

Requests for Reasonable Modifications of Policies and Procedures

Rutherford County Transit is committed to ensuring a reliable, accessible experience for all customers. If, due to a disability, you are not able to fully utilize Rutherford County Transit's programs and services (including demand response, subscription services) because of a policy or procedure that Rutherford County Transit has established, you may submit a request for a modification of the policy or procedure. To request a modification, complete a Request for Modification of Policy/Procedure Form, which is available online at www.drivingpossibilities.com or by calling (828) 287-6339. All requests for reasonable modifications to Rutherford County Transit policies or procedures will be considered on an individual basis. Please note that the Rutherford County Transit may be unable to accommodate requests for modifications which would: (1) result in a fundamental alteration to the nature of the service; (2) create a direct threat to the health or safety of others, and; (3) create an undue financial or administrative burden. Requests for modifications might also not be granted if Rutherford County Transit determines that the service can be fully utilized without the requested change. In the event that a barrier to access exists, but the requested modification cannot be granted, Rutherford County Transit will, to the maximum extent possible, assist in determining other possible actions that might be taken to provide access to its programs and services.

Reasonable Modification of Policies and Procedures

Individuals with disabilities may ask Rutherford County Transit to modify a policy or procedure if they feel the policy or procedure is discriminatory or prevents them from fully utilizing Rutherford County Transit services. Rutherford County Transit will review these requests and will modify policies unless it finds that:

- The person can fully utilize the service without the requested modification (i.e., it is for convenience only).
- The change would create a direct threat to the safety of others.
- The change would fundamentally alter the nature of the service.
- The change would cause an undue financial or administrative burden.

Rutherford County Transit encourages people to request such modifications in advance when possible. To request a modification of a policy or procedure in advance, complete the Request for Modification of Policy/Procedure Form, which is available online at www.drivingpossibilities.com or by calling (828) 287-6339. Rutherford County Transit will be guided by examples in Appendix E of 49 CFR Part 37 (<http://www.ecfr.gov>) when making decisions on requests for modifications of policies.

If Rutherford County Transit denies a request, it will consider other reasonable actions or approaches that might be able to meet the person's needs. Rutherford County Transit has designated its Director to coordinate the acceptance and review of requests for reasonable modifications of policies.

Rutherford County Transit

REASONABLE MODIFICATION REQUEST FORM

Name of Passenger: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Telephone: (____) _____ - _____ Email address: _____

Advocate Name: _____ Relationship to passenger: _____

Telephone: (____) _____ - _____

1. Describe the service policy or program that may need to be modified to allow the passenger full access to the transit service provided. _____

2. How does the current service policy or program prevent the rider from using the transit service program? _____

3. Please describe the specific modification to the current policy/procedure that you are requesting. _____

4. How would you like the Rutherford County Transit to respond to your request?
 In writing to the address provided above by email

If further communications regarding this request are needed in an alternate format, please indicate the appropriate format below: large print (font size: _____) Spanish

This form can be requested in large print or Spanish by calling 828-287-6339 or e-mailing jeff.hill@rutherfordcountync.gov. Please send the completed forms and any required documentation of disability to:

Jeff Hill, Operations Manager, Rutherford County Transit
294 Fairground Road
Spindale, NC 28160

Electronic versions of the completed form and scans of required documentation of disability should be sent to jeff.hill@rutherfordcountync.gov

Rutherford County Transit will provide a written response to your Request for a Reasonable Modification within (7) days of its receipt.