



15 Roszel Road, South · Suite 101
Princeton, NJ 08540

Greater Mercer 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.

Greater Mercer TMA ADA COMMITMENT AND COMPLIANCE

Greater Mercer TMA 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.

Greater Mercer TMA management, and all supervisors and employees share direct responsibility for carrying out Greater Mercer TMA's commitment to the ADA. Greater Mercer TMA's Executive Director ensures accountability in this commitment, and supports all parts of the organization in meeting their respective ADA obligations. The Executive Director 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 Greater Mercer TMA civil rights obligations and operations.

ADA Complaints

If you wish to file an ADA complaint of discrimination with Greater Mercer TMA please contact Greater Mercer TMA via phone at 609 452-191 or in writing to Executive Director, 15 Roszel Road, Princeton, NJ 08540.

What Happens to my ADA Complaint of Discrimination to Greater Mercer TMA

All ADA complaints of discrimination received by Greater Mercer TMA 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. Greater Mercer TMA 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.

Greater Mercer TMA 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. Greater Mercer TMA has a zero tolerance policy on discrimination and will take appropriate corrective measures in all instances where a violation of Greater Mercer TMA 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. 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 Greater Mercer TMA Executive Director 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 an ADA 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 Greater Mercer TMA ADA Obligations

For additional information on Greater Mercer TMA non-discrimination obligations and other responsibilities related to ADA, please call 609 452-1491 or write to:

Executive Director

Greater Mercer TMA

15 Roszel Road, Suite 101

Princeton, NJ 08540