

COUNTY OF MORRIS  
DEPARTMENT OF HUMAN SERVICES  
OFFICE ON AGING, DISABILITIES & COMMUNITY  
PROGRAMMING

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## **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.

### **Morris Area Para Transit System ADA COMMITMENT AND COMPLIANCE**

Morris Area Para Transit System 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.

Morris Area Para Transit System management, and all supervisors and employees share direct responsibility for carrying out Morris Area Para Transit System commitment to the ADA. The County of Morris ensures accountability in this commitment, and supports all parts of the organization in meeting their respective ADA obligations. The ADA Compliance Officer, Allison Stapleton, 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 Morris Area Para Transit System civil rights obligations and operations.

### **ADA Complaints**

If you wish to file an ADA complaint of discrimination with Morris Area Para Transit System, please contact Morris Area Para Transit System in writing to the County of Morris, Allison Stapleton, Compliance Officer, PO Box 900, Morristown NJ 07963.

### **What Happens to my ADA Complaint of Discrimination to Morris Area Para Transit System?**

All ADA complaints of discrimination received by Morris Area Para Transit System 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. Morris Area Para Transit System will provide appropriate assistance 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.

Morris Area Para Transit System 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. Morris Area Para Transit System has a zero tolerance policy on discrimination and will take appropriate corrective measures in all instances where a violation of Morris Area Para Transit System 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 Morris Area Para Transit System 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, 5th Floor – TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590

**Further questions about Morris Area Para Transit System ADA Obligations**

For additional information on Morris Area Para Transit System non-discrimination obligations and other responsibilities related to ADA, please write to:

Allison Stapleton  
ADA Compliance Officer  
PO BOX 900  
Morristown, NJ 07963