

## Lextran ADA Complaint Procedures

The Americans with Disabilities Act of 1990 (ADA) and Section 504 of the Rehabilitation Act of 1973 provides that no entity that receives federal funding shall discriminate against an individual with a disability in connection with the provision of transportation services. Lextran is committed to providing safe and reliable transportation to all people without discrimination. These procedures cover all complaints filed under the ADA and Section 504 that allege discrimination in any program or activity administered by Lextran.

Anyone who believes they have been excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any Lextran program or activity because of their disability may file a complaint with Lextran's ADA Coordinator.

### HOW TO FILE AN ADA COMPLAINT WITH LEXTRAN

- Email: send an email to Lextran's ADA Coordinator at [compliance@lextran.com](mailto:compliance@lextran.com).
- Mail: Complete the ADA Complaint Form and mail it to:  
Lextran  
Attn: ADA Coordinator  
200 West Loudon Avenue  
Lexington, KY 40508
- Phone: Call Lextran at 859-255-7756 and file a complaint with a customer service representative, who will then forward the complaint to the ADA Coordinator.
- In Person: Fill out a Customer Comment Card at the Transit Center or at the Lextran Administrative Office.

Complaints do not have to be filed first with Lextran in order to file with the Federal Transit Administration (FTA). More information can be found at <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>.

### COMPLAINT REQUIREMENTS

- Full name
- Address
- Telephone number(s)
- Transit service (Lextran or Wheels)
- Date of incident
- Time of incident
- Location of incident
- Vehicle and/or route number, if known
- Name of employee, if known
- Description
- Information about how to communicate with you effectively. Please let us know if you want written communications in a specific format (e.g., large print, Braille, electronic documents).

## WHAT HAPPENS AFTER MY COMPLAINT IS RECEIVED?

- Investigations will be initiated within fifteen (15) business days of receiving the complaint. Lextran will make every effort to respond to ADA complaints within thirty (30) business days of receipt.
- After the investigation is complete, Lextran will communicate with the complainant regarding its response.
- If complainants disagree with the determination, they can appeal the decision in writing within thirty (30) days from the date of the determination. The appeal letter should state the reason(s) the complainant believes the decision was in error. The appeal letter should be mailed to:

Lextran  
Attn: General Manager  
200 West Loudon Avenue  
Lexington, KY 40508