

Big Bend Transit, Inc.
Reasonable Modification 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 provides that transportation agencies are required to make reasonable modifications to policies, practices and procedures to avoid discrimination and ensure that their programs are accessible to individuals with disabilities.

BBT is committed to providing safe, reliable, efficient, and accessible service to its customers. To ensure equality and fairness, BBT will make reasonable modifications to policies and procedures to ensure that individuals with disabilities have equal access to all of its services.

Exceptions would include modifications that:

- Cause a direct threat to the health and/or safety of others;
- Result in a fundamental alteration of the nature of the service;
- Are not necessary in order for the individual with a disability to fully utilize services

Anyone who would like to request a modification of policies or procedures to participate in a BBT program or service should contact:

Tamara M. Watkins
Transportation Coordinator
Big Bend Transit, Inc.
P.O. Box 1721
Tallahassee, FL 32302
850-574-6266 Ext. 101
850-574-1531 Fax
twatkins@bigbendtransit.org

Reasonable Modification Request Determination

For each reasonable modification request, consider each of the questions below. If the request does not provide enough specific information related to a question, consider what additional information is needed and how it would affect your answer to the question. Once each question has been considered, indicate what action you would take related to the *request*. If the decision would vary based on other factors/information, note the assumptions you made in making your decision.

1. Does the person making the request have a disability? _____
2. What change in policy are they requesting?

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3. Is the requested change needed, because of the person's disability, to fully benefit from the transportation service?

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4. Would granting the request create a direct threat to the health or safety of others? Explain.

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5. Would granting the request fundamentally change the nature of the transportation service? Explain.

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6. What decision would you make regarding this request?
_____ Grant the request and make the change.
_____ Deny the request.

If you decide to deny the request, are there any other actions you would propose to the person to address the issue noted?

Method and date that the requestor is notified of the decision.

Signature

Date