

Transylvania County Transportation
CIVIL RIGHTS AND REASONABLE MODIFICATION PROCEDURES

A. Requests for Reasonable Modifications of Policies and Procedures

The Transylvania County Transportation system is committed to ensuring a reliable, accessible experience for all customers. If, due to a disability, you are not able to fully utilize Transylvania County Transportation programs and services (including van transportation or demand response taxicab transportation with one of our contractors) because of a policy or procedure that Transylvania County Transportation has established, you may submit a request for a modification of the policy or procedure. To request a modification, complete a Request for Modification of Policy/Procedure Form, which is available online at transylvaniacounty.org) or by calling [828-884-3203](tel:828-884-3203). All requests for reasonable modifications to Transylvania County Transportation policies or procedures will be considered on an individual basis. Please note that the Transylvania County Transportation may be unable to accommodate requests for modifications which would: (1) result in a fundamental alteration to the nature of the service; (2) create a direct threat to the health or safety of others, and; (3) create an undue financial or administrative burden. Requests for modifications might also not be granted if the Transylvania County Transportation determines that the service can be fully utilized without the requested change. In the event that a barrier to access exists, but the requested modification cannot be granted, the Transylvania County Transportation System will, to the maximum extent possible, assist in determining other possible actions that might be taken to provide access to its programs and services.

B. Reasonable Modification of Policies and Procedures

Individuals with disabilities may ask Transylvania County Transportation to modify a policy or procedure if they feel the policy or procedure is discriminatory or prevents them from fully utilizing Transylvania County Transportation services. Transylvania County Transportation will review these requests and will modify policies unless it finds that:

- The person can fully utilize the service without the requested modification (i.e., it is for convenience only).
- The change would create a direct threat to the safety of others.
- The change would fundamentally alter the nature of the service.
- The change would cause an undue financial or administrative burden.

Transylvania County Transportation encourages people to request such modifications in advance when possible. To request a modification of a policy or procedure in advance, complete the Request for Modification of Policy/Procedure Form, which is available online at www.transylvaniacounty.org/departments/transportation or by calling 828-884-3203.

Transylvania County Transportation will be guided by examples in Appendix E of 49 CFR Part 37 (http://www.ecfr.gov/cgi-bin/text-idx?c=ecfr&SID=d315855e2f2c9f940970f4c191349c12&rgn=div5&view=text&node=49:1.0.1.1.27&idno=49#ap49.1.37_1215.e) when making decisions on requests for modifications of policies.

If Transylvania County Transportation denies a request, it will consider other reasonable actions or approaches that might be able to meet the person's needs.

Transylvania County Transportation has designated its Transportation Director to coordinate the acceptance and review of requests for reasonable modifications of policies. This policy will be communicated to the public on the Transylvania County Transportation website and in its system-wide brochures.