

# **Reasonable Modification Policy for North Central Area Transit**

## **1. Policy**

North Central Area Transit is committed to providing equal access and opportunity to qualified individuals with disabilities in all programs, services and activities. North Central Area Transit recognizes that in order to have equally effective opportunities and benefits, individuals with disabilities may need reasonable modification to policies and procedures. North Central Area Transit will adhere to all applicable federal and state laws, regulations and guidelines with respect to providing reasonable modifications, as necessary, to afford equal access to programs for persons with disabilities. North Central Area Transit does not discriminate on the basis of disability in admission to, participation in, or receipt of services and benefits under any program or activity. North Central Area Transit will take appropriate steps to ensure that persons with disabilities, including persons who have hearing, vision or speech impairments, have an equal opportunity to participate.

No qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the transit services, programs, or activities of North Central Area Transit, or be subject to discrimination by North Central Area Transit. Nor shall North Central Area Transit exclude or deny equal services, programs, or activities to an individual because of the known disability of an individual with whom the individual is known to have a relationship or association.

The purpose of the reasonable modification policy is to offer equal and effective opportunities and access to public transportation services for persons with disabilities and full compliance with the provisions of the American with Disabilities Act of 1990, Title II, and Section 504 of the Rehabilitation Act of 1973.

## **2. Reasonable Modifications**

North Central Area Transit, will make reasonable modifications to policies, practices, and procedures when necessary to provide equal opportunity to qualified individuals with disabilities, unless making the modification would fundamentally alter the nature of the program, service, or activity. A reasonable modification is a change or exception to a policy, practice, or procedure that allows disabled individuals to have equal access to programs, services, and activities.

## **3. Eligibility Criteria and Safety Requirements**

An individual is eligible to be considered to receive a reasonable accommodation if that individual has a disability in the form of a physical or mental impairment that limits the performance

of one or more major life activities, has a record of impairment, or is regarded as having such impairment.

#### **4. Requests for Reasonable Modifications**

A request for a reasonable accommodation is a statement that an individual needs an adjustment or change at work, in the application process, or in a benefit or privilege of employment for a reason related to a physical or mental impairment. Requests for accommodation may be made either orally or in writing. The reasonable accommodation process begins as soon as the request for accommodation is made.

#### **5. Interactive Process**

When a request for accommodation is made, North Central Area Transit and the individual requesting an accommodation must engage in a good faith interactive process to determine what, if any accommodation shall be provided. The individual and the North Central Area Transit must communicate with each other about the request, the process for determining whether an accommodation will be provided, and the potential accommodations. Communication is a priority throughout the entire process.

#### **6. Time Frame for Processing Requests and Providing Reasonable Modification**

North Central Area Transit will process requests for reasonable accommodation as previously set forth and then provide accommodations, where appropriate, in as short a time frame as reasonably possible. North Central Area Transit recognizes, however, that the time necessary to process a request will depend on the nature of the accommodation(s) requested and whether it is necessary to obtain supporting information.

#### **7. Granting a Reasonable Modification Request**

As soon as North Central Area Transit determines that a reasonable accommodation will be provided, that decision should be immediately communicated to the individual. If the accommodation cannot be provided immediately, will communicate this fact to the requesting individual. This notice must be in writing in order to maintain the required information for reporting purposes.

#### **8. Denying a Reasonable Modification Request**

As soon as North Central Area Transit determines that a request for reasonable accommodation will be denied, North Central Area Transit will complete a denial of request form. The explanation for the denial shall clearly state the specific reasons for the denial

**9. Complaint Process and Resolution**

North Central Area Transit shall have a uniform complaint and appeals procedure in place for individuals who believe their reasonable modification request was wrongfully denied. It is imperative to utilize the same complaint and appeals procedure for all individuals, and for this process to be documented.

**10. Distribution Policy**

North Central Area Transit will post this policy in a conspicuous place frequented by passengers (e.g., the system website) to ensure maximum opportunity for review. The postings shall list the name and telephone number of the person responsible for addressing requests for reasonable accommodation. Upon request, the information contained on the notice must be made available in alternate formats (e.g. Braille, audio, large print, etc.).

**11. Record Retention**

North Central Area Transit will maintain all records related to reasonable modification requests and denials for at least three (3) years.

**12. Adoption**

This policy, being duly adopted by the North Central Area Transit on December 5, 2017, hereby represents the policy of North Central Area Transit.

  
\_\_\_\_\_  
Signature of Authorized Official

12/6/2017  
\_\_\_\_\_  
Date