

# CITY OF MARGATE

DIVISION OF SENIOR SERVICES &  
TRANSPORTATION

MARIANNE CHRISTIAN  
DIRECTOR



101 S. HUNTINGTON AVENUE

MARGATE, NJ 08402

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*Michael Becker*

*Mayor*

## **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.

### **“City of Margate” ADA COMMITMENT AND COMPLIANCE**

“City of Margate” 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.

“City of Margate” management, and all supervisors and employees share direct responsibility for carrying out “City of Margate” commitment to the ADA. “City of Margate” “City of Margate Senior Services & Transportation” ensures accountability in this commitment, and supports all parts of the organization in meeting their respective ADA obligations. ” “City of Margate Senior Services & Transportation” 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 “City of Margate” civil rights obligations and operations.

### **ADA Complaints**

If you wish to file an ADA complaint of discrimination with “City of Margate”), please contact “City of Margate” via “609-822-2285” or “101 S. Huntington Avenue”

### **What Happens to my ADA Complaint of Discrimination to “City of Margate”?**

All ADA complaints of discrimination received by “City of Margate” 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. “City of Margate” will provide appropriate assistance (online and otherwise) 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.

“City of Margate” 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. “City of Margate” has a zero tolerance policy on discrimination and will take appropriate corrective measures in all instances where a violation of “City of Margate” 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 “City of Margate” 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 “City of Margate” ADA Obligations**

For additional information on “City of Margate” non-discrimination obligations and other responsibilities related to ADA, please call 609-822-2285” or write to:

“City of Margate Senior Services & Transportation”

“101 S. Huntington Avenue, Margate, NJ 08402”