

of an attendant, then any individual accompanying him/her would be regarded as a companion.

9., **Effective Communication**

D /)7 *Transit* is committed to providing information about its services, policies and procedures to the public in accessible formats for persons with disabilities.

E /,)7 *Transit* shall provide a TTY number (or make use of an operator-assisted RELAY service) so that persons with hearing or speech impairments may communicate with and receive information from ***LIFT Transit*** Staff.

9,,, **Reasonable Modification (49 CFR Parts 27 and 37)**

A reasonable modification is a change to a policy, practice, or procedure that allows disabled individuals to have equal access to programs, services and activities. ***LIFT Transit*** will make reasonable modifications to policies, practices and procedures when necessary to ensure access to transit services for qualified individuals with disabilities, unless:

- Granting the accommodation would fundamentally alter the nature of the public transportation service.
- Making the accommodation would create a direct threat to the health or safety of other passengers.
- The individual with a disability is able to fully use ***LIFT Transit's*** service without the accommodation being made
- Where granting the request would cause an undue financial and administrative burden.

- **Requesting Reasonable Modifications**

/)7 Transit will provide information on how to make requests for reasonable modifications. This information will be readily available and easily accessible to the public through ***/,)7 Transit's*** website/brochure and policy guidelines.

Requests for accommodation can be submitted in written format by contacting us at:

jmcmillin@liftca.org

or by phone or mail at:

LIFT Transit

209 North 4th Street

Hugo, OK 74743 or

(580)326-8176

- Processing/Granting/Denying Modification Requests

LIFT Transit will process reasonable modification requests within 48 hours of receiving a request. As soon as a determination regarding reasonable accommodation has been made, that decision will be promptly communicated to the individual. In the event that a request for reasonable accommodation will be denied, *LIFT Transit* will communicate the denial to the individual requesting modification.

IX. Public Involvement

LIFT Transit is committed to providing on-going mechanisms in accessible formats to involve the public in decisions regarding its accessible services, proposed fare increases, policies and procedures, and other similar topics.

X. Complaint Procedure

Any person who believes she or he has been discriminated against, or who has a concern, may file a formal complaint. *LIFT Transit* provides instructions for filing a complaint on the agency website at www.liftca.org. Complaints can be submitted by e-mail or in writing or by phone. When a complaint is received, documentation is kept concerning the nature, date and time of the complaint. Every complaint will be investigated within 10 days after receipt. After *LIFT Transit* investigates the complaint, a decision will be rendered in writing to the complainant.

If the complainant disagrees with the finding of *LIFT Transit*, an opportunity to appeal the decision may be pursued. An appeal should be filed within 21 Days of the initial decision by *LIFT Transit*. The appeal must be filed in writing and must provide detailed information from the complainant.

In the event of an appeal, the investigating official will then follow the appeal process which includes interviewing individuals with relevant information and providing the complainant the ability to present additional evidence. The investigating official will then present the appeal information to the LIFT Community Action Agency, Inc. Executive Director. A decision regarding the appeal will be made by the LIFT CAA Executive Director. The LIFT CAA Executive Director's decision will be provided to the petitioner in writing within 30 days.

XI. Designated Employee

LIFT Transit's designated official responsible for processing reasonable modification requests and handling complaints is:

Jeannie McMillin, Director
LIFT Transit
209 North 4th Street
Hugo, OK 74743
(580)326-8176
jmcmillin@liftca.org.