

Last Updated: August 2023

## REASONABLE MODIFICATION POLICY

### Background

Effective July 13, 2015, transit providers are required under 49 CFR 37.5(i)(3) to make reasonable modifications in policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability or to provide program accessibility to their services. The process to be used in considering requests for reasonable modifications is described in 49 CFR 37.169.

Basic process requirements that must be met are:

- Information on the reasonable modification process must be readily available to the public and must be accessible.
- Advance notice can be required, but flexibility is also needed to handle requests that are only practicable on the spot.
- Individuals requesting modifications are not required to use the term “reasonable modification.”

### Procedure

Passengers can request reasonable modifications for all modes (fixed route, general public demand response, and ADA paratransit).

Requests must be made at least the day before but flexibility is given for on the spot requests. The transit manager will review all requests and provide the determination. For on-the-spot requests, the driver will contact dispatch and dispatch will contact the transit manager for an immediate determination.

Documentation will be maintained regarding requests and the resulting action taken.

### Public Information

The following statement is posted on our website and brochures:

***Passengers with disabilities may request modifications to current service procedures to access the service. To make a request, please call us at 575-769- 7910 or email us at [cats@cityofclovis.org](mailto:cats@cityofclovis.org). Please submit requests at least the day before the scheduled trip.***

### Accessibility

The City of Clovis / Clovis Area Transit system is accessible to persons with disabilities. Our buses and vans are equipped with wheelchair lifts or ramps that enable persons in wheelchairs or persons who cannot navigate steps to ride the bus. Buses have priority seating for persons with disabilities. Operators are trained to assist passengers and secure wheelchairs.



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You may travel with your respirator, portable concentrator, and portable oxygen. Service animals are welcome on board buses and vans and in our facility. They must be kept under the control of the owner at all times.

### **Reasonable Modification**

Passengers with disabilities may request reasonable modification to our current service procedures to enable access to our service. To make such a request please contact the office at least the day before your trip by calling us at 575-769-7910 or emailing us at [cats@cityofclovis.org](mailto:cats@cityofclovis.org). We will not charge additional fees for passengers requiring reasonable modification.