

Complaint of ADA Discrimination

Title II of the Americans with Disabilities Act requires that the Bay County TPO make transit facilities, programs and services accessible to persons with disabilities in accordance with the standards of the ADA. If you feel that you have not been able to access a transit facility, program or service because of a lack of accessibility or that you have been discriminated against because of your disability, please complete the form below or contact the ADA Coordinator, Gene Keen, at (850) 215-7083 or Geen.Keen@firstgroup.com.

Section I:

Complainant(s) Name:

Complainant(s) Address:

Telephone (Home):

Telephone (Work):

Email Address:

Accessible Format Requirements:

Large Print

TDD

Audio Tape

Other

Section II:

Are you filing this complaint on your own behalf?

Yes*

No

*If you answered "yes" to this question, go to Section III.

If not, please supply the name and relationship of the person for whom you are complaining for:

Name:

Relationship:

Please explain why you have filed for a third party:

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party:

Yes

No

Section III:

I believe the discrimination I experienced was based on (check all that apply):

Physical Access

Service Animal

Denial of Services/Refusal to Admit

Interpreter/Assistive Listening

Retaliation

Other or Don't Know

Date of Alleged Discrimination:

Click here to enter a date.

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witness.

You may attach any written materials or other information that you think is relevant to your complaint.

Complainant(s) or Complainant(s) Representatives Signature:

Date of Signature:

Please submit this form in person at the address below, or mail this form to:

First Transit

Gene Keen, ADA Coordinator,

919 Massalina Drive Panama City, Florida 32401

(850) 215-7083

Geen.Keen@firstgroup.com.

Internal Use Only

Date Complaint Was Received:

Click here to enter a date.

Date Investigation Was Completed:

Click here to enter a date.

Investigator Assigned: