

Community Transit of Watertown/Sisseton, Inc.

ADA Reasonable Modification Policy

Policy Overview

On March 13, 2015, the US DOT issued a Final Rule under the ADA and Section 504 of the Rehabilitation Act of 1973, “specifically to provide that transportation entities are required to make reasonable modifications/accommodations to policies, practices and procedures to avoid discrimination and ensure that their programs are accessible to individuals with disabilities.”

Reasonable Modifications

Community Transit of Watertown/Sisseton, Inc. (CTWSI) shall make reasonable modifications to policies, practices or procedures when such accommodations are necessary to avoid discrimination based on disability unless CTWSI can demonstrate making the accommodations would fundamentally alter the nature of the service, program or activity or result in an undue financial and administrative burden.

Requests for Reasonable Modifications

Requests for reasonable modifications may be made by anyone who believes that an existing policy, procedure or practice needs to be modified to ensure that the transportation services provided by CTWSI are accessible to persons with disabilities consistent with the US DOT’s “Reasonable Modification of Policies and Practices” Final Rule.

Individuals requesting modifications should provide their contact information and describe what accommodation is needed in order to use the service. Individuals requesting modifications are not required to use the term ‘reasonable modification’ when making a request.

Requests may be emailed to CTWSI at terry@communitytransitws.com or kathy@communitytransitws.com or mailed to the transit office at 205 1st Avenue NE, Watertown, SD 57201.

Whenever possible, requests for modifications shall be made and determined in advance, for example, during the paratransit eligibility process or through customer service inquiries. Where a request for modification cannot practicably be made and determined in advance, operating personnel shall make a determination of whether the modification should be provided at the time of the request.

Determinations to grant or deny a requested modification shall be guided by provisions of Appendix E of 49 CFR Parts 27 and 37. CTWSI will make, communicate, and document determinations within 21 days after receiving the reasonable modification request.

Designation of Responsible Employee

The Transit Co-Executive Directors are the employees designated to coordinate efforts to comply with this policy and can be contacted as follows:

Terry Hoffman, Co-Executive Director
Community Transit of Watertown/Sisseton, Inc.
205 1st Avenue NE
Watertown, SD 57201
Email: terry@communitytransitws.com
605-882-5287

Kathy Holman, Co-Executive Director
Community Transit of Watertown/Sisseton, Inc.
811 4th Avenue East
Sisseton, SD 57262
Email: kathy@communitytransitws.com
605-698-7511

Grounds for Denial

Requests for modification may be denied only on one or more of the following grounds:

1. Granting the request would fundamentally alter the nature of the entity's services, programs or activities.
2. Granting the request would create a direct threat to the health or safety of others.
3. Without the requested modification, the individual with a disability can fully use the entity's services, programs or activities for their intended purpose.

In cases when a request for a reasonable modification is denied, CTWSI shall take any other actions as necessary to ensure that the individual with a disability receives access to the services provided by CTWSI.

Nondiscrimination

In accordance with the Final Rule, it is not discrimination under this part for CTWSI to refuse to provide service to an individual with disabilities if that individual engages in violent, seriously disruptive or illegal conduct or represents a direct threat to the health or safety of others. However, CTWSI shall not refuse to provide service to an individual

with disabilities solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy or inconvenience employees of CTWSI or other persons.

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ADA Reasonable Modification Request Form

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Requests may be emailed to CTWSI at terry@communitytransitws.com or kathy@communitytransitws.com or mailed to the transit office at 205 1st Avenue NE, Watertown, SD 57201.

Date: _____

Name: _____

Phone Number: _____

Email Address: _____

Street Address: _____

City, State & Zip Code: _____

Describe the Reasonable Modification Request:
