

# NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 ("ADA"), the Tulsa Airports Improvement Trust (TAIT) will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

***Employment:*** TAIT does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under title I of the ADA.

***Effective Communication:*** TAIT will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in TAIT's programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

***Modifications to Policies and Procedures:*** TAIT 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. For example, individuals with service animals are welcomed in TAIT's offices, even where pets are generally prohibited.

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

**Tulsa Airports Improvement Trust, ADA Coordinator : Bryan Crook,  
7777 Airport Drive, Suite A-211, Tulsa, OK 74115  
Or call 918-838-5025**

The ADA does not require TAIT to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints that a program, service, or activity of TAIT is not accessible to persons with disabilities should be directed to the *ADA Coordinator, 7777 Airport Drive, Suite A-211, Tulsa, OK 74115, or 918-838-5025* in accordance with the TAIT Grievance Procedure under the Americans with Disabilities Act.

TAIT will not place a surcharge or fee on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or

reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

***Assessment of Facilities, Services and Programs:*** TAIT will perform self-evaluations of their current facilities, services and programs, every three years, relative to the accessibility requirements of ADA.

## **Tulsa Airports Improvement Trust 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"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Tulsa Airports Improvement Trust (TAIT). TAIT's Human Resources Policy Manual governs employment-related complaints of disability discrimination.

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

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

**Tulsa Airports Improvement Trust, ADA Coordinator : Bryan Crook,  
7777 Airport Drive, Suite A-211, Tulsa, OK 74115**

***For assistance call: 918-838-5025***

Within 15 calendar days after receipt of the complaint, ADA Coordinator or *his/her* designee will contact the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, ADA Coordinator or *his/her* designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the TAIT and offer options for substantive resolution of the complaint.

If the response by ADA Coordinator or *his/her* designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the TAIT CEO or *his/her* designee.

Within 15 calendar days after receipt of the appeal, the TAIT CEO or *his/her* designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the TAIT CEO or *his/her* designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by ADA Coordinator or *his/her* designee, appeals to the TAIT CEO or *his/her* designee, and responses from these two offices will be retained by TAIT for at least three years.