

Mason City Transit

Reasonable Modification Policy

Mason City Transit follows all requirements of the American with Disabilities Act (ADA) including amendments to clarify existing rules under 49 CFR Part 27 and 37 implemented on July 13, 2015. Per the new guidelines, Mason City Transit has established the following policy and procedures for considering reasonable modifications to Mason City Transit policies and procedures.

Mason City Transit will consider requests for reasonable modifications as follows:

- All requests for reasonable modification will be managed by the Transit Operations Manager in conjunction with Mason City Transit's Paratransit service and through existing Mason City Transit customer service inquiries
- Whenever possible, requests for modifications will be made and determined in advance, before Mason City Transit is expected to provide the modified service.
 - Requests can be made during the Paratransit eligibility process
 - Requests can be made through customer service inquiries
- Mason City Transit can take up to 21 days to process ADA applications; but will process all Reasonable Modification requests as soon as possible.
- The individual requesting the modification will describe what they need in order to use the service.
- The individual requesting modification is not required to use the term "reasonable modification" when making a request.
- Where a request for modification cannot be made and/or determined in advance (because of a condition or barrier at the destination of a Paratransit or fixed route trip of which the individual with a disability was unaware until arriving), operating personnel will make a determination of whether the modification should be provided at the time of the request. Operators will make a determination in accordance with existing Mason City Transit policies and procedures. Operators will consult with Mason City Transit staff for a final determination to grant or deny the request.
- Requests for modifications of policies and procedures may be denied only on one or more of the following grounds:
 - Granting the request would fundamentally alter the nature of Mason City Transit service, programs, or activities
 - Granting the request would create a direct threat to the health or safety of others

- Without the requested modification, the individual with a disability is able to fully use Mason City Transit services, programs, or activities for their intended purpose
- In determining whether to grant a requested modification, Mason City Transit will be guided by the provisions of the United States Department of Transportation 49 CFR Appendix E to Part 37.169
- In any case in which Mason City Transit denies a request for a reasonable modification, Mason City Transit will 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 or benefit provided by Mason City Transit.

A “Request for Reasonable Modification” form can be accessed and submitted by the following:

1. Complete and submit the online form by clicking on this web site link: ([Download PDF Form Here](#))
2. Paratransit customers can contact Mason City Transit at 641-421-3616.
3. Request and submit a form at the Mason City Transit office (10 First Street NW).

For more information, please contact the Mason City Transit office at 641-421-3616, Monday - Friday, 8:00am - 4:30pm.

Reasonable Modification Request Form

The information obtained in this request will only be used by Mason City Transit for the purpose of transportation services. Information will only be shared with other transit providers to facilitate travel in those areas. The information will not be provided to any other person or agency.

Name: _____

Address: _____

City, State, Zip: _____

Telephone Number: _____

E-Mail Address: _____

Please indicate the service(s) you will be using: (Please circle all that apply)

Fixed-Route

Paratransit

Reasonable Modification Request (Optional): Describe any modifications to Mason City Transit's policies and procedures in order for you (an individual with disabilities) to access Mason City Transit services. These requests may also be made as you schedule your service for paratransit.

[illegible]

Reasonable Modification Complaint Form

It is the policy of the Mason City Transit System to uphold and assure full compliance with the Americans with Disabilities Act (ADA), and related statutes. If you believe you or others are not being provided with Reasonable Modification for a disability under DOT 49 CFR parts 27 & 37 and related statutes in receiving Mason City Transit services, you may file a written complaint to the following:

Transit Manager
10 First Street NW
Mason City, IA 50401

or by email

dschulte@masoncity.net

I believe that Mason City Transit failed to comply with the following:

_____ Americans with Disabilities Act (ADA)

_____ DOT 49 CFR Parts 27 & 37

_____ Other (Please be specific): _____

Name: _____

Address: _____

City, State, Zip: _____

Telephone Number: _____

E-Mail Address: _____

Are you filing this on your own behalf? (Please circle): YES NO

If not, please supply the name and relationship of the person for whom you're filing this complaint:

Signature of person completing form: _____

Date