



CITY OF TURLOCK REASONABLE MODIFICATIONS POLICY FOR TURLOCK TRANSIT SERVICES

Turlock Transit is committed to making reasonable modifications to ensure that transit vehicles, facilities and services are accessible to everyone. A "reasonable modification" within this context can be defined as a fair and sensible change or alteration to Turlock Transit's rules, policies, practices or procedures to provide a passenger with a disability an equal opportunity to use transit services. A reasonable modification does not include requests that would result in a fundamental alteration to services, could result in direct threat to the health and safety of anyone, nor in requests that attempt to modify state/federal regulations governing the provision of transit services.

A request for modification must be made in advance, whenever possible, using the process outlined here. Requests made in the field, at the time of boarding, will be evaluated and considered at the time of service.

Examples of reasonable modification requests

- Request a driver pull up a little further past a bus stop to avoid an obstruction and to facilitate the boarding of a passenger with a mobility device.
- Request for a bus driver to assist with fare collection and placement in the farebox due to a physical impairment with a passenger's hand/arm.
- Request for a paratransit driver to pick-up the passenger at a different driveway entrance to an apartment complex than what is typically used due to a mobility or accessibility issue.

Examples of unreasonable modification requests

- Request to deviate off-route for a personal errand. This would be a fundamental alteration to services.
- Request for a specific driver and/or vehicle. This would be a fundamental alteration to services.
- Request to enter into an area for pick-up/drop off where the vehicle cannot safely maneuver. This action would represent a direct threat to the safety of individuals.
- Request to change the radio station playing on-board the bus. This request does not impact the user's ability to use the service.

Request Process

Here is the process for submission and review of requests:



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1. Request Submitted

Applicant submits a request for a modification. Most requests can and should be submitted in writing, in advance of planned trips. Applicants can use the *Reasonable Modification Request Form* or a separate written statement that contains all of the necessary information. The completed form or written statement should be sent either by mail (Turlock Transit, Re: Reasonable Modification Request, 1418 N. Golden State Blvd., Suite 2, Turlock, CA 95380) or by email to transit@turlock.ca.us.

In-field Requests: When it is impractical to make the request in advance, and the request is provided at the time of boarding, the request may be made verbally to the bus driver. The driver will either decide on the spot, or seek direction from their supervisor first, depending on the nature of the request.

2. Review

Written requests received by Turlock Transit will be reviewed within five (5) business days of the date of receipt. Requested modifications may be approved, modified or denied based on specifics of the request.

3. Response

Turlock Transit will provide a written response to the applicant's request within five (5) business days of the completion of the review. The response will be both mailed and emailed to the applicant, as well as shared with Turlock Transit's operations team.

Appeals

Passengers with disabilities who were denied reasonable accommodation or modification may file a written complaint within thirty (30) days of the issuance of the denial notification. The appeals process must be completed in writing. Appeals must be sent either by mail (City of Turlock, Attn: Transit Manager, 1418 N. Golden State Blvd., Suite 1, Turlock, CA 95380) or email at transit@turlock.ca.us.

Upon receipt of an appeal, an appeal review panel shall be convened, comprised of transit administration and operations staff who were not involved in the original review of the request. The appeals review panel will review the relevant facts and make a final determination. The final determination will be provided to the appellant in writing within thirty (30) days from the date the appeal was initially received.