

Reasonable Modification of Policy

If a passenger with a disability requires modification of any of Polk County Transportation's policies and practices to accommodate their disability to use the service, the passenger may request such a modification by contacting the Transportation Manager. The transit system will work with the individual to find an acceptable accommodation solution.

Where a request for modification cannot practicably be made and determined in advance operating personnel will make a determination of whether the modification should be provided at the time of the request. Operating personnel may consult with Polk County Transportation management before making a determination to grant or deny the request.

Requests for modification of policies and practices may be denied only on one or more of the following grounds:

- Granting the request would fundamentally alter the nature of Polk County Transportation's services, programs, or activities;
- Granting the request would request would create a direct threat to the health or safety of others;

Without the requested modification, the individual with a disability is able to fully use Polk County Transportation's services, programs, or activities for their intended purpose.

If Polk County Transportation denies a request for a reasonable modification, the agency shall take, to the maximum extent possible, other actions (that would not result in a direct threat or fundamental alteration of service) to ensure that the individual with a disability receives the services or benefit provided by Polk County Transportation.