

FEDERAL CIVIL RIGHTS ASSURANCE

NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

Indian River Transit hereby gives public notice that it is Indian River Transit's policy to assure full compliance with the Americans with Disabilities Act (ADA). Indian River Transit is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services, or be subjected to discrimination because of an individual's disability (ADA).

Should you have any questions, concerns or if you believe you have been subjected to discrimination under ADA, you may contact us:

Call: 772-469-2053

Mail:

Indian River Transit

Attn: ADA Coordinator

694 14th Street

Vero Beach, FL 32960

email: cstephens@sramail.org

How to File a Complaint: Your complaint should be made within 180 days from the date of the alleged discrimination and submitted to Indian River Transit.

Your written complaint should include the following information:

1. Your name.
2. Your address and information as to how Indian River Transit should contact you (e.g., your telephone number, e-mail address, home address, etc.).
3. A description of the discriminatory act or incident(s). You should describe how, why, when and where you believe you were discriminated against and provide the location, names and contact information of any witnesses.
4. You must sign your complaint. Please explain as clearly as possible what happened, why you believe it happened, and how you were discriminated against. Please identify any other individuals who were involved or observed the incident. Be sure to explain how other persons were treated differently from you.

Indian River Transit strives to promptly investigate complaints. Indian River Transit **will** address any complaint indicating a failure on Indian River Transit's part to comply with ADA, and **will** notify the complainant of the action it proposes or will take to resolve the complaint. Complaints which do not suggest a failure to comply with ADA or which lack sufficient information to address, may be closed by Indian River Transit. Indian River Transit **will** also notify the complainant of the action when that is done.