



Allied Coordinated Transportation Services, Inc. (ACTS)
Transportation & Fleet Maintenance Facility
701 North Mercer Street
New Castle, PA 16101
724.652.5588
www.lccap.org/ACTS

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ADA Complaint Procedures

Procedure to file a complaint under the Americans with Disabilities Act (ADA)

In accordance with the Americans with Disabilities Act (ADA) and directives from the Federal Transit Administration, Allied Coordinated Transportation Services, Inc. (ACTS) shall make every effort, to the maximum extent feasible, to ensure that an individual with a disability has access to, and benefits from, its services. ACTS is committed to ensuring that no person is excluded from participation in or denied benefits of its services on the basis of disability.

ACTS is committed to:

- Ensuring that the level and quality of transportation service is provided without regard to disability;
- Promoting the full and fair participation of all affected populations in transportation decision making;
- Preventing the denial, reduction or delay in benefits related to programs and activities that benefit those with a disability; and
- Ensuring meaningful access to programs and activities by persons with disabilities.

Management and all employees share the responsibility for carrying out ACTS's commitment to the provisions of the Americans with Disabilities Act of 1990. As management is responsible for overseeing the day-to-day operations of the program, they will receive and investigate all ADA Complaints regarding the ACTS system.

Any person who believes they have been subjected to discrimination under the ADA on the basis of their disability may file an ADA complaint with ACTS within 180 days from the date of the alleged discrimination.

The ADA complaint form may be mailed to:

Allied Coordinated Transportation Services, Inc. (ACTS)
Transportation Facility
701 N. Mercer Street
New Castle, PA 16101
Attn: ADA Complaint

Or send via email to actscs@lccap.org, or fax to (724) 546-5160.

A copy of the ADA Complaint Form may also be obtained by calling ACTS Customer Service at (724) 652-5588, Option 1. ACTS will provide appropriate assistance to complainants who are limited in their ability to communicate in English. For additional information on ACTS's non-discrimination obligations, please contact ACTS Customer Service.

What happens to my ADA Complaint when received by ACTS?

Once a complaint is received, it will be reviewed by ACTS management. In instances where additional information is needed, you will be contacted by phone or in writing. Failure of the complainant to provide the requested information by a defined date may result in the administrative closure of the complaint or a delay in complaint resolution.

Based upon receipt of all the information required, ACTS will investigate an ADA complaint within 30 days of receipt. ACTS will use its best efforts to respond to a complaint within 60 days of receipt. Receipt of additional relevant information and/or simultaneous filing of complaint with an external entity may expand the timing of the complaint resolution.

ACTS management will review and investigate every complaint promptly. Reasonable measures will be taken to preserve any information that is confidential. At a minimum, ACTS will:

- Identify and review all relevant documents, practices and procedures;
- Identify and interview persons with knowledge of the ADA violation, e.g., the person making the complaint, witnesses or anyone identified by the complainant, anyone who may have been subject to similar activity or anyone with relevant information.

Upon completion of the investigation, ACTS management will complete a final report. If a violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The complainant will also receive a final report including any remedial steps. The investigation process and final report should take no longer than 120 business days from the date that the complaint was received by ACTS management. If no violation is found and the complainant wishes to appeal the decision, they may appeal directly to Allied Coordinated Transportation Services, Attn: Director, 701 N. Mercer Street, New Castle, PA 16101.

ACTS management shall maintain a log of ADA complaints received, including date the complaint was filed, a summary of the allegations, the status of the complaint, and actions taken by ACTS in response to the complaint. Should ACTS receive a complaint in the form of a formal charge or lawsuit, the complaint will be forwarded to the agency's solicitor.

Complaints may also be filed no later than 180 days after the date of the alleged discrimination here: [//www.ada.gov/filing_complaint.htm](http://www.ada.gov/filing_complaint.htm)