

# **Policy on Reasonable Modification/Accommodations for Individuals with Disabilities**

It is Rio Metro Regional Transit District's (Rio Metro) policy to make reasonable modifications to its policies, practices, or procedures when requested to do so by individuals with disabilities when such accommodations are necessary to avoid discrimination on the basis of disability. The effective date of this policy is July 13, 2015.

Requests for accommodations will be considered on a case-by-case basis and may be denied on one or more of the following grounds:

- Granting the request would fundamentally alter the nature of Rio Metro's service, programs, or activities;
- Granting the request could create a direct threat to the health or safety of the requestor or others;
- Granting the request would create an undue financial or administrative burden for the Agency; or
- Without such modification, the individual with a disability is otherwise able to fully use Rio Metro's services, programs, or activities for their intended purpose.

In determining whether to grant a requested modification, Rio Metro will be guided by the provisions of United States Department of Transportation at 49 CFR Appendix E to Part 37.169.

When choosing among alternatives for accommodations, Rio Metro will give priority to those methods that offer services, programs and activities to qualified individuals with disabilities in the most integrated setting appropriate for the needs of the individual(s) with disabilities. In any case in which Rio Metro denies a request for an accommodation, Rio Metro will attempt to ensure that the individual with a disability receives the services or benefits provided by Rio Metro by other means that comport with this policy.

## **Process for Requesting Modifications/Accommodations for Individuals with Disabilities**

Requests for modifications of Rio Metro's policies, practices, or procedures to accommodate an individual with a disability may be made either in advance or at the time of the transportation service. Rio Metro is best able to address and accommodate a request when customers make their requests for modifications in advance. The process for making a request is as follows:

- Individuals requesting modifications shall describe what they need in order to use the service and why this assistance is necessary.
- Whenever feasible, requests for modifications shall be made and determined in advance, before Rio Metro is expected to provide the modified service, for example through customer service inquiries. Rio Metro will review your request and will make every effort to communicate in advance whether or not the requested modification can be made.

- 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. Operating personnel may consult with Rio Metro's management before making a determination to grant or deny the request.
- Requests for modification of Rio Metro's policies and practices may be denied on one or more of the following grounds:
  - Granting the request would fundamentally alter the nature of Rio Metro's service, programs, or activities;
  - Granting the request could create a direct threat to the health or safety of the requestor or others;
  - Granting the request would create an undue financial or administrative burden for the Agency; or
  - Without the requested modification, the individual with a disability is otherwise able to fully use Rio Metro's services, programs, or activities for their intended purpose.

Please call the following numbers to make a request for reasonable modification/accommodation before using the service, if at all practicable:

For requests related to rail services please contact Customer Service at (505) 245- 7245.

For requests related to dial-a ride service in Sandoval County please call (505) 994-1608.

For requests related to transit services in Valencia County please call (505) 352-3595 and select option 1.

You may also submit a written request online at <http://www.riometro.org/contact-us>.

***Designated employee for compliance:*** Rio Metro Regional Transit District has designated the Assistant Transit Director, as the employee responsible for ensuring compliance of this policy and for administering the prompt and equitable resolution of any related complaints. Contact information is as follows:

***Complaint Process and Contact Information:*** Complaints regarding the administration of or compliance with this policy shall be made in writing either by letter or email addressed to the Assistant Transit Director, or by completing and returning the Title VI or Discrimination Complaint Form found at <http://www.riometro.org/images/pdf/title-vi-complaint-form.pdf>.

All complaints will be handled in accordance with Rio Metro's Title VI and Discrimination Complaint Process found at <http://www.riometro.org/images/pdf/title-vi-complaint-procedure.pdf>. Rio Metro will make every effort to make a prompt and equitable resolution of any complaint. The Agency's response to any Title VI complaint will be in writing and will include the Agency's decision and the reason(s) therefore.