



Rockbridge Area Transportation System **Policies & Procedures: Notice Under the Americans with Disabilities Act**

Effective Communication

RATS will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in our programs, services, and activities, including qualified sign language interpreters, accessible print materials (such as large print documents or audio recordings, or someone reading materials aloud), and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures

RATS 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. Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in our program, service, or activity, should contact our Director/ADA Coordinator as soon as possible but no later than 48 hours before the scheduled event.

Limitations

The ADA does not require RATS to take any action that would fundamentally alter the nature of its programs or services or impose any undue financial or administrative burden. RATS 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 or services or reasonable modifications of policy.

Contact / Complaints

Requests for auxiliary aids or services, requests for modifications, and complaints that a RATS program, service, or activity is not accessible to persons with disabilities should be directed to:

Executive Director / ADA Coordinator

712 N. Main St., Lexington, VA 24450

Phone: 540-463-3346

Virginia Relay: 711

Email: director@rockbridgetransportation.org

This notice is provided in accordance with Title II and Title III of the Americans with Disabilities Act of 1990, as amended.