

ADA Complaint and Reasonable Modification Request Form

JCMTD is committed to providing safe, reliable, courteous, accessible and user-friendly services to its customers. To ensure equality and fairness, JCMTD is committed to making reasonable modifications to its policies, practices and procedures to avoid discrimination and ensure programs and services are accessible to individuals with disabilities. Complaints regarding ADA Policy can be made by using this form, contacting us by phone, or by using our online ADA Complaint and Reasonable Modification Request Form.

Preferred Contact Method (select one): Email Phone US Mail

First Name: _____ **Last Name:** _____

Address: _____

City: _____ **State:** _____ **Zip Code:** _____

Primary Telephone: _____

Email Address: _____

Briefly describe your ADA complaint or your reasonable modification request:

Please send this form via US Mail, or email using the contact information below. You may attach any written materials or other information that you think is relevant to your complaint to this form.

JCMTD Chief Operation Officer Contact Information

US Mail

ATTN: Operation Manager
Jackson County Mass Transit
District
602 E College Street
Carbondale, IL 62901

Phone

618-549-0304

Email

operations@jcmtd.com