

Need to file complaint or concern?



Americans with Disabilities Act of 1990 (ADA) Complaints

Any person who believes that he/she has been discriminated against or denied full participation in transportation on the basis of disability by Manatee County Area Transit (MCAT) may file an ADA complaint.

Title VI Complaint

Any person who believes they – or with a specific class of persons – has been discriminated against or denied full participation in transportation on the basis of race, color, or national origin by Manatee County Area Transit (MCAT) may file a Title VI complaint.

The ADA and Title VI Complaint Forms can be accessed online at www.mymanatee.org/MCAT or requested by phone from the Transit Division at (941) 747-8621.

Please submit the completed form by mail or email.

a. Mail:

ATTN: Paratransit Operations Superintendent Manatee County Area Transit
2411 Tallevast Road
Sarasota, FL 34243

b. E-mail (ADA): ADAcomplaint@mymanatee.org

c. E-mail (Title VI): MCAT@mymanatee.org

d. Phone: (941) 747-8621 (i.e., personal interview)

e. Submitted directly to the Federal Transit Administration:

Federal Transit Administration Office of Civil Rights
Attention: Complaint Team East Building, 5th Floor – TCR
1200 New Jersey Avenue SE
Washington, DC 20590

General Complaints

All other complaints and concerns can be addressed by phone or email.

a. Phone: Fixed Route (866) 642-3318

Handy Bus (941) 747-8621 ext. 3567

b. E-mail: MCAT@mymanatee.org

Transportation Disadvantaged (TD) Complaints

State of Florida Commission for TD Ombudsman Hotline: (800) 983-2435