



Lebanon Transit
Americans with Disabilities Act of 1990 (ADA)
Complaint Procedures

Lebanon Transit is committed to providing nondiscriminatory transportation services to all of its customers and potential customers. Lebanon Transit prohibits discrimination in all programs and services on the basis of a disability. The Complaint Procedures have been established for filing and handling complaints of any alleged acts of discrimination due to a disability.

Any individual who believes that he/she has been subject to discrimination on the basis of a disability, may file a complaint with Lebanon Transit alleging the discrimination. Complaint Forms are available at the Lebanon Transit Administrative office located at 200 Willow Street, Lebanon PA, 17046 or on its website lebanontransit.org.

Complaints must be filed and received no more than one-hundred and eighty (180) days after the alleged incident. All complaints must be completed in full. An individual may file a complaint with the ADA/Title VI Compliance Officer, at 200 Willow Street, Lebanon, PA 17046, calling 717.274.3664 or e-mail aluciotti@lebanontransit.org.

All written complaints will be acknowledged in writing at the mailing address provided on the Complaint Form, within ten (10) business days of receipt of the complaint. The ADA/Title VI Compliance Officer will proceed with an investigation within ten (10) business days of receipt of the complaint. If additional information is required to resolve the case, Lebanon Transit may contact the Complainant via mail, phone or email. The Complainant has five (5) business days from the date of the letter requesting additional information to send the requested information. If the additional information is not received within five (5) business days, Lebanon Transit can administratively close the case. A complaint may also be closed if the Complainant no longer wishes to pursue their case.

Confidentiality will be maintained as far as practical. If it is necessary to identify the Complainant, the same shall be advised in advance and told why it is necessary to identify him/her. If the Complainant is not willing to release his/her name, and the case cannot proceed without this information, the case will be considered "closed" and the Complainant will be notified in writing.

A decision will then be reached upon consultation between the ADA/Title VI Compliance Officer and the Executive Director. The decision will be rendered in writing within ten (10) business days after completion of the investigation. A copy of the written decision will be promptly furnished to the Complainant. The case will either be closed, because there was no

violation, or if corrective/ remedial action is warranted, such decision will state the findings and the actions Lebanon Transit has taken to address the violation.

The aggrieved Complainant may appeal the decision of the Executive Director and the ADA/ Title VI Compliance Officer within three (3) business days of the date of notification of the decision of the Executive Director and ADA/Title VI Compliance Officer. Such appeal must be made in writing within ten (10) business days after notice of decision by the Executive Director and ADA/ Title VI Compliance Officer. The appeal will then be settled by the Lebanon Transit Board of Directors. The decision of the Lebanon Transit Board of Directors shall be in writing and final.

If the Complainant wishes to have a representative present at any discussion between the same and the ADA/Title VI Compliance Officer or Executive Director, such request will be honored, and a representative will be given an opportunity to be present.

Any individual who files a complaint or who testifies, assists or participates in an investigation or hearing will be safeguarded against intimidation, coercion or discrimination. All such acts against Complainants or other participants should be reported immediately to the ADA/ Title VI Compliance Officer, who will immediately notify the Executive Director.

Complaints may also be filed with the Federal Transportation Administration's Office of Civil Rights, no later than one-hundred and eighty (180) days after the date of alleged discrimination, 1200 New Jersey Ave., SE, Washington, DC 20590, 888.446.4511.

This Complaint Procedure will be available in accessible formats (large print, audio tape and TDD) upon request. To obtain information regarding these accessible formats, please contact the ADA/Title VI Compliance Officer at 717.274.3664 or 1-800.601.8466 for TDD.

Lebanon Transit
200 Willow Street
Lebanon, PA 17042
717.274.3664