



## Area Regional Transit – ART ADA Complaint Form and Process

This grievance procedure is established to meet the requirements of the ADA. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Area Regional Transit - ART.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number, email address of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted as soon as possible, preferably within 60 calendar days of the alleged violation to: Tracy Jahn, ADA Coordinator [JahnT@stlucieco.org](mailto:JahnT@stlucieco.org) or by calling 772-462-1778 option#5.

Within 15 calendar days after receipt of the complaint, Tracy Jahn, ADA Coordinator will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Tracy Jahn, ADA Coordinator will respond in writing, and where appropriate, in format that is accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Area Regional Transit - ART and offer options for substantive resolution of the complaint.

If the response by Tracy Jahn, ADA Coordinator does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the Transit Division Director or designee.

Within 15 calendar days after receipt of the appeal, Transit Division Director or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Transit Division Director or designee will respond in writing, and, where appropriate, in a format that is accessible to the complainant, with a final resolution of the complaint.

The ADA Coordinator for the Area Regional Transit - ART is:

Tracy Jahn

ADA Coordinator

Area Regional Transit - ART

2300 Virginia Avenue

Fort Pierce 34982

772-462-5114

[JahnT@stlucieco.org](mailto:JahnT@stlucieco.org)



What is the nature of the ADA complaint (please include the time/date and location of the incident):

**For agency use:**

Action taken by the Area Regional Transit - ART in response to the ADA complaint:

Has an appeal been requested?

Yes     No

Result of appeal (include agency staff responsible for appeal process and date/time/location of meeting)

Has this appeal been resolved?

Yes     No

Please describe any further action or follow-up required:

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**ADA Coordinator Signature**

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**Date**