

# Reasonable Modifications 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 modifications except where making these 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 Transit Services Manager 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: Jeanette Ezell  
700 NE 2nd Street, Ste. 100, Meridian, ID, 83642  
Phone: (208) 258-2711  
[spowell@valleyregionaltransit.org](mailto:spowell@valleyregionaltransit.org)

## How to request a complain or appeal

Any person wanting to file a complaint or appeal a denial of a request for modification or policies or practices has ten (10) calendar days from receiving the decision to do so. There are several ways to file a complaint or an appeal:

- By mail: Valley Regional Transit, attn: Public Information Officer, 700 NE 2nd St., Ste. 100, Meridian, ID 83642
- By facsimile addressed to the VRT Public Information Officer at (208) 846-8564
- By Email to: [mcarnopis@valleyregionaltransit.org](mailto:mcarnopis@valleyregionaltransit.org)
- By calling the Public Information Officer directly at (208) 258-2702

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

