

Span ADA Policy and Complaints

RIGHTS UNDER AMERICANS WITH DISABILITIES ACT OF 1990 (ADA):

Span services were developed to provide safe and efficient transportation to the public, including persons with special needs as specified by Americans with Disabilities Act of 1990 (ADA). Span shall not discriminate against an individual with a disability in connection with the provision of transportation service or general operations. If you believe that Span is not in compliance with the ADA, please follow the ADA Complaint Procedures below:

Span ADA Policy and Complaints

Span is available to receive complaints from passengers, caretakers of passengers, or any other authorized representative of the passenger.

The following policy outlines the process for recording, investigating, responding to, and maintaining ADA complaints. The objectives of the ADA complaint procedures are to:

- Provide an opportunity for customers to report any complaints

- Document and investigate complaints in a timely manner

- Respond to customers complaints in a timely manner

Customer Complaint Process

Complaints may be made electronically, over the phone, or in-person to facilitate prompt resolution.

Passengers can report ADA complaints by calling our transportation office at (940) 382-1900. General ADA complaints can be reported by calling our main office number (940) 382-2224. Our physical address is 1800 Malone Street, Denton, TX, 76201. Electronic complaints can be made to compliance@span-transit.org.

When filing a complaint, please provide all the relevant information regarding the incident. After reviewing the complaint, someone from our office will contact the individual filing the complaint to verify the information and to discuss a resolution, as applicable.

Someone will respond to the complaint, in writing, within (21) days of filing.

All complaints and responses will be documented. Once closed, the complaint will be retained for a period of (5) years.

Span is committed to resolving complaints in a prompt and equitable manner. Any complaint may be escalated to Span's Executive Director or the Executive Committee of Span's Board of Directors if a resolution cannot be reached.

Additional Complaint Information:

Click [here](#) for more information about Span's transportation policies and guidelines.

For more information about our ADA Policy or other compliance related policies, contact Span's Compliance Manager, Kathy Lawrence, (940) 382-2224.

ADA Resources

Below are a list of ADA resources from local, state, and national disability rights organizations:

Texas Protection and Advocacy Agency

Website: <https://www.disabilityrightstx.org>

Phone:1-800-252-9108

National Aging and Disability Transportation Center

Website: <https://www.nadtc.org>

2-1-1 Texas

Website: <https://www.211texas.org/>

North Central Texas Aging and Disability Resource Center (NCTADRC)

Website: <http://www.nctadrc.org/>

TO FILE AN ADA COMPLAINT IN WASHINGTON D.C.

You can file a complaint with the Federal Transit Administration (FTA) Office of Civil Rights in Washington D.C. by going to the [FTA ADA website](#) or sending a letter to:

*FTA Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590*

When filing a complaint, you should include specific details such as names, dates, time, route numbers, witnesses, documentation, and any other information that would assist in your investigation of your allegations. Please also provide any other documentation that is relevant to the complaint.