



**Americans with Disabilities Act (ADA)
Reasonable Modification / Accommodation Policy**
Effective July 13, 2015

1.0 Purpose

In accordance with 49 CFR Parts 27 and 37, the Transportation Department (Department), which includes Culver CityBus, is committed to implementing new and/or modified rules, regulations, practices, and operating procedures, in order to provide reasonable modification / accommodations under ADA in order to avoid discrimination on the basis of disability. The focus of this policy is to encourage requests for reasonable modification / accommodation that would allow the ability for more disabled people, who would otherwise be unable to ride Culver CityBus, the ability to use our service versus request for reasonable modification / accommodation based on convenience.

2.0 Nondiscrimination

It is not discrimination for the Department to refuse service to any individual with disabilities because that individual engages in violent, seriously disruptive, or illegal conduct, or represents a direct threat to the health or safety of others.

The Department will not refuse service to provide service to an individual with disabilities solely based on the individual's disability which results in an appearance or involuntary behavior that may offend, annoy, or inconvenience other persons or employees.

3.0 Designated Contact Person

Any questions about this policy should be referred to:

Samantha Blackshire
Transit Operations Manager
Culver City Transportation Department
4343 Duquesne Ave.
Culver City, CA 90232
Email: reasonablemodification@culvercity.org
Fax: (310) 253 – 6515
Telephone: (310) 253 – 6585

4.0 Requests for Reasonable Modification / Accommodation

Those persons requesting reasonable modification / accommodation are not required to use the term “reasonable modification” or “reasonable accommodation” in order for such a request to be considered.

Requests in Advance

Individuals are encouraged to requests reasonable modification / accommodation in advance, prior to the service being provided, whenever possible by the following methods:

- A. Mail: Samantha Blackshire
Transit Operations Manager
Culver City Transportation Department
4343 Duquesne Ave.
Culver City, CA 90232
- B. Email: reasonablemodification@culvercity.org
- C. Fax: (310) 253 - 6513
- D. Telephone: (310) 253 – 6585

Individuals requesting a reasonable modification / accommodation should complete the Culver CityBus Reasonable Accommodation / Modification Request Form by either contacting the Department via telephone or by going to the Culver CityBus website at www.culvercitybus.com.

All determinations for reasonable modification / accommodation submitted in advance will be communicated to the requester in a timely manner. The Transit Operations Division will be informed of all approved request. If a request for reasonable modification / accommodation is denied the Department shall 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 is able to receive the services provided by Culver CityBus.

Requests While In-Service

Operators shall contact a Transit Operations Supervisor (Supervisor) immediately when a request for reasonable modification / accommodation is made while in-service. A Supervisor will make the determination whether a request is approved or denied. The Department will continue to stress the importance of being consistent when making reasonable modification / accommodation determinations. If necessary a Supervisor may consult with management before making a determination. Supervisors will

document the request and the determination on the Reasonable Modification / Accommodation Request Determination Form. Operators will convey the Supervisor's determination to the passenger.

Various Requests for Reasonable Modification / Accommodation

A. Request for Reasonable Modification / Accommodation - **Approved**

Request for reasonable modification / accommodations will be approved should the request assist passengers with disabilities to use public transit services that would otherwise not be accessible and not based on convenience.

B. Requests for Reasonable Modification / Accommodation- **Denied**

Request may be denied if granting the request would:

1. Fundamentally alter the nature of the services, programs or activities;
2. Creates a direct threat to the health and safety of others;
3. Result in an undue financial and administrative burden.
4. Without the requested modification, the individual with a disability is still able to fully use the bus services, programs or activities for their intended purpose.

If a request for modification is denied the Department shall 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 provided by the Department.

C. Currently **Approved Culver CityBus Practices** to Accommodate Customers with Disabilities

Examples:

- Move the bus in order to board / discharge passengers in a safe location to avoid obstacles i.e. construction, parked cars etc.;
- Assist a disabled passenger who is unable to place his/her fare in the farebox. Operators are not required to reach into or go through pockets, backpacks, purses, wallets etc.;

5.0 Complaints

The Transit Operations Manager will coordinate the Department's efforts to comply with the federal reasonable modification / accommodation policy. The Department shall adopt procedures that incorporate appropriate due process standards and provide for the prompt and equitable resolution of complaints alleging any action prohibited by this policy.

A complaint may be submitted by completing the Reasonable Modification / Accommodation Complaint Form found on the Culver CityBus website at www.culvercitybus.com. All complaints must contain the following information from the complainant:

- Name
- Telephone Number; or
- Email Address; or
- Address;
- Date reasonable accommodation / modification was made
- Detailed description of requested accommodation / modification

Complaints may be submitted via the following methods:

- A. Mail: Samantha Blackshire
Transit Operations Manager
Culver City Transportation Department
4343 Duquesne Ave.
Culver City, CA 90232
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Complaints regarding denied request will be investigated by the Department in order to determine if the rules, regulations, policies and procedures were violated. Any corrective actions needed will be communicated to Operations immediately. The Department will promptly communicate its response to the complainant and include the reason for the response.