



ASSIST TO INDEPENDENCE REASONABLE ACCOMMODATION REQUEST POLICY

Assist to Independence is committed to providing reasonable accommodations to its demand response and/or paratransit operating policies and practices for individuals with disabilities. Reasonable modifications can be made for any passenger upon request through email, in writing or by phone. These changes are meant to make Assist To Independence transportation services policies and practices more accessible for those with disabilities.

- **Email:** A passenger may print out a copy of the Reasonable Accommodation Request Form and fill out and email back to Assist To Independence Executive Director, Eileen Tohonnie, at etohonnie@assistti.org, with any supplemental information required by this policy. Any responses will be sent via email.
- **In writing:** Download form and complete and return with all attachments to Assist To Independence office or mail to Assist To Independence, PO Box 4133, Tuba City, Arizona 86045 or return to 4133 E. Cedar, Tuba City, Arizona. Responses will be sent by letter.
- **By Phone:** A passenger may request a Reasonable Modification by contacting Assist To Independence at (928) 283 6261 during standard office business hours. Staff can fill out the Reasonable Accommodation Request Form for the passenger based on information provided by the passenger. Responses to this request will be sent by letter.
- **Response Time:** Assist To Independence will have five (5) business days to review and decide on each request. Assist To Independence will have an additional five (5) business days to provide a final response to the passenger.

What If My Request is Denied?

If a request is denied, or if an alternate modification is proposed, the response will detail the reasons for the denial.

If a passenger wants to appeal a decision, he or she can do so by email or in writing no more than 60 days after the denial. You can email to etohonnie@assistti.org or by sending written request to Transportation Coordinator, PO Box 4133, Tuba City, Arizona 86045.