

REASONABLE ACCOMMODATION REQUESTS

It is Southern Georgia Regional Commission (SGRC) Regional Transit's policy to make reasonable modifications and reasonable accommodations in its policies, practices, and procedures when the modifications and accommodations are necessary to avoid discrimination on the basis of a disability in subject to exceptions set forth in this document; to respond to requests for reasonable modifications and accommodations; to make information available to the public on how to make a request; that upon denial of a request, SGRC Regional Transit shall take, to the maximum extent possible, any other actions (that would not result in a direct threat or fundamental alteration) to ensure that the individual with a disability receives the services and programs provided by SGRC Regional Transit. This policy additionally applies to private entities that contract; subcontract; establish other arrangements including, but not limited to a grant; sub-grant or cooperative agreement; to provide transportation services on behalf of SGRC Regional Transit.

1. Exceptions

SGRC Regional Transit will make reasonable modifications and reasonable accommodations subject to the following four exceptions:

1. Granting the request would fundamentally alter SGRC Regional Transit services, programs, or activities.
2. Granting the request would create a direct threat to the health or safety of others.
3. The requested modification or accommodation would not be necessary to allow the individual with a disability to fully use or participate in SGRC Regional Transit services, programs, or activities for their intended purpose.
4. A request would create an undue financial or administrative burden for SGRC Regional Transit.

A complete request requires a description of what is needed for the individual with a disability to use SGRC Regional Transit services and/or participate in its programs. Requestors are not required to use the term 'reasonable modification' or 'reasonable accommodation' when making a request. In the case where a Requestor is unable or incapable of providing a written request, a verbal request may be made to SGRC Regional Transit's Call Center Supervisor. Under these circumstances, the Requestor will be

interviewed, and SGRC Regional Transit's Call Center Supervisor will assist the Requestor, to the best of their ability, in converting the verbal request to writing.

Field requests (requests made in real time) apply to all operational services provided by SGRC Regional Transit or private entities providing service on SGRC Regional Transit's behalf. Where a request cannot practicably be made and determined in advance, operating personnel may determine whether a modification or accommodation can be reasonably and safely provided to the public at the time of the request. It is the responsibility of the Transit Department to establish protocols for each operational service by which their staff and operating private entity, if applicable, receive; process; document; reasonably determine; and respond to such requests. All applicable protocols must be in full compliance with this policy and must include a means by which the Requestor may appeal the field request determination. SGRC's Transit Director shall review all established protocols to ensure compliance with ADA regulations.



REASONABLE ACCOMMODATION REQUEST FORM

In accordance with requirements of the Americans with Disabilities Act (ADA), Southern Georgia Regional Commission Transit has established policy and procedures for considering reasonable modifications to SGRC Transit policies and practices.

Instructions:

Please complete this form.

Then email it to mfowler@sgrc.us or print and mail/bring it to the Southern Georgia Regional Commission office located at 1937 Carlton Adams Dr. Valdosta, GA 31601 for processing. Office hours are 8:30 a.m. to 5 p.m., Monday-Friday.

REQUEST (Please print clearly)

Date the modification will be needed: _____

First Name

Last Name

Street Address

City

State

ZIP Code

Phone number

Email

Describe what you need in order to use the service. Please be as specific as possible and include an explanation why the request is needed.

Please call the Southern Georgia Regional Transit Line at (855) 360-7475 for further assistance.