

CHARLOTTE COUNTY TRANSIT DIVISION (CCTD)

REASONABLE MODIFICATION POLICY



July 2015
(Revised 3/17)
(Revised 7/19)

Modification/Accommodations for Individuals with Disabilities

Charlotte County Transit (CCT) is committed to providing safe, reliable, courteous, accessible and user-friendly services to its customers. CCT is committed to making reasonable modifications to its policies, practices and procedures to avoid discrimination and ensure services are accessible to individuals with disabilities. The effective date of this policy is July 13, 2015.

Current ADA Policy is:

Service Animals:

- Charlotte County Transit will permit all service animals to board vehicles or enter our facilities. Drivers can elect to ask clients if the animal is a “service animal.” Service animals are working animals and not pets. Service animals must be under control and well-behaved at all times. Any service animal will be removed if it shows signs of aggression or inappropriate behavior. If you plan to travel with your service animal, please inform the dispatcher at the time you make your reservation.

Personal Care Attendant:

- One Personal Care Attendant may ride with a client for free. The Attendant would be required if you need help getting to and from the vehicle, or need help transporting oxygen or other items. A client may also reserve a ride for a companion and they pay the same fare as the client.

Request for accommodations will be considered on a case-by-case basis and may be denied on one or more of the following grounds:

- (1) Granting the request would fundamentally alter the nature of CCT’s service, programs, or activities.
- (2) Granting the request could create a direct threat to the health or safety of the requestor or others.
- (3) Granting the request would create an undue financial or administrative burden for the Agency;
or
- (4) Without such modification, the individual with a disability is otherwise able to fully use CCT’s services, programs, or activities for their intended purposes.

In determining whether to grant a requested modification, CCT will be guided by the provisions of the United States Department of Transportation 49 CFR Appendix E to Part 37.169.

When choosing among alternatives for accommodations, CCT will give priority to those methods that offer services, programs and activities to qualified individuals with disabilities in the most integrated setting appropriate for the needs of the individual(s) with disabilities. In any case which CCT denies a request for an accommodation, CCT will attempt to ensure that the individual with a disability receives the services or benefits provided by CCT by other means that comport with this policy.

Request for Reasonable Modification(s)

Request for reasonable modifications of CCT's policies, practices, or procedures to accommodate an individual with a disability may be made either in advance or at the time of the transportation service. CCT is best able to address and accommodate a request when customers make their request for modifications in advance. The process for making a request is as follows:

Advance Request

- When making a request, please thoroughly describe what is needed in order for you to use the service and why this assistance is necessary.
- Whenever possible, a request should be made in advance. CCT will review the request, and will make every effort to communicate in advance whether the requested modification can be made.
- If the modification is not made, CCT will provide the reason for the denial of the request.

Same Day Request

- When a request for modification cannot practicably be made and determined in advance, you may make a request on the same day, at the time of, or during service.
- Please describe in detail what accommodation you require and why it is necessary in order to use the service.
- Operator's may grant request if such request is reasonable and meets the requirements of the Agency's policy.
- If an Operator is unsure if the request can be granted or declined, she/he is required to consult with the Transit Operations Coordinator or Sr. Division Manager.
- Operator's availability may be limited when providing service and if the request would require extended consideration, the operator may not be able to grant your request immediately, and you may be encouraged to submit a written request for further consideration in future trips.
- CCT's ability to grant the requested modifications may vary by route, day of travel, time of day, or other circumstances.
- In the case of a denial request, CCT will take, to the maximum extent possible and in compliance with the policies, and other appropriate actions to ensure you receive service.

Reasonable Modification Request

May be submitted by email to andrea.mcdonough@charlottecountyfl.gov; or written request can be mailed to 25490 Airport Road, Punta Gorda, FL, 33950; or by telephone at 941.833.6241.

All Reasonable Modification Request should be addressed to Charlotte County Transit Division to the attention of Andrea McDonough, Transit Operations Coordinator.