

Northeast Iowa Community Action Corporation (NEICAC) – EARL Public Transit

Reasonable Modification Complaint Process

Any person who believes they have been denied a reasonable modification of policies, practices, or procedures related to public transportation services provided by NEICAC may request additional information from the Chief Operations Officer (563-387-4916) of Northeast Iowa Community Action Corporation, PO Box 487, Decorah, IA 52101. If information is needed in another language, contact 563-382-8436. For those with hearing or speech disabilities, contact Relay Iowa 711. You can also find further information at the Federal Transit Administration website: <https://www.transit.dot.gov/FTA-Civil-Rights>.

Complaint Process

NEICAC is committed to providing accessible and equitable transportation services to all individuals, including those with disabilities. The reasonable modification process ensures that persons with disabilities can fully access and benefit from public transportation services provided by NEICAC. This includes the opportunity for reasonable adjustments to policies, practices, and procedures as necessary to allow persons with disabilities to use these services.

NEICAC's policy is to comply with all applicable rules and regulations under the Americans with Disabilities Act (ADA) and the Federal Transit Administration (FTA) guidelines to ensure that no person with a disability is excluded from participation in or denied the benefits of its transit services.

Per 49 CFR Part 37.169(c), the following are the reasons a public transit agency may deny a request for reasonable modification to the agency's policies or practices:

- Granting the request would fundamentally alter the nature of the entity's services, programs or activities.
- Granting the request would create a direct threat to the health or safety of others.
- Without the requested modification, the individual with a disability is able to fully use the entity's services, programs or activities for their intended purpose.

Any individual who believes they were denied a reasonable modification or who experiences difficulty in accessing public transit services due to policies, practices, or procedures can file a complaint within 180 days of the alleged incident.

How to file a complaint

Complaints may be submitted in writing, by email, or by phone. A Complaint Form is available at [Discrimination-Complaint-Form](#). Complaints must include the complainant's name, address, telephone number, and details about the alleged denial of reasonable modification. The complaint should specify the requested modification and the circumstances that led to the denial or difficulty.

Complaints can be mailed to:

Chief Operations Officer
Northeast Iowa Community Action Corporation
PO Box 487
Decorah, IA 52101

Complaints may also be emailed to: kschmelzer@neicac.org or submitted by phone by calling 563-382-8436 and asking for the Human Resources & Development Director.

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For individuals with Limited English Proficiency, translation or interpretation services are available by contacting 563-382-8436.

What Happens to My Reasonable Modification Complaint?

Once a complaint is received, it will be reviewed by the Chief Operations Officer. NEICAC will acknowledge receipt of the complaint within 10 days. If additional information is needed, the Chief Operations Officer will contact the complainant. The failure to provide the requested information within 15 days may result in the administrative closure of the complaint or a delay in its resolution. If the complainant no longer wishes to pursue the complaint, the case may also be closed administratively.

Upon receipt of all required information, NEICAC will make every effort to investigate and respond to the complaint within 60 calendar days. The Chief Operations Officer will promptly investigate every complaint and take reasonable measures to ensure confidentiality where appropriate.

After the investigation is completed, the Chief Operations Officer will issue one of two types of letters to the complainant: a closure letter or a letter of findings. A closure letter will summarize the allegations and indicate that no violation of reasonable modification rules occurred, resulting in the closure of the case. If a violation is found, a letter of findings will be issued, summarizing the investigation, interviews, and any corrective actions that will be taken (e.g., staff training, policy changes, or other measures).

If the complainant is dissatisfied with the resolution of the complaint by NEICAC, the same complaint may be submitted to the Office of Employee Services - Civil Rights for investigation at the following address:

Iowa Department of Transportation

Civil Rights Bureau

800 Lincoln Way, Ames, IA 50010

Phone: 515-239-1304

Email: civil.rights@iowadot.us

Complaints may also be filed with the following two organizations:

- Iowa Civil Rights Commission
400 East 14th Street
Des Moines, IA 50319-1004
Phone: 515-281-4121 or 800-457-4416

Or, complaints may be filed directly with the Federal Transit Administration by completing the FTA Online Civil Rights Complaint Form and uploading any supporting documents. You can also contact the FTA's toll-free civil rights hotline at (888) 446-4511.

Federal Transit Administration

East Building, 5th Floor - TCR

1200 New Jersey Ave., SE

Washington, DC 20590

Phone: 816-329-3770