Cedar Rapids Transit
Reasonable Modification Policy

Policy Overview
On March 13, 2015, the US DOT issued a Final Rule under the ADA and Section 504 of the
Rehabilitation Act of 1973, “specifically to provide that transportation entities are required to
make reasonable modifications/accommodations to policies, practices, and procedures to avoid
discrimination and ensure that their programs are accessible to individuals with disabilities.”

Reasonable Modifications
Cedar Rapids Transit shall make reasonable modifications to policies, practices, or procedures
when such accommodations are necessary to avoid discrimination on the basis of disability
unless Cedar Rapids Transit can demonstrate that making the accommodations would
fundamentally alter the nature of the service, program, or activity or result in an undue financial
and administrative burden.

Requests for Reasonable Modifications
Requests for reasonable modifications may be made by anyone who believes that an existing
policy, procedure or practice needs to be modified to ensure that the transportation services
provided by Cedar Rapids Transit are accessible to persons with disabilities consistent with the

Individuals requesting modifications shall provide their contact information and describe what
accommodation is needed in order to use the service. Individuals requesting modifications are
not required to use the term ‘reasonable modification’ when making a request.

Requests may be emailed to Cedar Rapids Transit at CRTransit@cedar-rapids.org or mailed to
the Cedar Rapids Transit at 427 8th St NW, Cedar Rapids, IA 52405.

Whenever possible, requests for modifications shall be made and determined in advance, for
example, during the paratransit eligibility process or through customer service inquiries. Where
a request for modification cannot practicably be made and determined in advance, operating
personnel shall make a determination of whether the modification should be provided at the time
of the request.

Determinations to grant or deny a requested modification shall be guided by the provisions of
Appendix E of 49 CFR Parts 27 and 37. Cedar Rapids Transit will make and communicate
determinations in a prompt manner after receiving the reasonable modification request.

Designation of Responsible Employee
The Transit Manager is the employee designated to coordinate efforts to comply with this policy
and can be contacted as follows:
- Brad DeBrower, Transit Manager
  Cedar Rapids Transit, 427 8th St NW, Cedar Rapids, IA 52405
  b.debrower@cedar-rapids.org
  (319) 286-5560
Grounds for Denial
Requests for modification may be denied only on one or more of the following grounds:

1. Granting the request would fundamentally alter the nature of the entity’s services, programs, or activities.
2. Granting the request would create a direct threat to the health or safety of others.
3. 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.

In cases when a request for a reasonable modification is denied, Cedar Rapids Transit shall take any other actions as necessary to ensure that the individual with a disability receives access to the services provided by Cedar Rapids Transit.

Nondiscrimination
In accordance with the Final Rule, it is not discrimination under this part for Cedar Rapids Transit to refuse to provide service to an individual with disabilities if that individual engages in violent, seriously disruptive, or illegal conduct, or represents a direct threat to the health or safety of others. However, Cedar Rapids Transit shall not refuse to provide service to an individual with disabilities solely because the individual’s disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees of Cedar Rapids Transit or other persons.
Requests for reasonable modifications may be made by anyone who believes that an existing policy, procedure or practice needs to be modified to ensure that the transportation services provided by Cedar Rapids Transit are accessible to persons with disabilities consistent with the US DOT's “Reasonable Modification of Policies and Practices” Final Rule.

Requests may be emailed to Cedar Rapids Transit at CRTransit@cedar-rapids.org or mailed to Cedar Rapids Transit at 427 8th St NW, Cedar Rapids, IA 52405.

Date: _____________________________________________________________________

Name: ___________________________________________________________________

Phone Number: ___________________________________________________________________

Email Address: ___________________________________________________________________

Street Address: ___________________________________________________________________

City, State & Zip Code: ___________________________________________________________________

Describe the Reasonable Modification Request:
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