



## Evansville MPO ADA Complaint Procedures

Any person or persons who believe they have been denied access to the Evansville MPO Planning Process based on a disability may file a written complaint with the Evansville MPO. An ADA Complaint Form is available on the MPO website at: <http://www.evansvillempo.com/TitleVI.html>.

A complaint may be filed without the Complaint Form if the complainant's name, mailing address, and details regarding the alleged discrimination are included in writing. The Complaint Form or written complaint may be:

- Hand delivered:

The Evansville MPO office, located in the Civic Center Complex at  
1 NW Martin Luther King, Jr. Blvd, Room 316, Evansville, Indiana 47708

- Mailed:

Evansville Metropolitan Planning Organization  
Attn: Jennifer M. Scott, ADA Coordinator  
1 NW Martin Luther King, Jr. Blvd  
Civic Center Complex, Room 316  
Evansville, Indiana 47708

- E-mailed:

[jscott@evansvillempo.com](mailto:jscott@evansvillempo.com)

The Evansville MPO ADA Coordinator will provide the complainant or their representative with a written acknowledgement by mail within 10 working days that the MPO has received the complaint.

The complaint will be reviewed by the ADA Coordinator and Legal Counsel. It will then be forwarded to the MPO Executive Director and MPO Policy Committee. The MPO will then notify the Federal Highway Administration (FHWA) and/or Federal Transit Administration (FTA) that a complaint has been received.

Corrective measures would then be initiated by the Evansville MPO to correct the issue and prevent it from occurring in the future. The MPO will notify the complainant by mail the steps the MPO has taken to correct the issue.

The public may also submit ADA complaints directly to the Federal Highway Administration (FHWA) or Federal Transit Administration (FTA). The complaint should be mailed to the Office of Civil Rights at either the FHWA or FTA.

### **Federal Highway Administration**

Office of Civil Rights  
Attn: ADA Program Coordinator  
8<sup>th</sup> Floor E81-105  
1200 New Jersey Ave., SE  
Washington, DC 20590

### **Federal Transit Administration**

Office of Civil Rights  
Attn: ADA Program Coordinator  
East Building, 5<sup>th</sup> Floor-TCR 1200  
New Jersey Ave., SE Washington,  
DC 20590