



Reasonable Modification Policy

No individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of Jefferson Lines, or be subject to discrimination by Jefferson Lines.

A reasonable modification is a change or exception to a policy, practice, or procedure that allows persons with disabilities to have equal access to programs, services, and activities

ELIGIBILITY CRITERIA

An individual is eligible to be considered to receive a reasonable modification if that individual has:

- A physical or mental impairment that substantially limits one or more of the major life activities of such individual
- A record of such impairment
- Or has been regarded as having such impairment.

REQUESTS FOR REASONABLE MODIFICATION

Jefferson Lines shall follow these procedures in taking requests:

- a. Individuals requesting modifications shall describe the modification to service needed to use the service.
- b. Individuals requesting modifications are not required to use the term "reasonable modification" when making a request. Personnel at Jefferson Lines will determine if the request represents a reasonable modification and proceed in accommodating the request accordingly.
- c. Whenever feasible, Jefferson Lines requests that individuals make such requests for modifications before Jefferson Lines is expected to provide the modified service.
- d. Where a request for modification cannot practicably be made and determined in advance (e.g., because of a condition or barrier at the destination of a paratransit, demand response, or fixed route trip of which the individual with a disability was unaware until arriving), operating personnel shall make a determination of whether the modification should be provided at the time of the request. Operating personnel may consult with Jefferson Lines's management before making a determination to grant or deny the request.

Requests for accommodation may be made either orally or in writing. An email can be sent to the ADA Compliance Officer at: bonnieb@jeffersonlines.com. The reasonable accommodation process begins as soon as the request for accommodation is made. The request can be submitted in any written format. Alternative means of filing a request, such as personal interviews, phone calls, or taped requests, will be made available for people with disabilities if unable to communicate their request in writing or upon request.

INTERACTIVE PROCESS

When a request for accommodation is made, Jefferson Lines and the individual requesting accommodation must engage in a good faith interactive process to determine what, if any accommodation shall be provided. The individual and the Jefferson Lines must communicate with each other about the request, the process for determining whether an accommodation will be provided, and the potential accommodation. Communication is a priority throughout the entire process.

TIME FRAME FOR PROCESSING REQUESTS TO PROVIDE REASONABLE MODIFICATION

Jefferson Lines will process requests for reasonable accommodation and then provide accommodation, where appropriate, in as short a time frame as reasonably possible. Jefferson Lines recognizes, however, that the time necessary to process a request will depend on the nature of the accommodation(s) requested and whether it is necessary to obtain supporting information.

GRANTING A REASONABLE MODIFICATION REQUEST

As soon as Jefferson Lines determines that reasonable accommodation will be provided, that decision shall be immediately communicated to the individual.

DENIAL OF REASONABLE MODIFICATION REQUEST

As soon as Jefferson Lines determines that a request for reasonable accommodation will be denied, Jefferson Lines will communicate the basis for the decision in writing to the individual requesting the modification. The explanation for the denial will clearly state:

- The specific reasons for the denial.
- Any alternative accommodation that may create the same access to transit services as requested by the individual; and
- The opportunity to file a complaint relative to the Jefferson Lines's decision on the request.
- Any appeal of the denial of a reasonable modification request shall be made by the same process as an ADA Complaint, using our combined ADA/Title VI Complaint form.