

WHAT IS ADA?

Title II and III of the Americans with Disabilities Act of 1990 (ADA) provide:

No entity shall discriminate against an individual with a disability in connection with the provision of transportation service. Notwithstanding the provision of any special transportation service to individuals with disabilities, an entity shall not, on the basis of disability, deny to any individual with a disability the opportunity to use the entity's transportation service for the general public, if the individual is capable of using that service. An entity shall not require an individual with a disability to use designated priority seats if the individual does not choose to use these seats. An entity shall not require that an individual with disabilities be accompanied by an attendant. Public entities that provide designated public transportation shall make reasonable modifications in policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability or to provide program accessibility to their services, subject to the limitations of §CFR 37.169(c)(1)-(3). Except for commuter bus service, each public entity operating a fixed route system shall provide paratransit or other special service to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed route system.

LAWTON AREA TRANSIT SYSTEM ADA POLICY

Pursuant to Title II and III of the Americans with Disabilities Act of 1990 as amended, it is the policy of Lawton Area Transit that: Lawton Transit and the City of Lawton are committed to assure nondiscriminatory public transportation services in support of our mission to provide safe, efficient, and reliable transportation services while providing quality customer service.

LAWTON AREA TRANSIT SYSTEM'S REASONABLE MODIFICATION POLICY

Lawton Area Transit System will make reasonable modifications/accommodations to policies, practices, and procedures to avoid discrimination and ensure that our service provided is accessible to individuals with disabilities. Exceptions include when the modification/accommodation would cause a direct threat to the health or safety of others, would result in fundamental alteration of the service, would not actually be necessary in order for the individual with a disability to access the service, or would result in an undue financial and administrative burden.

RIGHT TO FILE A COMPLAINT

Any person who believes that they have been subject to discrimination on the basis of the Americans with Disability Act is encouraged to file a signed written complaint with Lawton Area Transit System within 180 days of the date of the alleged act of discrimination. A complainant may file a complaint directly with the Federal Transit Administration- Office of Civil Rights.

HOW TO FILE A COMPLAINT

Complainants are encouraged, but not required, to use the Lawton Area Transit System ADA Complaint Form located below. The form can also be picked up at the Lawton Area Transit System offices (611 SW Bishop Rd, Lawton, OK 73501), or sent to you through the mail by calling Lawton Area Transit (580-248-5252). The complaint should be signed and include: Your name, mailing address, and how to contact you (phone number, email address, etc), How, when, where, and why you believe you were discriminated against (include the location, and names and contact information of any witnesses), Other information

that you deem significant. Lawton Area Transit System will provide appropriate assistance to complainants with disabilities or who are limited in their ability to communicate in English. The complaint form can also be filled out online at www.ridelats.com

The complaint should be returned to:
ADA Coordinator
Lawton Area Transit System
611 SW Bishop Rd.
PO Box 286
Lawton, OK 73501

In addition to the complaint process described above, a complainant may file an ADA complaint with either of the following:

Oklahoma Dept of Transportation
Civil Rights Division
200 N.E. 21st Street
Oklahoma City, OK 73105

Federal Transit Administration
Office of Civil Rights- Complaint Team
1200 New Jersey Ave., SE (5th Floor- TCR)
Washington, DC 20590

INVESTIGATION

Upon receipt of an ADA complaint, Lawton Area Transit System's ADA Coordinator will make a prompt investigation. A letter acknowledging receipt of the complaint will be mailed within seven days. The investigation will include, where appropriate, a review of the practices and policies of Lawton Area Transit System, the circumstances under which the possible noncompliance occurred, and other factors relevant to a determination as to whether an ADA violation occurred. Every effort will be made to complete the ADA investigation within 60 days of receipt of such complaints.