

The Hub City Transit Agency

Americans with Disabilities Act Complaint Form

This complaint form is established to meet the requirements of the Americans with Disabilities Act of 1990 (“ADA”). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of service, activities, programs, or benefits by the City of Hattiesburg’s Transit Agency, Hub City Transit. The City of Hattiesburg’s Personnel Policy governs employment-related complaints of disability discrimination.

Name of complainant	
Address of complainant	
Date of the incident	
Description of the incident	

Alternative means of filing a complaint may be requested by persons with disabilities, such as a personal interview to document the complaint or a video meeting or video recording of the complaint.

The complaint should be submitted by the complainant and/or their designee as soon as possible but no later than 60 calendar days after the alleged violation.

Please submit the complaint to one of the following:

Mailing Address

**Department of Urban Development
Attn: Assistant ADA Coordinator/MPO Division Manager
P.O. Box 1898
Hattiesburg, MS 39403-1898**

Physical Location

**Department of Urban Development
Assistant ADA Coordinator/MPO Division Manager
200 Forrest Street
Hattiesburg, MS 39401**

For alternative submissions, or other information

**Department of Urban Development-MPO Division
Assistant ADA Coordinator/MPO Division Manager
601.554.1008**

Within 15 calendar days after receipt of the complaint, the Assistant ADA Coordinator/MPO Division Manager will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days after the meeting, the Assistant ADA Coordinator/MPO Division Manager will respond in writing, and/or in a format accessible to the complainant, such as large print, Braille, or audio tape if appropriate. The response will explain the position of the City of Hattiesburg and offer options for a substantive resolution of the complaint.

If the response by the Assistant ADA Coordinator/MPO Division Manager does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 15 calendar days after receipt of the response to the Director of Urban Development/ADA Coordinator.

Within 15 calendar days after receipt of the appeal, the Director of Urban Development/ADA Coordinator will meet with the complainant and/or their designee to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Director of Urban Development/ADA Coordinator will respond in writing and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the Assistant ADA Coordinator/MPO Division Manager, appeals to the Director of Urban Development/ADA Coordinator, and all responses from the City of Hattiesburg will be retained for at least three years.