

Reasonable Modification Procedures

The US DOT issued a Final Rule under the American Disability Act (ADA) and Section 504 of the Rehabilitation Act of 1973 which takes effect on July 13, 2015, and can be found at <http://www.gpo.gov/fdsys/pkg/FR-2015-03-13/pdf/2015-05646.pdf>. Per this final rule, the HIRTA Public Transit is required to make reasonable modifications or accommodations to our policies and practices to ensure individuals with disabilities have equal access to HIRTA's transit programs and services.

Beginning July 13, 2015, HIRTA will consider requests for reasonable modifications so individuals with disabilities can have equal access to our Demand Response services as follows:

1. **Modification Requests Submittals:** An individual requesting a modification will describe what they need in order to use HIRTA's service. Individuals should state their impending trip date within their request, if possible. HIRTA can take up to 21 days to process ADA Reasonable Accommodation request.
 - a. Requests can be made through general customer service inquiries by emailing erides@ridehirta.com or by calling HIRTA at 1-877-686-0029
2. **Designated Responsible Employee:** HIRTA's Customer Service Supervisor, Amber Falls, is designated as the responsible employee to approve/deny pending reasonable modification requests.

Amber Falls, Customer Service Supervisor
2824 104th Street
Urbandale, Iowa 50322
afalls@ridehirta.com or 515-309-9285

HIRTA Public Transit is committed to providing public transit service to all the general public including those individuals with disabilities. If you are an individual with a disability and believe an accommodation or modification in HIRTA's services, policies or programs would allow you to access HIRTA's transit services, please contact Amber Falls, via phone, letter or email and describe what is needed to be modified in order for you to use HIRTA services.

3. **Use of Term Reasonable Modification Not Required:** The individual requesting modification is not required to use the term "reasonable modification" when making a request. General complaints concerning issues in accessing transit service or general information requests for modifications in service due to an individual's disability should be directed to HIRTA's Operations Manager, as part of the general complaint process.

4. **Requests In Advance:** Whenever feasible, requests for modifications should be made and determined in advance, before HIRTA is expected to provide the modified service. Individuals should state their impending trip date within their request.

Depending on the complexity of the request and if any financial assistance is needed to grant the request, additional HIRTA administrative/operational staff could also be involved in providing more information for any modification approval/denial determinations.

5. **Requests During Transit Trip:** Where a request for modification cannot practicably be made and determined in advance, operating personnel will make a determination of whether the modification should be provided at the time of the request. If necessary, operators will consult with HIRTA's Dispatcher before making a determination to deny the request. Any denials for modifications that cannot be granted shall be written up as an incident by the driver to forward to Amber Falls for official documentation.
6. **Reasonable Accommodation Approvals:** Any approved modification for a passenger with a disability shall be noted, and printed on the driver instructions (schedule) when picking up the passenger. It can take up to 21 days for HIRTA to process Reasonable Modifications.

Additionally CyRide will issue an ADA card to anyone approved as a Dial-a-Ride customer, and any modification will be noted on that card. CyRide can take up to 21 days to process ADA application requests.

All HIRTA Dispatchers will have access to approved Reasonable Modifications.

7. **Grounds For Denial:** Requests for modifications of policies and practices may be denied on one or more of the following grounds:
 - a. Granting the request would fundamentally alter the nature of HIRTA's Transit service, programs, or activities
 - b. Granting the request would create a direct threat to the health or safety of others
 - c. Without the requested modification, the individual with a disability is able to fully use HIRTA's services, programs, or activities for their intended purpose
 - d. Results in an undue financial and administrative burden

8. **Other Actions Prior to Official Denial:** Any denials of formal requests prior to the trip would be confirmed with HIRTA's Operations Manager and HIRTA's Executive Director to ensure no other accommodations could be made to allow the individual to receive transit service.

In any case in which HIRTA denies a request for a reasonable modification as requested by the passenger, HIRTA will take, to the maximum extent possible, any other actions (that would not result in a direct threat or fundamental alteration) to ensure that the individual with a disability receives the services or benefits provided by HIRTA.

9. **Reasonable Modification Denials:** Any denials for reasonable accommodation by HIRTA will be promptly communicated via written letter and/or e-mail to the individual requesting the accommodation including the reasons for the denial.

All denials, including reasoning, will be documented for reporting purposes to the Federal Transit Administration upon request.

10. **Decisions Guided by 49 CFR Appendix E:** In determining whether to grant a requested modification, HIRTA will be guided by the provisions of United States Department of Transportation 49 CFR Appendix E to Part 37.169. (<http://www.gpo.gov/fdsys/pkg/FR-2015-03-13/pdf/2015-05646.pdf> - pages 13261-13263)

11. **Procedures Availability:** HIRTA's complaint and reasonable accommodation procedures are available on HIRTA's website at www.ridehirta.com or by an individual's request to HIRTA. For a copy of these procedures, please call HIRTA at 515-309-9280 or e-mail info@ridehirta.com and request these procedures be sent via mail or click the links below for immediate access:

- **Complaint Procedures:**
- **Reasonable Accommodation Procedures:**