

Norfolk Public Transportation Reasonable Modification Policy

Norfolk Public Transportation is committed to ensuring the public transit system complies with the Americans with Disabilities Act (ADA), including Section 49 CFR Parts 27 and 37. Transportation entities are required to make reasonable modifications/ accommodations to policies, practices, and procedures to avoid discrimination and ensure that programs are accessible to individuals with disabilities.

1. All reasonable modification requests must be submitted in writing. If the rider is unable to write because of a disability and needs assistance in completing the form, Norfolk Public Transportation staff will assist by taking the reasonable modification request by phone. Please call dispatch for assistance.
2. Norfolk Public Transportation will begin an investigation within fifteen (15) working days of receipt of a written reasonable modification request.
3. Norfolk Public Transportation will contact the rider in writing no later than thirty (30) working days after receipt of a reasonable modification request.
4. When additional information is needed in order to make a decision, the rider shall provide the information within 10 working days. If the rider fails to provide the requested information in the allotted time, Norfolk Public Transportation shall administratively close the reasonable modification request.
5. Norfolk Public Transportation shall complete the investigation within sixty (60) days of receipt of the reasonable modification request. If additional time for investigation is needed, the rider will be contacted.
6. A written response provided by Norfolk Public Transportation will either deny the request or grant it and recommend action to be taken. The rider will have fifteen (15) working days from receipt of a denial response to file a complaint. If no complaint is received, the reasonable modification request will be closed and no further action will be taken.

To reach this goal, Norfolk Public Transportation will provide reasonable modification request forms, complaint forms and appeal procedures. Reasonable Modification will be addressed in our handbook and advertised accordingly.

Policy Adopted
By NPT Board
01-12-16

Norfolk Public Transportation Reasonable Modification Request

Person requesting reasonable modification/ accommodation:

Name: _____

Address: _____

Telephone: _____

Email: _____

Primary type of disability?

Describe your request for a reasonable accommodation:

Specific location where we may need to take action (if applicable)

Are you able to use the public transportation system without this
modification/accommodation? Yes No

Please explain:

Signature _____

Date _____

Name of preparer if different than requestee

Phone

Submit request 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

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.

_____ Modification Request granted

_____ Modification Request denied

Reason (if denied) _____
