

# Community Transit of Delaware County

## General ADA Policy

Title II of the Americans with Disabilities Act of 1990 prohibits discrimination against qualified individuals with disabilities on the basis of disability in its services, programs or activities. Community Transit of Delaware County, Inc. does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the ADA.

Community Transit of Delaware County, Inc. will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a Community Transit of Delaware County, Inc. program, service, or activity, should contact Community Transit's Chief Operations Officer, 332 Chester Pike, Norwood, PA 19074, by phone at 610-490-3977 or TTY 610-490-3990, or by email at [lkirksey@ctdelco.org](mailto:lkirksey@ctdelco.org) as soon as possible but no later than 48 hours before the scheduled event.

All complaints should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant, location, date, and description of the alleged discrimination. A complaint form can also be requested by calling Community Transit, requesting by mail, or downloaded from our website at [www.ctdelco.org](http://www.ctdelco.org). The complaint should be submitted no later than 60 days after the alleged violation to the Chief Operations Officer, 332 Chester Pike, Norwood, PA 19074, by phone at 610-490-3977 or TTY 610-490-3990, or by email at [lkirksey@ctdelco.org](mailto:lkirksey@ctdelco.org).

Within 15 calendar days after receipt of the complaint the Chief Operations Officer or their designee will meet with the complainant to discuss the complaint and the possible resolution. Within 15 calendar days of the meeting the COO or their designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille or audio tape. The response will explain Community Transit's position and offer options for substantive resolution of the complaint.

If Community Transit's response does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 15 calendar days after receipt of the response to the Pennsylvania Department of Transportation. All written complaints received by the COO or their designee, appeals to PennDOT or their designee, and responses from these two offices will be retained by Community Transit for at least three years.