

Reasonable Modification Procedures

10-15 Transit public transit service for Appanoose, Davis, Jefferson, Keokuk, Lucas, Mahaska, Monroe, Van Buren, Wapello and Wayne counties is committed to providing public transit service to all the general public including those individuals with disabilities.

The US DOT issued a Final Rule under the American Disability Act (ADA) and Section 504 of the Rehabilitation Act of 1973 to include reasonable modifications to public transit and this can be found at:

<http://www.gpo.gov/fdsys/pkg/FR-2015-03-13/pdf/2015-05646.pdf>

10-15 Transit is required to make reasonable modifications or accommodations to our policies and practices to ensure individuals with disabilities have equal access to 10-15 Transit services.

10-15 Transit will consider requests for reasonable modifications or accommodations so individuals with disabilities can have equal access to our services as follows:

1. **To Submit a Modification request:** An individual requesting a modification or accommodation will describe what they need in order to use 10-15 Transit service. Individuals should state their impending trip date within their request, if possible.
 - a. Email requests: jay@1015transit.com. Email request forms can be found on our website: www.1015transit.com
 - b. Call requests: 641-683-2024 or 800-227-6390
 - c. Mailed requests: 10-15 Transit, 612 S. Madison Ave Ottumwa, IA 52501
2. **Designated Employee Responsible:** 10-15 Transit Director, Jay Allison, is designated as the responsible employee to approve/deny pending requests. Depending on the complexity of the request, additional 10-15 Transit administrative/operational staff could also be involved in providing information, or determining approvals or denials.
3. **Use of term "Reasonable Modification" not required:** The term "reasonable modification" is not required when making a request.
4. **Requests in Advance:** When feasible, requests for modifications or accommodations should be made and determined in advance of the expected date of service.
5. **Immediate Requests during transit trip:** Vehicle operators should consult with 10-15 Transit dispatch or administration to determine if the immediate modification or accommodation request during a transit trip should be provided. Denials for immediate requests for modifications will be written up as an incident by the driver and forwarded to the Director for documentation.
6. **Approvals:** Any approved modification or accommodation for a passenger with a disability shall be noted on the driver schedule.

7. **Denials:** Any denials for reasonable modification or accommodation by 10-15 Transit will be promptly communicated via written letter or email to the individual requesting the accommodation and include the reason(s) for denial. All denials, including reasoning, will be documented for reporting purposes to the Federal Transit Administration upon request.
8. **Basis for Denial:** Requests for modifications or accommodations 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 10-15 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 10-15 Transit services, programs or activities for their intended purpose
9. **Additional Actions prior to denial:** Denials will be confirmed with 10-15 Transit Operational Manager to ensure no other reasonable modifications or accommodations could be made.
10. **Maximum Extent to Ensure Services:** 10-15 Transit will take, to the maximum extent possible, any other actions to ensure that the individual with a disability receives the services or benefits provided by 10-15 Transit, provided those actions would not result in a direct threat or fundamental alteration of services.
11. **Decisions guided by 49 CFR Appendix E:** In determining whether to grant a requested modification, 10-15 Transit will be guided by the provisions of United States Department of Transportation 49 CFR Appendix E to Part 37.169, Pages 13261-13263. <http://www.gpo.gov/fdsys/pkg/FR-2015-03-13/pdf/2015-05646.pdf>.

Availability of Procedures: 10-15 Transit complaint and reasonable accommodation procedures are available on our website at www.1015transit.com or by calling 641-683-2024 or 800-227-6390 or email jay@1015transit.com.