

# NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 ("ADA") and 28 CFR 35.106, the Ohio Turnpike and Infrastructure Commission ("Commission") gives notice that it will not discriminate against qualified individuals with disabilities on the basis of disability in providing services and performing activities. The Commission is committed to the full inclusion of all qualified individuals in its services and activities. As part of this commitment, the Commission will strive to provide full and equal access to its services and activities.

***Effective Communication:*** The Commission will generally, upon request, provide appropriate aids and services leading to effective communication with qualified persons having disabilities so that information is accessible and individuals that have speech, hearing, or vision impairments can participate equally in the Commission's services and activities.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a Commission service or activity should contact the Commission's General Counsel, as its ADA Coordinator, as soon as possible but no later than seventy-two (72) hours before the scheduled use of the facilities or desired participation in the service or activity.

***Modifications to Policies and Procedures:*** The Commission will make all reasonable modifications to policies and procedures to ensure that qualified people with disabilities have an equal opportunity to participate in all of its services and activities. For example, individuals with service animals are welcomed in the Commission's Service Plazas or Administrative Building, where pets are generally otherwise prohibited. The Commission's Service Plaza facilities and Administration Building are constructed to accommodate individuals with disabilities in accordance with current ADA design standards. Also, the toll collection facilities are constructed to accommodate every motorist using manual and automated toll payment systems, including *E-ZPass*<sup>®</sup> which allows individuals to enter and exit the toll road without having to stop their vehicles. The Commission also makes every reasonable effort to assist individuals who encounter difficulties while attempting to pay their toll. Further, the Commission's website, [www.ohioturnpike.org](http://www.ohioturnpike.org), as well as the [ezpassoh.com](http://ezpassoh.com) websites are compliant with accessibility standards as set forth in 36 CFR, Section 1194.22. The ADA does not, however, require the Commission to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

The Commission will not place a surcharge on any individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids and services or making reasonable modifications to policies.

Complaints that a Commission service or activity is not accessible to persons with disabilities should be directed to its General Counsel, the Commission's ADA Coordinator.

# **GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA") and 28 CFR 35.107. This procedure may be used by any member of the public that wishes to file a complaint alleging discrimination on the basis of disability in the performance or provision of the Commission's services or activities. However, the Commission's Employee Manual contains distinct provisions regarding employment-related requests for disability accommodation that are inapplicable to the public as a whole.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and the location, date, and description of the problem. Alternative means of filing complaints, such as personal interview or tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant as soon as possible but no later than sixty (60) calendar days after the alleged violation to the Commission's ADA Coordinator:

**Ohio Turnpike and  
Infrastructure Commission  
Att'n: General Counsel  
ADA Coordinator  
682 Prospect Street  
Berea, Ohio 44017  
440-234-2081**

Within fifteen (15) calendar days after receipt of the complaint, the Commission's General Counsel will designate an appropriate staff member (i.e., Service Plaza Operations, Toll Operations or Administrative Building functions) based on the service or activity at issue, to communicate with the complainant to discuss the complaint and the possible resolutions. Within fifteen (15) calendar days of the discussion, the designated staff member will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print or audio tape. The response will explain staff member's position on the matter and offer options for resolution of the complaint.

If the response by designated staff member does not satisfactorily resolve the issue, the complainant may appeal the decision within fifteen (15) calendar days after receipt of the response to the General Counsel or designee.

Within fifteen (15) calendar days after receipt of the appeal, the General Counsel or his/her designee will meet with the complainant to discuss the response provided. Within fifteen (15) calendar days after the meeting, the General Counsel or his/her designee will give a decision in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint. The Commission will retain all written complaints, any appeals to the General Counsel, and the Commission's responses thereto for at least two (2) years.