

Norfolk Public Transportation Reasonable Modification Complaint Form

(Must be filed within 15 days of original denial)

Person requesting reasonable modification/ accommodation:

Name: _____

Address: _____

Telephone: _____

Email: _____

Complaint _____

Signature _____ Date _____

Submit complaint form by mail, fax, or email:

Norfolk Public Transportation
222 N. 4th Street
Norfolk, NE 68701

Email: director@nptrans.org
Phone: 402-379-4595
Fax: 402-379-9253

Complaint Response

Complaint Appeals Process

A rider who is not satisfied with Norfolk Public Transportation's response to the complaint has the right to appeal. The Norfolk Public Transportation and Board of Directors will review the appeal and respond within thirty (30) working days from the date of the appeal.

The decision to allow or deny a request for reasonable modification will be based on information from the original form and ADA regulations and exceptions to the rule.

These exceptions are:

1. When the modification/ accommodation would cause a direct threat to the health or safety of others.
2. Would result in a fundamental alteration of the service.
3. Would not actually be necessary in order for the individual with a disability to access transportation services;
or
4. Would result in an undue financial and administrative burden.