

## 1. Purpose

The purpose of the reasonable modification policy is to ensure that Richland County offers equitable and effective opportunities and access to public transportation services for persons with disabilities and full compliance with the provisions of Title II of the Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973.

## 2. Policy

The Richland County Transportation Program is committed to providing equitable access and opportunity to individuals with disabilities in all programs, services, and activities. The Richland County Transportation Program recognizes that in order to have equitable and effective opportunities and benefits, individuals with disabilities may need reasonable modification to policies, practices, and procedures. The Richland County Transportation Program 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. Richland County Transportation does not discriminate based on disability in admission to, participation in, or receipt of services and benefits under any transit program or activity. The Richland County Transportation Program will take appropriate steps to ensure that persons with disabilities have an equal opportunity to participate.

No individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of the Richland County Transportation Program, or be subject to discrimination by the Richland County Transportation Program.

## 3. Eligibility Criteria

An individual is eligible to request a reasonable modification consideration if that individual experiences a physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of such impairment; or been regarded as having such impairment<sup>1</sup>.

## 4. Reasonable Modification

A reasonable modification is a change or exception to a policy, practice, or procedure that allows individuals with disabilities to have equitable access to programs, services, and activities. The Richland County Transportation Program will make reasonable modifications to policies, practices, and procedures when necessary to ensure access to transit services for individuals with disabilities, unless:

<sup>1</sup>Americans with Disabilities Act, Title 42, Chapter 126, Section 12102

- Making the modification would fundamentally alter the nature of the public transportation service.

- Making the modification would create a direct threat to the health or safety of others including passengers.
- The individual with a disability is able to fully use the transportation service without the modification.
- Making the modification would create an undue financial or administrative burden.

For the purposes of this section, the term reasonable modification shall be interpreted in a manner consistent with the term “reasonable accommodations” as set forth in the Americans with Disabilities Act title II regulations at 28 CFR 35.130(b)(7), and not as it is defined or interpreted for the purposes of employment discrimination under title I of the ADA (42 U.S.C. 12111–12112) and its implementing regulations at 29 CFR part 1630.

## 5. Requests for Reasonable Modification

The Richland County Transportation shall make information about how to contact the Richland County Transportation Program to make requests for reasonable modification readily available to the public through its website and rider policy guidelines. Lane Transit District shall follow these procedures in taking requests:

- a. Individuals (or their representatives) requesting modifications shall describe what they need in order to use the service.
- b. Individuals requesting modifications are not required to use the term “reasonable accommodation or reasonable modification” when making a request. The Richland County Transportation Program will determine if the request represents a reasonable modification and proceed in considering the request according to ADA guidelines and this policy.
- c. Whenever feasible, The Richland County Transportation Program requests that individuals make such requests for reasonable modification in advance if possible to allow time to consider the request and, if approved, to make the appropriate modification to affected policies, practices, and/or procedures.
- d. Where a request for modification cannot practicably be made and determined in advance, The Richland County Transportation Program personnel shall make a determination of whether the modification can be made at the time of the request. Operating personnel should consult with The Richland County Transportation Program management before making a determination to grant or deny the request.

Requests for accommodation may be made either orally or in writing. The reasonable modification process begins as soon as the request is received.

Reasonable modification request forms are by contacting the Richland County Transportation

Program by phone or email.

The request can be submitted in any written format. Alternative means of filing a request, such as personal interviews, phone calls, or taped requests, will be made available for persons with disabilities if unable to communicate their request in writing or in advance.

## **6. Interactive Process**

When a request for modification is made, the Richland County Transportation Program and the individual requesting the modification must engage in a good faith interactive process to determine what, if any modification shall be provided. The individual and the Richland County Transportation Program must communicate with each other about the request and the process for determining whether a modification will be made. Communication is a priority throughout the entire process.

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

The Richland County Transportation Program will process requests for reasonable modification and then provide the modification, where appropriate, within thirty (30) business days. The Richland County Transportation Program recognizes, however, that the time necessary to process a request will depend on the nature of the modification(s) requested and whether it is necessary to obtain supporting information.

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

As soon as the Richland County Transportation Program determines that a reasonable modification will be provided, that decision shall immediately be communicated to the individual. This notice will be in writing in order to maintain the required record for reporting purposes. However, upon request, alternative means of response will be provided.

In choosing among alternatives for meeting nondiscrimination and accessibility requirements with respect to new, altered, or existing facilities, or designated or specified transportation services, the Richland County Transportation Program shall give priority to those methods that offer services, programs, and activities to individuals with disabilities in the most integrated setting appropriate to the needs of individuals with disabilities.

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

As soon as the Richland County Transportation Program determines that a request for reasonable modification will be denied, the Richland County Transportation Program will communicate the basis for the decision in writing to the individual requesting the modification. When requested, alternative means of response also will be provided. The explanation for the denial will clearly state:

- a. the specific reasons for the denial;
- b. any alternative modification that may create the same access to transit services as requested by the individual; and
- c. the opportunity to file an appeal relative to the the Richland County Transportation Program’s decision on the request.

**10. Appeal Process**

The Richland County Transportation Program will follow its existing procedure for investigating and tracking complaints/appeals. These procedures shall be posted on the the Richland County Transportation Program website and will be provided to any individual upon request. The process and any forms necessary to file an appeal of a decision are readily available on the Richland County Transportation Program website as well as at the Richland County Transportation Program Customer Service Center. Alternative means of filing an appeal, such as personal interviews, phone calls, or taped requests, will be made available for persons with disabilities if unable to communicate their request in writing or in advance.

**11. Reasonable Modification Request Process Outlined**

- a. When possible, the Richland County Transportation Program operational staff will consider immediate need reasonable accommodation requests. If a request is unable to be determined immediately, the Richland County Transportation Program will refer the individual to The Richland County Transportation Program’s Transportation Secretary to initiate a formal request for reasonable modification.
- b. Once a formal request is received by the Richland County Transportation Program, we will endeavor to consider and respond to the request in the shortest time possible, and no more than thirty (30) business days from the date the request is received. The Richland County Transportation Program’s Transportation Secretary or Manager will be responsible for considering the request.
- c. If the request is denied, the individual may file an appeal within thirty (30) business days with Richland County Transportation Program.

**12. Designated Employee**

The Richland County Transportation Program shall designate one official within the organization responsible for processing reasonable modification requests and handling appeals. This individual is:

Roxanne Klubertanz-Gerber,  
 ADRC Manager  
 Richland County Health and  
 Human Services  
 Richland County Transportation  
 Program  
 221 West Seminary

Street  
Richland Center, WI  
53581  
608-647-4616  
[Roxanne.klubertanz  
@co.richland.wi.us](mailto:Roxanne.klubertanz@co.richland.wi.us)

**13. Record Retention**

**XXXX Transit System** will maintain all records related to reasonable modification requests and denials for at least three (3) years.

**14. Adoption**

Reviewed and Approved by **XXXX Transit System's** Accessible Transportation Committee on \_

Adopted by: **XXXX Transit System** Date: \_\_\_\_\_  
\_\_\_\_\_

# Request for Reasonable Modification

Date:	
Submitted by:	
Cell Phone:	
Email:	

Submitted on behalf of: (please specify)

<input checked="" type="checkbox"/>	Myself	
<input checked="" type="checkbox"/>	Someone else ( <i>insert name of rider</i> )	

### Contact Information of Rider

Address	
Phone	
Email	

Please describe what modification the rider needs to use the transportation service: (if additional space is needed, please use the back of the form).

Does the person who needs modification currently ride XXX Transit System?

Yes  No

If yes, please describe the current riding experiences without this requested modification.

**RICHLAND COUNTY TRANSPORTATION PROGRAM REASONABLE ACCOMMODATIONS POLICY**

Submit this form via:

- 1) Attention: **John Smith**
- 2) Mail to: **John Smith, C/O XXXX Transit System, 123 Main Street, City of USA, WI XXXXX**
- 3) Email to:

**XXXX Transit System** will process requests for reasonable accommodation and then provide the modification, where appropriate, within thirty (30) business days. **XXXX Transit System** will communicate directly with the person requesting the modification. **XXXX Transit System** recognizes, however, that the time necessary to process a request will depend on the nature of the modification(s) requested and whether it is necessary to obtain supporting information. If the modification is denied, an appeal process is in place.

**Official Use Only**

	<b>Date Received:</b>	
	<b>Request Number:</b>	
<b>Notes:</b>		
<b>Approved/Denied: (Specify)</b>		
<b>Official Name:</b>		
<b>Date:</b>		