



Chester ▪ Derry ▪ Hampstead ▪ Londonderry ▪ Salem

July 13, 2015

SUBJECT: Modification of Transportation Services for Individuals with Disabilities (ADA)

General: Consistent with the Americans with Disabilities Act (ADA) and the Rehabilitation Act of 1973, CART makes every reasonable effort to accommodate users of the service by providing accessible transportation services. The Department of Transportation (DOT) published a rule (49 CFR Parts 27 and 37) effective July 13, 2015 which requires providers of transportation services, like CART, to make reasonable modifications to its services to avoid discrimination and ensure that services are accessible to individuals with disabilities. This document describes the processes that CART will use to implement this rule.

Responsible Employee: The Executive Director of CART is designated as the person who will coordinate CART's efforts to comply with the rule. The Executive Director will consult with all of CART's contracted service providers to ensure their adherence to the processes established.

Processes:

Requests for Modification: Individuals with disabilities wanting CART or its providers to modify the transportation policy or practice should submit a request for modification to the CART Call Center, preferably at the time they submit their ride request. The details required by CART for the requested modification can be found on the Request Form at Appendix A. In the case where an advanced request for modification cannot be made, the individual may request such service modifications from operations personnel (notably CART van drivers) during a CART ride. Drivers may make the determination to grant or deny the request, or may have to consult with CART management prior to making the determination.

Complaint Procedure: Should an individual with a disability feel that their request for reasonable modification has not been fairly considered or granted, CART provides a process for CART service users to file a complaint. The Complaint Form can be found at Appendix B, and should be mailed, emailed, or brought to the CART Executive Director at the addresses found on the form. The Executive Director will respond to the allegations of filed complaint within 30 days of receipt.

Reasons to Deny Modification: There are four reasons why CART might deny a request for modification of its services to accommodate an individual with a disability. They are:

1. Where granting the request would fundamentally alter CART's services, programs, or activities.
2. Where granting the request would create a direct threat to the health or safety of others.
3. Where without the requested modification, the individual with a disability is able to fully use CART's services, programs, or activities for their intended purpose.
4. Where granting the request would cause an undue financial and administrative burden.

Appendices