

**Liberty County Transit  
Complaint Procedure under  
The Americans with Disabilities Act**

**Reviewed and updated on January 17, 2025**

**Monica Welles** *Monica Welles*

**Liberty County Board of County Commissioners/Liberty County Transit  
Complaint Procedure under The Americans with Disabilities Act**

This Complaint Procedure 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 based on disability in the provision of services or access to programs of Liberty County Transit. This Complaint Procedure does not apply to complaints relating to employment by Liberty County Transit.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or an audio recording of the complaint, will be made available for persons with disabilities upon request.

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

Monica Welles, Executive Director, ADA Coordinator  
Liberty County Transit  
P.O. Box 399  
Bristol, Florida 32321  
Voice Phone: (850) 643-2524  
TTY/TDD: (800) 676-3777 (Florida Relay System)  
Fax: (850) 643-5672  
Email: [mwelles@libertybocc.com](mailto:mwelles@libertybocc.com)

Within 15 calendar days after receipt of the complaint, Liberty County Transit's ADA Coordinator or designee will meet with or communicate with the complainant to discuss the complaint and the possible resolution(s). Within 15 calendar days of the initial meeting or communication, Liberty County Transit's Executive Director or designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio recording. The response will explain the position of Liberty County Transit and offer options for substantive resolution of the complaint.

All written complaints received by Liberty County Transit alleging discrimination based on disability and the responses to these complaints will be retained by Liberty County Transit for at least three years.