

Central Illinois Public Transit Reasonable Modification Policy

CIPT is committed to providing safe, reliable, accessible, and user-friendly services to its customers. To ensure equality and fairness, CIPT is committed to making reasonable modifications/accommodations to its policies, practices, and procedures to avoid discrimination and ensure programs and services are accessible to individuals with disabilities or special circumstances as required by 49 CFR Part 37.5(i.3). CIPT will adhere to all applicable federal and state laws, regulations, and guidelines with respect to providing reasonable modifications to persons with disabilities.

Requests for modifications can be made by contacting the Central Illinois Public Transportation Operations Manager. We request that reasonable modification or accommodation shall be requested in advance.

CIPT Operations Manager

217-342-2193 ext.166

2201 Willenborg Suite #6

Effingham, IL 62401

CIPT reserves the right to decline reasonable modifications or requests should in result in: fundamental alteration of the service; present a health or safety hazard to others; result in undue financial or administrative burden; or the modification is not imperative to the individuals use of the services.

Reasonable Modification complaints may be filed according to our ADA Policy by using the ADA Complaint form located on the agency website at <https://www.cefseoc.org/transportation-cipt> or calling 217-342-2193 ext. 161 or 162 to request a form.