

SolTrans Statement on Reasonable Modification of Policies

SolTrans is committed to providing safe, reliable, and accessible transportation services. To ensure equity and fairness, SolTrans will make reasonable modifications to its policies, practices and procedures to avoid discrimination and ensure programs and services are accessible to the widest range of individuals with disabilities, provided that doing so: (i) is within the authority of SolTrans; (ii) does not fundamentally alter the nature of its services; (iii) does not constitute a direct threat to the health and safety of others; (iv) will not impose an unreasonable financial or administrative burden; and, (v) will not require the commission of an illegal act on the part of SolTrans or its contractors.

In accordance with Federal and other laws, any person seeking a reasonable modification of SolTrans policies, practices, or procedures may submit a modification request in accordance with SolTrans procedures that are described in writing on SolTrans' website, available from SolTrans in person at all agency customer service offices, or available by email or facsimile. The Planning and Operations Manager is designated as the person to coordinate SolTrans' response to such requests.

In the event that the need for a reasonable modification cannot be known in advance and thus a request cannot be submitted in advance, the responsibility for making an immediate determination is delegated to the senior manager on duty for SolTrans' operating contractor. Such manager shall report the request and its determination to the Planning and Operations Manager for review and training purposes.

Any person seeking to appeal a denied reasonable modification determination may submit such appeal in writing (postal letter, hand delivered, or by email) to the Executive Director, who is designated as the person to review appeals.