found and the complainant wishes to appeal the decision, he or she may do so by contacting the Federal Transit Administration.