

Requests for Reasonable Modifications of Policies and Procedures

Polk County Transportation is committed to ensuring a reliable, accessible experience for all customers. If, due to a disability, you are not able to fully utilize Polk County Transportation programs and services (including demand response or subscription services) because of a policy or procedure that Polk County Transportation 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 Polk County Transportation or by calling 828-894-8203. All requests for reasonable modifications to Polk County Transportation policies or procedures will be considered on an individual basis. Please note that the Polk County Transportation 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 and safety of others, and; (3) create an undue financial or administrative burden. Request for modifications might also not be granted if Polk County Transportation 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, Polk County Transportation will, to the maximum extent possible, assist in determining other possible actions that might be taken to provide access to its programs and services.

A. Reasonable Modification of Policies and Procedures

Individuals with disabilities may ask Polk County Transportation to modify a policy or procedure if they feel the policy or procedure is discriminatory or prevents them from fully utilizing Polk County Transportation services. Polk County Transportation 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.

Polk County Transportation 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 Polk County Transportation or by calling 828-894-8203 or email bcrisp@polknc.org. Polk County Transportation 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 Polk County Transportation denies a request, it will consider other reasonable actions or approaches that might be able to meet the person’s needs. Polk County Transportation has designated its Transportation Manager to coordinate the acceptance and review of requests for reasonable modifications of policies.

Polk County Transportation

REASONABLE MODIFICATION REQUEST FORM

Name of Passenger: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Telephone: _____ Email: _____

____ Advocates 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 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 Polk County Transportation to respond to your request?
 - A. In writing to the address provided above.
 - B. By email
 - C. By phone

This form can be requested in large print or Spanish by calling 828-894-8203 or emailing bcrisp@polknc.org. Please send the completed forms and any required documentation of disability to:

Transportation Manager for Polk County Transportation – Bill Crisp
P.O. Box 308
Columbus, NC 28722

Electronic versions of the completed form and scans of required documentation of disability should be sent to bcrisp@polknc.org. Polk County Transportation will provide a response to your Request for a Reasonable Modification within 7 days of its receipt.