



LORAIN COUNTY COMMISSIONERS



Michelle Hung
President

David J. Moore
Vice President

Matt Lundy
Member

Lorain County Transit

ADA Complaint Procedures

If you have a complaint about the accessibility of our transit system or service or believe you have been discriminated against because of your disability, you can file a complaint. Please provide all facts and circumstances surrounding your issue or complaint so we can fully investigate the incident.

A. Complaint Filing

- a. Any person who feels they have been subjected to discrimination under the Americans with Disabilities Act (ADA) or has a complaint about the accessibility of LCT's transit system or service may file a complaint with LCT.
- b. A complaint must be filed within one hundred eighty (180) days of the alleged incident.
- c. A complaint must be in writing on LCT ADA Complaint Form and signed by the complainant or his/her representative and include the complainant's name, address and telephone number. Complaints shall explain, as fully as possible, the facts and circumstances surrounding the alleged discriminatory action and individual's response for the alleged discriminatory action and names of any known witnesses.
- d. If you are unable to complete a written complaint due to a disability or if information is needed in another language, please contact us at 440-329-5525 or pnovak@loraincounty.us for assistance.
- e. Completed complaints can be filed by:
 1. Email: pnovak@loraincounty.us
 2. Fax: (440) 329-5459
 3. U.S. Mail to: Lorain County Transit
Attn: Pamela Novak
226 Middle Avenue
Elyria, OH 44035
- f. LCT will confirm with complainants' receipt of complaints submitted by U.S. Mail or email within three (3) business days.

B. Complaint investigation

- a. LCT will review the complaint to determine if it is appropriate under the ADA.
- b. If the complaint conforms to ADA standards and all the required information is provided, then the complaint will be accepted.
- c. LCT may contact the complainant and witnesses if additional information is required.

C. Complaint Disposition

- a. All complaint and investigation correspondence will be retained by LCT.
- b. LCT will respond in writing to the complainant with the findings of the investigation within 90 days of receipt of the complaint.
- c. If the complainant disagrees with the findings, he/she may request reconsideration by submitting a request in writing to the Lorain County Commissioners within ten (10) days of the date of LCT's letter. The request must include the basis for reconsideration. The Lorain County Commissioners will notify you of the decision to accept or reject the request for reconsideration within ten (10) days. If granted, the Lorain County



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Commissioners will issue a determination letter to the complainant upon completion of the reconsideration review.

D. Additional Complaint Options

LCT encourages you to file the complaint with us. However, you may file a complaint with the Federal Transit Administration.

Federal Transit Administration
Office of Civil Rights
1200 New Jersey Avenue, SE
Washington, DC 20590