

SolTrans ADA Reasonable Modification Procedure

The purpose of this document is to codify the procedure by which SolTrans will address requests for reasonable modification to policies and procedures to avoid discrimination on the basis of disability, as required by Appendix E to 49CFR Part 37.

SolTrans does not discriminate against individuals with disabilities in the provision of transportation services and is committed to ensuring that no person, solely by reason of their disability, is excluded from participation in, is denied benefits of, or is subjected to discrimination under any SolTrans programs or activities.

SolTrans is committed to providing safe, reliable, courteous, efficient, and accessible transportation services that effectively link people, jobs, and communities. SolTrans grants reasonable modifications to policies and procedures on an individual basis in order to avoid discrimination on the basis of a disability, unless granting the requested modification:

- is not actually necessary for the person to use the service,
- would result in a direct threat to the health and safety of others, or
- would result in a fundamental alteration of SolTrans' service.

SolTrans encourages individuals requiring reasonable modifications to make their requests in advance of their need for modified service, so that SolTrans is able to investigate their requests and make the necessary determinations in advance. Where advance determination is not feasible, SolTrans operating personnel will make a determination in real-time and log the incident for future investigation.

Due to the fact-specific nature of reasonable modification requests, individual decisions and one-time modifications are not precedential. If a modification is determined later to be unnecessary for the requesting individual to use the requested transit service, a fundamental alteration, or unsafe for other person(s) or property, SolTrans may discontinue or change the modification.

The full request procedure will also be posted on the agency's website in English and Spanish. The request procedure has five steps, outlined below:

1. **Submission of Request:** Any person who feels that they require a modification to any SolTrans policy or procedure in order to enjoy the full benefits of SolTrans' services, may file a written request with SolTrans by contacting:

Civil Rights OfficerSolano County Transit
311 Sacramento Street
Vallejo, CA 94590.

Verbal requests will be accepted and transcribed by SolTrans Customer Service personnel; to make a verbal request, call (707) 648-4666.

Reasonable modification requests will also be accepted via SolTrans' regular customer comment form accessible via link at the bottom of all pages on SolTrans.org. Customers are NOT required to use the words "reasonable modification" or any other specific language in order for their requests to be considered valid for the purposes of this policy.

2. **Referral to Review Officer:** Within two working days following receipt of the request, SolTrans will appoint one or more staff review officers, as appropriate, to evaluate and investigate the request. The investigation may include discussion(s) with all affected parties to clarify the problem and determine the optimal solution.

The staff review officer(s) will complete their review no later than fifteen 15 working days after the date SolTrans received the request. If more time is required, SolTrans shall notify the requestor of the estimated timeframe for completing the review. Upon completion of the review SolTrans will issue a written response to the requestor, including notification of the right to reconsideration of the decision.

3. **Appeal:** If the complainant disagrees with SolTrans' response, they may request reconsideration by submitting the request, in writing, to the Executive Director or Executive Director's designee, within 10 calendar days after receipt of SolTrans' response. The request for reconsideration shall be sufficiently detailed to contain any items the complainant feels were not fully understood by staff evaluating the initial request. The Executive Director or Executive Director's designee will notify the appellant of the decision either to uphold or overrule the initial determination within 10 working days.
4. **Record:** Record of all reasonable modification requests received, whether granted or rejected, will be maintained in accordance with SolTrans' records retention policy.