

Janice S. Lintz

+1-917-975-5642 | 80 Dekalb Avenue #7B, Brooklyn, New York 11201
JaniceSLintz@gmail.com | [linkedin.com/in/JaniceLintz](https://www.linkedin.com/in/JaniceLintz) | janicelintz.com

February 26, 2021

Dear Mr. President:

RE: ADA Complaint System

I am writing to ask you to support the establishment of a complaint system for people with disabilities, similar to the Consumer Financial Protection Bureau model. There is no supervisory body where people with disability access issues can file complaints against a place of public accommodation, limiting individuals like my daughter to receive needed access. The new system would route complaints to the appropriate agency, with a mandated response timeline similar to Section 504 of the Rehabilitation Act to accelerate change.

A person currently needs to self-determine which federal, state, or city agency they need to file a disability complaint. For example, hearing access complaints could fall under the US Access Board (if the required access is built-in) or the US DOJ (if the access is programmatic). Problems occur in the crevices between agencies. Does a person file a claim with the USDOT (the airport regulator), the FAA (the airline regulator), or both if they lost a wheelchair while flying? The wheelchair is long gone by the time the person determines the appropriate avenue.

I have unique experience navigating the administrative hurdles of disability complaints from my role as CEO of Hearing Access & Innovations. I have used legal avenues to transform access at 100+ public places, including creating the first federal definition of “effective access” adopted by the National Park Service in its Access Guidelines¹. However, I still find it challenging to determine where to file complaints.

Creating a centralized government-regulated disability access complaint system would save time and money and minimize lawsuits by tracking non-

¹ <https://janiceslintz.files.wordpress.com/2020/08/19-10-npsguidelines.pdf> (Acknowledged on P76)

compliance. I want to head this new organization, given my vast experience from 18 years of working in the disability field.

Thanking you in advance,

Janice S. Lintz

2020 WBENC WeTHRIVE Program in Partnership with IBM

2018 Bill and Melinda Goalkeepers Foundations Partnership with

TPG Recipient

2016 Aspen Institute Spotlight Health Scholar

2016 Nominated United State of Women Changemaker

2008 [People Magazine Hero](#)

Founder and CEO

Hearing Access & Innovations Inc