



## **The Americans with Disabilities Act (ADA) Complaint Policy**

### **The Americans with Disabilities Act (ADA)**

The Americans with Disabilities Act of 1990 (ADA) is a 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; access to places of public accommodation such as businesses and non-profit service providers; and telecommunications.

### **EZ Ride ADA Commitment and Compliance**

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

EZ Ride management, and all supervisors and employees share direct responsibility for carrying out EZ Ride's commitment to the ADA. EZ Ride's compliance department ensures accountability in this commitment, and supports all parts of the organization in meeting their respective ADA obligations. The compliance department 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 EZ Ride civil rights obligations and operations.

### **ADA Complaints**

If you wish to file an ADA complaint of discrimination with EZ Ride, please use our online form at [www.ezride.org](http://www.ezride.org) or contact EZ Ride at the following address:

EZ Ride  
Assistant Executive Director  
Compliance Department  
144 Park Place East Wood-Ridge, NJ 07075  
(201) 939-4242



## **What Happens to my ADA Complaint of Discrimination to EZ Ride?**

All ADA complaints of discrimination received by EZ Ride 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. EZ Ride 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.

EZ Ride 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. EZ Ride has a zero tolerance policy on discrimination and will take appropriate corrective measures in all instances where a violation of EZ Ride's non-discrimination policy has been established.

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. mail, 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 EZ Ride 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, 5<sup>th</sup> Floor – TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590

**Further questions about EZ Ride ADA obligations:**

For additional information on EZ Ride's non-discrimination obligations and other responsibilities related to the ADA, please call (201) 939-4242 or write to:

EZ Ride  
Assistant Executive Director  
Compliance Department  
144 Park Place East  
Wood-Ridge, NJ 07075