

BeST Transit ADA PUBLIC NOTICE

Complementary ADA Paratransit Service is available to any eligible person under the age of 65 that lives within 3/4 mile of the boundaries of the BEST TRANSIT fixed route network and cannot use the fixed route due to a physical or mental disability. BEST TRANSIT will make reasonable accommodations for people with disabilities. Applications for Paratransit Service are available at BEST TRANSIT main office: 27824 Route 220, Athens, Pa. 18810 or on the internet at www.GoBeSTTransit.com

BEST TRANSIT does not discriminate against individuals based on disability. If a customer feels that they have been discriminated against, complaint forms are available at the BEST TRANSIT main office: 27824 Route 220, Athens, Pa. 18810 and on the internet at www.GoBeSTTransit.com

BeST Transit TITLE VI COMPLAINT PROCEDURE

BEST TRANSIT is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities- the delivery of equitable and accessible transportation services. BEST TRANSIT recognizes its responsibilities to the communities in which it operates and to the society it serves. It is BEST TRANSIT's policy to utilize its best efforts to assure that no person shall, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its program of transit service delivery and related benefits.

If you believe that you have been excluded from participation in, denied the benefits of, or subjected to discrimination based on race, color or national origin under BEST TRANSIT's program of transit service delivery or related benefits, you may file a complaint with the BEST TRANSIT Customer Service department by calling (800) 242-3484. You will be required to fill out a Complaint Form to initiate the Title VI Complaint procedures.

All complaints will be investigated promptly; Reasonable measures will be undertaken to preserve any information that is confidential. The BEST TRANSIT Customer Service department will review every complaint, and when necessary, assign a neutral party to investigate. At a minimum the investigating officer will:

Identify and review all relevant documents, practices and procedures.

Identify and interview persons with knowledge of the Title VI violation, i.e., 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, the BEST TRANSIT Coordinator will complete a final report with a copy to the BEST TRANSIT General Manager. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The Complainant will also receive a final report together with any remedial steps. The investigation process and final report should take no longer than twenty-five (20) business days. If no violation is found and the complainant wishes to appeal the decision, he or she may appeal directly to the BEST TRANSIT Board of Directors. The BEST TRANSIT Board of Directors can be reached via mail at BEST TRANSIT Board of Directors 27824 Route 220, Athens, Pa. 18810.

Complaints may also be filed with the Federal Transit Administration's Office of Civil Rights, no later than 180 days after the date of the alleged discrimination, 1760 Market Street, Suite 510, Philadelphia, PA 19103-4124, Phone: (215) 656-7070.

The Office of Human Resources shall maintain a log of Title VI complaints received from this process which log shall include the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by BEST TRANSIT in response to the complaint. Should BEST TRANSIT receive a Title VI complaint in the form of a formal charge or lawsuit, the BEST TRANSIT Solicitor shall be responsible for the investigation and maintaining a log as described herein.

**Larger font of this notice is available by contacting
the BeST Transit Title VI Coordinator at (570) 888-7330**