

Reasonable Modification Complaint Process and Form

Saunders County Public Transportation is committed to ensuring that the department 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.

Any person who wishes to file a complaint regarding a request for Reasonable Modification may file a written complaint.

Reasonable Modification Requests should be mailed or emailed to:

Transit Manager
Saunders County Public Transportation
426 N Broadway
Wahoo, NE 68066
402-443-8168
cdluckworth@co.saunders.ne.us

1. To file a reasonable modification request, the attached complaint form should be completed and submitted.
2. All reasonable modification request must be submitted in writing. If the complainant is unable to write because of a disability and needs assistance in completing the form Agency staff will assist by taking the reasonable modification request by phone.
3. Saunders County Public Transportation will begin an investigation within fifteen (15) working days of receipt of a written reasonable modification request.
4. Saunders County Public Transportation will contact the complainant in writing no later than thirty (30) working days after receipt of a reasonable modification request. If the complainant fails to provide the requested information in a timely basis, Saunders County Public Transportation shall administratively close the reasonable modification request.
5. Saunders County Public Transportation shall complete the investigation within ninety (90) days or receipt of the reasonable modification request. If additional time for investigation is needed, the complainant will be contacted.
6. A written response will be prepared by Saunders County Public Transportation, which will include a summary of why the request was denied or grants and recommended action. The complainant will have fifteen (15) working days from receipt of the response to appeal a denial. If no appeal is received, the reasonable modification request will be closed and no further action will be taken.

Complaint Appeals Process

A complainant who is not satisfied with Saunders County Public Transportation's response to a complaint regarding a request for reasonable modification has the right to appeal.

The Saunders County Public Transportation and governing body of the agency will review your appeal and respond within twenty-one (21) working days from the date of the appeals request.

The decision to allow or deny a request for reasonable modification will be based on information from the complainant and ADA regulations and exceptions to the rule. These exceptions are:

1. When the modification/accommodation would cause a direct threat to the health or safety of others;
2. Would result in a fundamental alteration of the service;
3. Would not actually be necessary in order for the individual with a disability to access the transportation entity's service; or
4. Would result in an undue financial and administrative burden.

Reasonable Modification/Accommodation Complaint Form

For assistance in completing this form, please contact Saunders County Public Transportation

Please complete this form. Fields marked with an asterisk (*) are required.

Person filling out this form:

*Name: _____

*Address: _____

*Telephone: (preferred) _____

*Email: _____

Person(s) Refused Reasonable Accommodation (if other than the complainant):

Are you filing this complaint on your own behalf? Yes * No

* If you answered "yes" to this question, go to next section.

If not, please supply the name and relationship of the person for whom you are complaining:
(Name and Relationship)

Please explain why you have filed for a third party:

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of that party: Yes No

* Primary type of disability? Please check specific disability:

mobility cognitive/intellectual/developmental learning vision
 mental/psychiatric hearing seizure HIV/Aids diabetes
 Other or not listed

* 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 and date required below:

Signature Date

You may submit at the address below by email, fax or mail this form to:

Name: Saunders County Attorney
Organization: Saunders County Public Transportation
Address: 426 N Broadway
City: Wahoo State: NE Zip: 68066
Email: handivan@co.saunders.ne.us
Phone: 402-443-8168