

## **Reasonable Modification Policy**

*Effective August 1, 2016*

In accordance with ADA regulations, it is the policy of Intracity Transit to provide individuals with disabilities with a reasonable modification to its policies, practices, and procedures so that they can access its programs, facilities and activities.

### **What is a reasonable modification?**

A reasonable modification is a change or exception to a policy, practice, or procedure that allows people with disabilities to have equal access to programs, services and activities. Reasonable modifications must always be related to the individual's disability.

### **What is the process for making advance requests?**

Whenever feasible, requests for reasonable modifications shall be made and determined in advance. An advance request for reasonable modification can be sent to:

Intracity Transit

Attn: Customer Service – Reasonable Modification  
100 Broadway Terrace  
Hot Springs, Ar. 71901  
Telephone: 501-321-6625  
Email: [ITdispatch@cityhs.net](mailto:ITdispatch@cityhs.net)

The request shall include:

1. Your contact information;
2. A description of what you need in order to use a transit service; and
3. What changes or modifications you believe would be necessary to provide you full access to Intracity Transit services.

Intracity Transit will use its best efforts to make a response as soon as practical. In some instances, additional information will be necessary to process the request. Please ensure your contact information is included with your request.

## **What is the process for making on the spot requests?**

Intracity Transit understands that it may be infeasible for a reasonable modification request to be made and determined in advance. In these instances, please request a reasonable modification with operations personnel at the time of issue. A response to an on the spot request will be made at the time of the request. Responses to on the spot requests include granting the request, denying the request or referring the passenger to Customer Service for further processing.

## **For what reasons may the Intracity Transit deny a reasonable modification request?**

Intracity Transit may deny a reasonable modification request, whether made in advance or on the spot, for the following reasons:

1. Granting the request would fundamentally alter the nature of the Intracity transit services, programs or activities;
2. Granting the request would create a direct threat to the health or safety of others;
3. The individual with a disability is able to fully use the entity's services, programs, or activities for their intended purpose without the need of a modification; and/or
4. Granting the request would cause undue financial or administrative burden.

If a request is denied, the Intracity will take any other action to the maximum extent possible to ensure that you receive The Transit services or benefits.

## **What are examples of reasonable modifications that Intracity Transit generally will grant?**

Generally the following reasonable modification requests for individuals with disabilities:

1. A request from a passenger whom has diabetes or another medical condition requests to eat or drink aboard a vehicle or in a transit facility in order to avoid adverse health consequences generally will be granted so long as the drink is in a spill proof container and the food is a small snack that cannot cause any spills;
2. A request for transit personnel to handle fare media when the passenger with a disability cannot pay the fare by the generally

- established means, for instance when the passenger cannot reach or insert a fare into the fare box themselves, will generally be granted; or
3. A request from a wheelchair user to board a vehicle separately from his or her device when the occupied weight of the device exceeds the design load of the vehicle will generally be granted.

This list of examples is neither exhaustive nor exclusive. Passengers with disabilities are encouraged to contact Customer Service with your specific reasonable modification requests.