

REASONABLE MODIFICATIONS OF POLICIES AND PROCEDURES

In accordance with 49 CFR Parts 27 and 37, Transportation for Individuals with Disability Reasonable Modifications Policies and Procedures, Craven Area Rural Transit System (CARTS) is committed to ensuring a reliable, accessible experience for all customers. If, due to a disability, you are not able to fully utilize CARTS programs and transportation services because of a policy or procedure that CARTS has established, an individual may submit a request for a modification of the policy or procedure to any staff on duty. Feasible requests may be handled on the spot, however it is recommended to make requests no less than ten (10) business days prior to the need. On the spot modifications are not guaranteed. If a modification is not feasible on the spot, the decision regarding reasonable modification will be made by supervisory staff. The request may be verbally or in writing. Use of a designated form or terminology are not required.

Please be advised that Reasonable Modification applies to CARTS' policies and procedures, and not the regulatory requirements of 49 CFR 27. All requests for reasonable modification to CARTS' policies and procedures will be considered on an individual basis. There are four classes of situations in which a request may legitimately be denied, which are listed below.

- 1) **Fundamental alteration of service:** granting the request would fundamentally alter the entity's services, programs, or activities.
- 2) **Direct Threat to the health or safety of others:** granting the request would create a direct threat to the health or safety of others.
- 3) **Not Needed by the requestor to use the service:** without the requested modification, the individual with a disability is able to fully use the entity's services, programs, or activities for their intended purpose.
- 4) **Undue Burden:** granting the request would cause an undue financial and administrative burden.