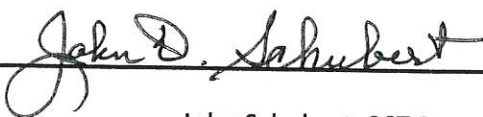




**South Central Transit**  
**REASONABLE MODIFICATION POLICY**

Approved by SCT Board of Directors on  
August 26, 2021

  
\_\_\_\_\_

John Schubert, SCT Board President



## **Reasonable Modification Policy**

### **1. Policy**

South Central Transit is committed to providing equal access and opportunity to qualified individuals with disabilities in all programs, services and activities. South Central Transit recognizes that in order to have equally effective opportunities and benefits, individuals with disabilities may need reasonable modification to policies and procedures. South Central Transit will adhere to all applicable federal and state laws, regulations and guidelines with respect to providing reasonable modifications, as necessary, to afford equal access to programs for persons with disabilities. South Central Transit does not discriminate on the basis of disability in admission to, participation in, or receipt of services and benefits under any program or activity. South Central Transit will take appropriate steps to ensure that persons with disabilities, including persons who have hearing, vision or speech impairments, have an equal opportunity to participate.

No qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the transit services, programs, or activities of South Central Transit or be subject to discrimination by South Central Transit nor shall South Central Transit exclude or deny equal services, programs, or activities to an individual because of the known disability of an individual with whom the individual is known to have a relationship or association.

The purpose of the reasonable modification policy is to offer equal and effective opportunities and access to public transportation services for persons with disabilities and full compliance with the provisions of the American with Disabilities Act of 1990, Title II, and Section 504 of the Rehabilitation Act of 1973.

### **2. Reasonable Modifications**

A reasonable modification is a change or exception to a policy, practice, or procedure that allows disabled individuals to have equal access to programs, services, and activities. South Central Transit will make reasonable modifications to policies, practices, and procedures when necessary to provide equal opportunity to qualified individuals with disabilities, unless:

- Granting the request would fundamentally alter the nature of the program, service, or activities;

- Granting the request could create a direct threat to the health or safety of others
- Granting the request would create an undue financial or administrative burden for the Agency; or
- The individual with a disability is able to fully use South Central Transit's service without the accommodation being made.

### **3. Eligibility Criteria**

An individual is eligible to be considered to receive a reasonable accommodation if that individual has a disability in the form of a physical or mental impairment that limits the performance of one or more major life activities, has a record of impairment, or is regarded as having such impairment.

### **4. Requests for Reasonable Modifications**

South Central Transit provides information about how to make requests for reasonable modification readily available to the public through its website. Requests for accommodation may be made either orally or in writing, by submitting a written request online at [www.southcentraltransit.org](http://www.southcentraltransit.org), submitting a written request to South Central Transit, Attn: Deb Ruiz, 100 N Locust St, Centralia IL 62801, or by calling 1-800-660-7433. The reasonable accommodation process begins as soon as the request for accommodation is made.

When 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 will consult with South Central Transit's management before making a determination to grant or deny the request. **For real-time modification requests, please ask the bus driver or contact dispatch at 1-800-660-7433.**

### **5. Interactive Process**

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

### **6. Time Frame for Processing Requests and Providing Reasonable Modification**

South Central Transit will process requests for reasonable accommodation as previously set forth and then provide accommodations, where appropriate, in as short a time frame as reasonably possible. South Central Transit 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.

## **7. Granting a Reasonable Modification Request**

As soon as South Central Transit determines that a reasonable accommodation will be provided, that decision should be immediately communicated to the individual. If the accommodation cannot be provided immediately, South Central Transit will communicate this fact to the requesting individual. This notice must be in writing in order to maintain the required information for reporting purposes.

## **8. Denying a Reasonable Modification Request**

As soon as South Central Transit determines that a request for reasonable accommodation will be denied, South Central Transit will communicate the basis for the decision in writing to the individual requesting the modification. The explanation for the denial shall clearly state the specific reasons for the denial.

## **9. Complaint Process and Resolution**

Any person who believes she or he has been discriminated against in obtaining a reasonable modification may file a formal complaint. Complaints are taken by South Central Transit's Customer Service Representative, Pam Demaris. To file a complaint by telephone please call Pam at 1(800) 660-7433 ext 120. In addition, individuals can file a complaint by filling out a Reasonable Modification Complaint Form. The form is available to print from our website at [www.southcentraltransit.org](http://www.southcentraltransit.org). Please mail completed form to South Central Transit, Attn: Pam Demaris, 1616 E. McCord St., Centralia IL 62801. In addition, forms can be completed and turned in at any of SCT's office locations.

## **10. Designated Employee**

South Central Transit's designated officials responsible for processing reasonable modification requests and complaints are:

### **Requests:**

Deb Ruiz, Director of Scheduling and Dispatch  
South Central Transit  
100 N Locust St  
Centralia, IL 62801  
800-660-7433 ext 100  
[druiz@southcentraltransit.org](mailto:druiz@southcentraltransit.org)

### **Complaints:**

Pam DeMaris, Customer Service Rep.  
South Central Transit  
1616 E McCord St  
Centralia, IL 62801  
800-660-7433 ext 120  
[pdemaris@southcentraltransit.org](mailto:pdemaris@southcentraltransit.org)

## **11. Record Retention**

South Central Transit will maintain all records related to reasonable modification requests and denials for at least three (3) years.

## **12. Adoption**

This policy, being duly adopted by the Board of Directors on 8/26/2021 hereby represents the policy of South Central Transit.