

Liberty Transit ADA Complaint Process

Any person who believes they have been mistreated by an unlawful discriminatory practice under the Americans with Disabilities Act has a right to file a formal complaint with Liberty Transit. Any such complaint must be made in writing or in person with Liberty Transit's Disability Rights Coordinator within one hundred eighty (180) days following the date of the alleged discrimination occurrence. ADA Complaint forms may be obtained from Liberty Transit administrative offices at no cost by calling 912-368-4647, or via internet at www.libertytransit.org. Electronic complaints will not be accepted. Anyone who requires assistance or a modification to complete the complaint form should contact the Disability Rights Coordinator at 912-368-4647 and TTY# 912-877-5440.

You also have the right to file a complaint with an external entity such as the U.S. Department of Transportation (DOT), a federal or state agency, or a federal or state court. Should a complaint be filed with Liberty Transit and an external entity simultaneously, the external complaint shall supersede the Liberty Transit complaint and Liberty Transit's complaint procedures will be suspended pending the external entity's findings.

Investigations

Within 10 working days of receipt of the formal complaint, the Disability Rights Coordinator will notify the complainant and begin an investigation (unless the complaint is filed with an external entity first or simultaneously). The Assistant City Manager will serve as the Disability Rights Coordinator.

The investigation will address complaints against any Transit department employee. The investigation will be conducted in conjunction with and under the advice of the Federal Transit Administration's Civil Rights Unit.

The investigation may include discussion(s) of the complaint with all affected parties to determine the problem or issue. The complainant may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.

The investigation will be conducted and completed within 60 days of the receipt of the formal complaint. The City of Hinesville's complaint system will track all ADA complaints in consultation with the City's Legal Department.

Based upon all the information received, an investigation report will be written by the Disability Rights Coordinator for submittal to the City Manager. The complainant will receive a letter stating the final decision of Liberty Transit.

The complainant shall be notified of his/her right to appeal the decision to the City Manager and Liberty Transit Steering Committee. Appeals may be made to the Georgia Department of Transportation, 600 West Peachtree Street N.W. 6th Floor, Atlanta GA 30308 or the Federal Transit Administration (FTA), 1200 NEW JERSEY AVENUE, SE WASHINGTON, DC 20590

Complaints will be maintained in accordance with FTA record retention requirements as follows: (1) one year for the actual complaint and all related documentation. A summary log of complaints is then maintained on a rolling 5-year basis.

Methods of filing a complaint

The preferred method is to file your complaint in writing using the ADA Complaint Form, and sending it to:

CUSTOMIZE THE INFORMATION BELOW TO MEET YOUR LOCAL INFORMATION

Title: Disability Rights Coordinator
Name of System: Liberty Transit
Street address: 115 E. M.L.K. Jr. Drive
Hinesville, G.A. 31313

The ADA Complaint form may also be sent to:

ADA Program Coordinator
FTA Office of Civil Rights
East Building, 5th Floor
TCR, 1200 New Jersey Ave S.E.
Washington, D.C. 20509

Reasonable Accommodations

Liberty Transit is committed to upholding and ensuring that its policies and practices follow the rules concerning reasonable modification/accommodation outlined under the Americans with Disabilities Act (ADA) and all related statutes. As a public transit agency, Liberty Transit provides public information/communication in written formats, utilizing direct printed handouts, and also through various forms of social media. Braille and other accessible formats are made available on request. Direct service assistance, such as reading the materials aloud, is also available on request. If you require a modification to the policy to be able to access or use our public transportation services, or file a complaint, please let us know. Every effort will be made to accommodate all reasonable modifications. Please contact the Disability Rights Coordinator at (912)-368-4647 for assistance.