

# Reasonable Modification For Customers with Disabilities

*Valley Regional Transit (VRT) is committed to serving the needs of individuals with disabilities in accordance with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973. VRT Reasonable Modification Processes are designed to guide VRT staff and contract operators to make reasonable modifications/accommodations to policies, practices, and procedures pertaining to fixed-route, demand response, and paratransit services necessary to avoid discrimination. The authority will grant requests for reasonable accommodations except where making accommodations would: 1. Fundamentally alter the nature of the service, program, or activity; 2. Create a direct threat to the health or safety of others; or 3. Where the individual with a disability is able to fully use the services, programs, or activities for their intended purpose without the modification.*

## How to request a reasonable modification

The RideLine Customer Service Supervisor is the designated Reasonable Modification Coordinator. The coordinator is responsible for the administration of the reasonable modifications processes and maintaining documentation of requests and disposition of requests for modifications.

Contact Information:

Valley Regional Transit

Attn: Susan Powell

700 NE 2<sup>nd</sup> Street, Ste. 100

Meridian, Idaho 83642

(208) 258-2711

[spowell@valleyregionaltransit.org](mailto:spowell@valleyregionaltransit.org)



## How to file a complaint

Any person wanting file a complaint or appeal a denial of a request for modification of policies and practice has 10 days from receiving the decision to do so. There are several ways to file a complaint or appeal:

- By mail: Valley Regional Transit, attn: Community Relations Manager, 700 NE 2<sup>nd</sup> St., Ste. 100, Meridian, ID 83642
- By facsimile addressed to the VRT Community Relations Manager at 208- 846-8564
- By email to: [mcarnopis@valleyregionaltransit.org](mailto:mcarnopis@valleyregionaltransit.org)
- By calling the Community Relations Manager directly at 208-258-2702

All complaints will be investigated and responded to within ten (10) working days. Responses to complainants must be documented and include the reason for the response.