



Clovis Transit Reasonable Modification Policy

It is Clovis Transit's policy to make reasonable modifications to its policies, practices, or procedures when requested to do so by individuals with disabilities.

Requests for accommodations will be considered on a case-by-case basis and may be denied on one or more of the following grounds:

- Granting the request would fundamentally alter the nature of Clovis Transit's service, programs, or activities;
- Granting the request would create a direct threat to the health or safety of the requestor or others;
- Granting the request would create an undue hardship for Clovis Transit; or
- The modification is not necessary for the individual with a disability to fully use Clovis Transit's services, programs, or activities for their intended purpose.

In determining whether to grant a request for modification, Clovis Transit will review and consider all aspects of the requested modification as outlined in this policy, including but not limited to, the similarity of the request to the examples outlined in the provisions of United States Department of Transportation 49 CFR Appendix E to Part 37.169; such examples will be used as guidance in making a determination if the request is a reasonable modification.

Process for Requesting Reasonable Modification for Individuals with Disabilities

Requests for modifications of Clovis Transit's policies, practices, or procedures to accommodate an individual with a disability may be made either in advance or at the time of the transportation service. Clovis Transit is best able to address and accommodate a request when passengers make their requests for reasonable modifications in advance. The process for making a request is as follows:

In Advance:

- When making a request, please thoroughly describe in detail what is needed in order for you to use the service and why this reasonable modification is necessary.
- Use the Clovis Transit Passenger Request for Reasonable Modification Form
- Whenever feasible, a request for modification to Clovis Transit's service should be made before Clovis Transit is expected to provide the service. Clovis Transit will review your request and make every effort to communicate in advance whether or not the requested modification can be made.
- If the modification cannot be made, Clovis Transit will provide the reason for the denial of the request. Requests may be denied on one or more of the following grounds:
 - Granting the request would fundamentally alter the nature of Clovis Transit's service, programs, or activities;
 - Granting the request would create a direct threat to the health or safety of the requestor or others;
 - Granting the request would create an undue hardship for Clovis Transit; or
 - The modification is not necessary for the individual with a disability to fully use Clovis Transit's services, programs, or activities for their intended purpose.

Requests may be made through the following means:

- Calling the Clovis Transit Administrative Offices at (559)324-2770.
- Submit a written request by using the Clovis Transit Passenger Reasonable Modification Request form available online at www.cityofclovis.com/transit .
- Contact Clovis Transit by email at clovisransit@cityofclovis.com

Same Day Requests:

- When a request for reasonable modification cannot be made and determined in advance, you may make a request on the same day, at the time of or during service.
 - You should make your request to the driver of your bus.
 - Please describe in detail what accommodation you require and why it is necessary in order to use the service.
- Bus drivers may grant a request if such request and meets the requirements of the Reasonable Modification of Service Policy.
- If a bus driver is unsure if the request can be granted or declined, the driver is required to consult with Dispatch for direction.
- Bus drivers may deny the request based on the following grounds:

- Granting the request would fundamentally alter the nature of Clovis Transit's service, programs, or activities;
 - Granting the request would create a direct threat to the health or safety of the requestor or others;
 - Granting the request would create an undue hardship for Clovis Transit; or
 - The modification is not necessary for the individual with a disability to fully use Clovis Transit's services, programs, or activities for their intended purpose.
- If the request requires extensive consideration or investigation, we may not be able to grant your request immediately, and you may be encouraged to submit a written request for further consideration in future trips.
 - Clovis Transit's ability to grant the requested modifications may vary by route, day of travel, time of day, or other circumstances. For example, while a request may be able to be granted in one instance, that same request may be denied in another instance if granting the request would fundamentally alter the nature of the service or create a safety threat, or if the request is not a functional necessity.
 - In the case of a denial of a request, Clovis Transit will take, to the maximum extent possible and in compliance with its policies, any other appropriate actions to ensure you receive service.

Designated Employee for Compliance: Clovis Transit has designated the Transit Supervisor as the employee responsible for ensuring compliance of this policy and for administering the prompt and equitable resolution of any related complaints. Contact information is as follows:

- Complaints regarding the administration of or compliance with this policy shall be made in writing either by letter or email addressed to the Clovis Transit Supervisor in the following manner:
 - By mail: City of Clovis Transit
Transit Supervisor
155 N. Sunnyside Avenue
Clovis, CA 93611
 - By email: clovisransit@cityofclovis.com

Clovis Transit will make every effort to find a prompt and equitable resolution of any complaint. Clovis Transit's response to any Reasonable Modification Complaint will be in writing and will include the decision and the reason(s) therefore.