

Tri-County Community Council, Inc.  
Reasonable Modification of Policy

The Department of Transportation has revised its rules under the Americans with Disabilities Act (ADA) and section 504 of the Rehabilitation Act of 1973. It now specifically states transportation entities are required to make reasonable modification to policies, practices and procedures to avoid discrimination and to ensure people with disabilities full and equal access to the same services and accommodations available to people without disabilities.

Any person who feels they have been discriminated against can request a reasonable modification of Tri-County policy and practices by using the Reasonable Accommodation Request Form.

Guidelines for requesting reasonable modification of policy/practices are:

- 1) Individual should state what they need to use the service.
- 2) The individual is not required to use the term “reasonable modification” when making the request.
- 3) Whenever feasible, requests for modification shall be made and determined in advance prior to when agency is expected to provide the modified service, for example during the eligibility process, through customer service inquiries or through agency complaint process.
- 4) When the request for modification cannot practicably be made and determined in advance, operating personnel may make a determination of whether the modification should be provided at the time of request. If at all possible, operating personnel should consult with management before making a determination to grant or deny the request.

Request for modification of policy or practices may be denied only on one or more of the following grounds:

- 1) Granting the request would fundamentally alter the nature of the entity’s services, programs, or activities.
- 2) Granting the request would create a direct threat to the health or safety of others.
- 3) Without the requested modification, the individual with a disability is able to fully use the entity’s services, programs, or activities for their intended purpose.
- 4) In any case in which a public entity denies a request for reasonable modification, the entity shall take, to the maximum extent possible, any other actions (that would not result in a direct threat or fundamental alteration) to ensure the individual with a disability receives the services or benefit provided by the entity.

When processing your ADA reasonable modification request, there are three different types of eligibility determinations considered. The eligibility determination types are:

- 1) Unconditional eligibility – individual is eligible for all trips with ADA transportation
- 2) Conditional or trip-by-trip eligibility – individual may be eligible for certain trips or trip-by-trip basis.
- 3) Temporary eligibility – individual is eligible for ADA transportation on a temporary basis. The length of time varies on customer's needs.

Request for modification of policy should be sent to:

Joel Paul, Executive Director / ADA Coordinator  
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Bonifay, FL 32425  
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