



VOTRAN POLICY ON REASONABLE MODIFICATIONS/ACCOMMODATIONS FOR INDIVIDUALS WITH DISABILITIES

It is Votran's policy to make reasonable modifications to its policies, practices, or procedures when requested to do so by individuals with disabilities, when such accommodations are necessary to avoid discrimination on the basis of disability.

The effective date of this policy is July 13, 2015.

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

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

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

When choosing among alternatives for accommodations, Votran 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 in which Votran denies a request for an accommodation, Votran will attempt to ensure that the individual with a disability receives the services or benefits provided by Votran by other means that conform with this policy.

Requests for modifications of Votran'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. Votran is best able to address and accommodate a request when customers make their requests for modifications in advance. The process for making a request is as follows:

- 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 feasible, a request for modification to Votran's service should be made in advance before Votran is expected to provide the service. Votran will review your request, and will make every effort to communicate in advance whether or not the requested modification can be made.

- If the modification is not made, Votran will provide the reason for the denial of the request. Requests may be denied on one or more of the following grounds:
 - Granting the request would fundamentally alter the nature of Votran's service, programs, or activities;
 - Granting the request could create a direct threat to the health or safety of the requestor or others;
 - Granting the request would create an undue financial or administrative burden for the Agency; or
 - Without such modification, the individual with a disability is otherwise able to fully use Votran's services, programs, or activities for their intended purpose.

Requests may be made through the following means:

- Call (386) 756-7496 and ask for Customer Service.
- Go to www.votran.org and click on the CONTACT US tab at the top of the page. You will find a form to complete to submit your request.

***VOTRAN's mission is to identify and safely meet the mobility needs of Volusia County.
This mission will be accomplished through a courteous, dependable,
and an environmentally sound team commitment to quality service.***