

West Central Mass Transit District

ADA Complaint and Reasonable Modification Request Form

West Central Mass Transit District is committed to providing safe, reliable, courteous, accessible and user-friendly services to its customers. To ensure equality and fairness, WCMTD 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 or contacting us by phone.

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 complaint in order to use the bus service:-

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.

WCMTD Human Resources Contact Information

US Mail

ATTN: Human Resources Manager

WCMTD

1120 W Walnut

Jacksonville, IL 62650

Phone

217-245-2900

Email

jklinglerwcmttd@frontier.com