

ADA Complaint Process

It is the policy of Lancaster-Fairfield Public Transit that no person shall, on the grounds of race, color, national origin, disability, sexual orientation, gender identity, or gender expression be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program, activities, or services for which Lancaster-Fairfield Public Transit receives Federal financial assistance.

Any person who believes they have been mistreated by an unlawful discriminatory practice under the Americans with Disabilities Act has a right to file a formal complaint with Lancaster-Fairfield Public Transit. Any such complaint must be made in writing or in person with Lancaster-Fairfield Public Transit's Disability Rights Coordinator within one hundred eighty (180) days following the date of the alleged discrimination occurrence. ADA Complaint forms may be obtained from Lancaster-Fairfield Public Transit administrative offices at no cost by calling **740-681-5086**, or via internet at <https://www.ci.lancaster.oh.us/242/Transit>. Electronic complaints will not be accepted. Anyone who requires assistance or a modification to complete the complaint form should contact the Disability Rights Coordinator at 740-681-5086 x 2205 and TTY# 800-750-0750.

You also have the right to file a complaint with an external entity such as the U.S. Department of Transportation (DOT), a federal or state agency, or a federal or state court. Should a complaint be filed with Lancaster-Fairfield Public Transit and an external entity simultaneously, the external complaint shall supersede the Lancaster-Fairfield Public Transit complaint and Lancaster-Fairfield Public Transit's complaint procedures will be suspended pending the external entity's findings.

Investigations

Within 10 working days of receipt of the formal complaint, the Disability Rights Coordinator will notify the complainant and begin an investigation (unless the complaint is filed with an external entity first or simultaneously). Lancaster-Fairfield Public Transit will serve as the Disability Rights Coordinator.

The investigation will address complaints against any Lancaster-Fairfield Public Transit. The investigation will be conducted in conjunction with and under the advice of the Federal Transit Administration's Civil Rights Unit.

The investigation may include discussion(s) of the complaint with all affected parties to determine the problem or issue. The complainant may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.

The investigation will be conducted and completed within 60 days of the receipt of the formal complaint. Lancaster-Fairfield Public Transit system will track all ADA complaints in consultation with the City of Lancaster's Legal Department.

Based upon all the information received, an investigation report will be written by the Disability Rights Coordinator for submittal to the Lancaster-Fairfield Public Transit Director. The complainant will receive a letter stating the final decision of Lancaster-Fairfield Public Transit.

The complainant shall be notified of his/her right to appeal the decision to the City of Lancaster's Service Safety Director and Lancaster City Council. Appeals may be made to the Ohio Department of Transit at 1680 West Broad Street, Columbus, OH 43223, or the Federal Transit Administration (FTA).

Complaints will be maintained in accordance with FTA record retention requirements as follows: (1) one year for the actual complaint and all related documentation. A summary log of complaints is then maintained on a rolling 5 year basis.

Methods of filing a complaint

The preferred method is to file your complaint in writing using the ADA Complaint Form, and sending it to:

Title: Transit Director
Disability Rights Coordinator
Name of System: Lancaster-Fairfield Public Transit
Street address: 746 Lawrence Street, Lancaster, OH 43130

The ADA Complaint form may also be sent to:

ADA Program Coordinator
FTA Office of Civil Rights
East Building, 5th Floor
TCR, 1200 New Jersey Ave S.E.
Washington, D.C. 20509

Reasonable Accommodations

Lancaster-Fairfield Public Transit is committed to upholding and ensuring that its policies and practices follow the rules concerning reasonable modification/accommodation outlined under the Americans with Disabilities Act (ADA) and all related statutes. As a public transit agency Lancaster-Fairfield Public Transit provides public information/communication in written formats, utilizing direct printed handouts, and also through various forms of social media. Braille and other accessible formats are made available on request. Direct service assistance, such as reading the materials aloud, is also available on request. If you require a modification to be able to access or

use our public transportation services, or file a complaint, please let us know. Every effort will be made to accommodate all reasonable modifications. Please contact the Disability Rights Coordinator at 740-681-5086 for assistance.