



## Reasonable Modification Procedures

**SEIBUS**, the public transit service for Des Moines, Henry, Lee & Louise counties is committed to providing public transit service to all the general public including those individuals with disabilities.

The US DOT issued a Final Rule under the American Disability Act (ADA) and Section 504 of the Rehabilitation Act of 1973 which takes effect on July 13, 2015 and can be found at:

<http://www.gpo.gov/fdsys/pkg/FR-2015-03-13/pdf/2015-05646.pdf>

Beginning July 13, 2015, SEIBUS is required to make reasonable modifications or accommodations to our policies and practices to ensure individuals with disabilities have equal access to SEIBUS transit services.

SEIBUS will consider requests for reasonable modifications or accommodations so individuals with disabilities can have equal access to our Demand Response service as follows:

**1. To Submit a Modification request:** An individual requesting a modification or accommodation will describe what they need in order to use SEIBUS service. Individuals should state their impending trip date within their request, if possible. SEIBUS can take up to 21 days to process ADA Reasonable Modification requests.

a. Email requests: can be emailed to: [info@seirpc.com](mailto:info@seirpc.com)

Email request forms can be found on our website: <http://www.seirpc.com/seibus/route.html>

b. Call requests: Call SEIBUS customer service at SEIBUS Transit Director by phone at 319-753-5107 or 866-753-5107 Select Option 1.

c. Mailed requests: requests can be mailed to SEIBUS, Transit Director, 211 N. Gear Avenue, West Burlington, IA, 52655

**2. Designated Employee Responsible:** SEIBUS Transit Director, is designated as the responsible employee to approve/deny pending requests. Depending on the complexity of the request, additional SEIBUS administrative/operational staff could also be involved in providing information, or determining approvals or denials.

**3. Use of term "Reasonable Modification" not required:** The term "reasonable modification" is not required when making a request.

**4. Requests in Advance:** When feasible, requests for modifications or accommodations should be made and determined in advance of the expected date of service.



**5. Immediate Requests during transit trip:** Bus operators should consult with SEIBUS customer service, dispatch or administration to determine if the immediate modification or accommodation request during a transit trip should be provided. Denials for immediate requests for modifications will be written up as an incident by the driver and forwarded to the SEIBUS Transit Director for documentation.

**6. Approvals:** Any approved modification or accommodation for a passenger with a disability shall be noted and printed on the driver schedule.

**7. Denials:** Any denials for reasonable modification or accommodation by SEIBUS will be promptly communicated via written letter or email to the individual requesting the accommodation and include the reason(s) for denial. All denials, including reasoning, will be documented for reporting purposes to the Federal Transit Administration upon request.

**8. Basis for Denial:** Requests for modifications or accommodations of policies and practices may be denied on one or more of the following grounds:

- a. Granting the request would fundamentally alter the nature of SEIBUS transit service, programs or activities.
- b. Granting the request would create a direct threat to the health or safety of others
- c. Without the requested modification, the individual with a disability is able to fully use SEIBUS services, programs or activities for their intended purpose
- d. The request results in an undue financial and administrative burden

**9. Additional Actions prior to denial:** Denials will be confirmed with SEIBUS Transit Director to ensure no other reasonable modifications or accommodations could be made.

**10. Maximum Extent to Ensure Services:** SEIBUS will take, to the maximum extent possible, any other actions to ensure that the individual with a disability receives the services or benefits provided by SEIBUS, provided those actions would not result in a direct threat or fundamental alteration of services.

**11. Decisions guided by 49 CFR Appendix E:** In determining whether to grant a requested modification, SEIBUS will be guided by the provisions of United States Department of Transportation 49 CFR Appendix E to Part 37.169, Pages 13261-13263. <http://www.gpo.gov/fdsys/pkg/FR-2015-03-13/pdf/2015-05646.pdf>.

**Availability of Procedures:** SEIBUS complaint and reasonable accommodation procedures are available on our website at <http://www.seirpc.com/seibus/route.html> or by calling 319-753-5107 or Toll Free at 866-753-5107 Select Option 1, or email [info@seirpc.com](mailto:info@seirpc.com)