



OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

Lisa Madigan
ATTORNEY GENERAL

October 23, 2017

Mariangela Monteiro
Equip for Equality
20 N. Michigan Avenue, Suite 300
Chicago, Illinois 60602
Email: Mariangela@equipforequality.org

VIA ELECTRONIC MAIL ONLY

Re: Travel Centers of America LLC
Complaint # 2014-DRC-5091

Dear Mari:

I am pleased to report that after three years of investigation and negotiation, we will close our file against Travel Centers of America which has complied with all our demands. As you know, this investigation was opened in response to a complaint filed by Equip for Equality (EFE) with the Disability Rights Bureau regarding two BP service stations that were refusing access and service to customers with disabilities accompanied by service animals. This issue appears to have been brought to the attention of EFE by the Paralyzed Veterans of America. One of the BP Stores forming the basis of the complaint was located near the Abraham Lincoln National Cemetery and is frequented by veterans, many of whom have disabilities and rely on service animals.

Our investigation revealed that while BP corporate may not have control over independently operated BP branded retail sites, the contract between the individual retail sites and the fuel supplier, known as the "jobber," requires that retail sites comply with all federal laws including the Americans with Disabilities Act. We were in the process of negotiating with the jobber that supplied fuel to the two BP retail sites at issue when they were sold to Travel Center of America LLC, (TA) and the negotiation process began anew with different players.

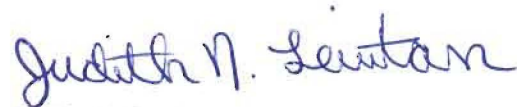
As a result of our involvement, Travel Centers of America LLC has voluntarily implemented the following at all fifty two (52) TA retail sites throughout the state of Illinois:

- TA drafted and adopted a Service Animal Policy requiring all retail sites in Illinois to ensure equal access to individuals with disabilities accompanied by Service Animals;

- TA provided proof to the Disability Rights Bureau that all current staff at all TA sites in Illinois have been trained on said policy.
- TA has incorporated its Service Animal Policy into its new employee orientation materials.
- TA has posted notices, published by the Illinois Attorney General's Office, at the main entrance of each of its 52 retail sites in Illinois, informing visitors that Service Animals are welcome. Photographic evidence of each site has been provided to our office.

We appreciate Equip for Equality bringing this issue to the attention of the Disability Rights Bureau. We are gratified to have negotiated a successful outcome which ensures access to all 52 TA retail sites in Illinois to individuals with disabilities relying on service animals.

Sincerely,



Judith N. Levitan
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Cc: Barry Taylor