



September 21, 2015

Joe Roselle
Director of Administrative Services
Luzerne County Transportation Authority
315 Northampton St
Kingston, PA 18704

Re: LCTA's ADA Policies and Procedures

Dear Joe:

I wanted to provide an outline of the scope of services for our office's ADA review of LCTA's policies and procedures. The scope I am setting forth also includes some additional preliminary work assisting the Authority the authority with implementation of those policies. Our work will be as follows:

1. Review of LCTA's existing ADA policies and procedures and familiarization with the services provided by LCTA.
2. Meeting with LCTA's staff to understand operations and customization of policies and procedures where deficiencies are noted.
3. Supply of additional policies and procedures as needed for any deficiencies or alternations based upon LCTA's service needs.
4. Additional audits and meetings regarding implementation as necessary based upon staff meetings and review.

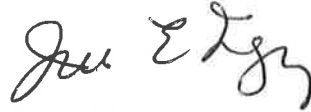
I have already completed the review of LCTA's existing policies and procedures and will be scheduling a meeting with staff to review questions and/or recommendations based upon that review. Many of the policies and procedures that we will supply include industry standard materials. We will assist in the customization of those policies based upon the specific needs and operations of LCTA.

I am hopeful, schedule permitting, to have staff meetings in Mid-October for a completed project in November. We will gladly schedule follow-up implementation meetings as necessary based upon staff meetings and discussion.

I hope this scope is satisfactory for the present project and look forward to working with you to complete this matter and any other similar project you may have in the future.

Thank you for your attention.

Very truly yours,

A handwritten signature in black ink, appearing to read "Jill E. Nagy". The signature is written in a cursive, flowing style.

Jill E. Nagy

JEN:aje