



Lake Havasu City Transit Americans with Disabilities Act (ADA) Notice to the Public

Lake Havasu City Transit (LHCT) operates its programs and services in compliance with the Americans with Disabilities Act of 1990 and the U.S. Department of Transportation ADA Regulations. LHCT ensures that no individual is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination in the provision of transit services on the basis of disability.

LHCT provides accessible public transportation services, including demand-response service that meets ADA complementary paratransit requirements. All transit vehicles are accessible and maintained in accordance with federal accessibility standards.

Policy Commitments

Lake Havasu City Transit will:

- Provide transit services that are accessible to individuals with disabilities without discrimination.
- Ensure all vehicles are ADA accessible and properly maintained, including lifts, ramps, and securement systems.
- Permit service animals to accompany individuals with disabilities in accordance with ADA requirements.
- Ensure drivers announce stops and provide boarding/alighting assistance as required.
- Transport mobility devices consistent with ADA size and weight requirements.
- Maintain accessibility of facilities and paths of travel and provide alternative service when accessibility is disrupted.
- Ensure personnel are trained to proficiency in ADA requirements, including proper assistance and securement procedures.

Reasonable Modification Policy

In accordance with 49 CFR §37.169, LHCT will make reasonable modifications to policies, practices, and procedures when necessary to ensure accessibility for individuals with disabilities.

Requests for reasonable modification may be made in advance or at the time of service. LHCT may deny a request for modification if it would:

- Fundamentally alter the nature of the service,
- Create a direct threat to the health or safety of others, or
- Not be necessary to provide access to the service.



ADA Complaint Process

Any individual who believes they have been subjected to discrimination on the basis of disability may file an ADA complaint with Lake Havasu City Transit.

- Complaints must be filed within 60 days of the alleged incident.
- Complaints may be submitted in writing, by phone, or in an alternative format upon request.
- LHCT will investigate all complaints promptly and issue a written response within a reasonable timeframe consistent with agency procedures.

Availability of Information

This ADA Notice, along with information regarding LHCT's ADA policies, complaint procedures, and reasonable modification process, is available:

- On the Lake Havasu City Transit website
- By contacting the LHCT Transit office

Commitment to Public Awareness

Lake Havasu City Transit is committed to ensuring that all members of the public are aware of their rights under the ADA and have equal access to transportation services.