

## **Delaware County Transit Procedures for Accommodating Reasonable Modification(s)**

All requests for reasonable modification (fixed route, paratransit or facilities) will be processed in the following manner.

1. Requests may be submitted via email to: [ADACRO@delcotransit.com](mailto:ADACRO@delcotransit.com), written mail to DCT, 119 Henderson Ct. Delaware Ohio, by phone at (740)363-3355 or by fax (740) 362-7603
2. All requests will be logged into a Reasonable Modification/Accommodation spreadsheet noting the requestors name, date, contact information and specific modification request being made.
3. Information regarding requesting reasonable modifications will be available on the DCT's website ([www.delcotransit.com](http://www.delcotransit.com)) as well as within the various printed materials normally provided from Delaware County Transit (i.e. riders guides, notices).
4. Individuals requesting modifications will be asked to supply sufficient detail within the request so that agency staff may effectively evaluate the request. Individuals are not required to use the term "reasonable modification" when requesting modifications or accommodations.
5. Whenever feasible, requests for modifications shall be made in advance, before the requested modification is expected to be provided in service. DCT acknowledges that, due to the unpredictable nature of transportation, some requests for reasonable modification may be made while in transit. As such, operating personnel shall make a determination of whether the modification should be provided at that time.
6. All requests for modifications (reasonable or otherwise) will be assigned to the Mobility Management Office for review and evaluation. Prior to determination, the Operations Director will consult with agency operations staff regarding requests for reasonable modification.
7. Note that some requests for reasonable accommodations may be submitted during the paratransit eligibility process or through other customer service inquiries, and as such, operating personnel are trained and are empowered to

determine whether the request should be granted at the time of the request or whether the request needs to be escalated to operations/agency management before making a determination to grant or deny the request.

8. Training regarding these procedures will be provided to agency staff who interact with the public; specifically, office assistants, dispatchers, schedulers and supervisors. All reasonable modification requests will be acknowledged within 3 business days of receipt. The resolution and response to the person who submitted a request will be made timely, within 15 business days, and the response must explain the reasons for the resolution. The response must be documented in the Reasonable Modification/Accommodation log. Any requests requiring more than 15 business days to resolve must be reviewed by the Executive Director and documented as to why the resolution requires additional time for full resolution.