



# RUTGERS

Edward J. Bloustein School  
of Planning and Public Policy

**NJTIP @ Rutgers**

**Alan M. Voorhees Transportation Center**

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## **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.

### **NJTIP @ Rutgers ADA Commitment and Compliance**

NJTIP @ Rutgers 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. NJTIP @ Rutgers management and employees share direct responsibility for carrying out NJTIP @ Rutgers' commitment to the ADA.

NJTIP @ Rutgers' managing director ensures accountability in this commitment, and supports all parts of NJTIP @ Rutgers in meeting their respective ADA obligations. The managing director takes a lead role in responding to requests for information about NJTIP @ Rutgers' civil rights obligations and operations.

### **ADA Complaints**

If you wish to file an ADA complaint of discrimination with NJTIP @ Rutgers, you can call Rutgers Compliance Hotline at 1-833-RU-ETHIC. The Rutgers Compliance Hotline is available 24 hours a day/7days a week, via a toll free phone number, 1-833-783-8442 or by submitting an online report at <https://uec.rutgers.edu/compliance-hotline/>

### **What Happens to my ADA Complaint of Discrimination to NJTIP @ Rutgers**

All ADA complaints of discrimination received by NJTIP @ Rutgers are routed to Rutgers University management for prompt investigation and resolution. All complaints received will be investigated. NJTIP @ Rutgers 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.

NJTIP @ Rutgers aims to complete investigations into all complaints received within a reasonable timeframe. 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. NJTIP @ Rutgers prohibits discrimination and will take appropriate corrective steps in all instances where a violation of Rutgers University's Policy Prohibiting Discrimination and Harassment (60.1.12) 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.

**Filing a Complaint Directly to the Federal Transit Administration**

A complainant may choose to file an ADA 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 NJTIP @ Rutgers' ADA Obligations**

For additional information on NJTIP @ Rutgers' non-discrimination obligations and other responsibilities related to ADA, please call 848-932-4499 or write to: Managing Director, NJTIP @ Rutgers, 33 Livingston Avenue, Room 464, New Brunswick, NJ 08901