

ADA Grievance Procedure

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 ("ADA"), the I 494 Corridor Commission and Commuter Services will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Effective Communication: The **I 494 Corridor Commission and Commuter Services** will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in **the I 494 Corridor Commission and Commuter Services** programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: The **I 494 Corridor Commission and Commuter Services** will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in **Commuter Services** offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of **the I 494 Corridor Commission or Commuter Services** should contact **Melissa Madison** as soon as possible but no later than **48** hours before the scheduled event.

The ADA does not require the **I 494 Corridor Commission or Commuter Services** to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints that a program, service, or activity of the I 494 Corridor Commission and Commuter Services is not accessible to persons with disabilities should be directed to **Melissa Madison at 952-405-9425 or melissa@494corridor.org**

The I 494 Corridor Commission and Commuter Services will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.”

If you feel you have been discriminated against by the I 494 Corridor Commission or Commuter Services on the basis of having a disability, please contact Melissa Madison at 952-405-9425 or by email at: melissa@494corridor.org