

## **Request for Reasonable Modification of Policies, Practices or Procedures**

### **Background**

Spokane Transit's adopted Mission calls for accessible public transportation services throughout STA's Public Transportation Benefit Area (PTBA). In addition, one of Spokane Transit's adopted Organizational Priorities is to provide Outstanding Customer Service. Excellence in customer service is measured and reported annually and demonstrates that customer interactions with Spokane Transit result in consistently high-quality service.

Meeting the Mission and this Organizational Priority assures that most requests for modification are already, and will continue to be, provided under each employee's obligation to provide outstanding customer service.

There may be situations, however, where standard practices and procedures are not sufficient to meet these objectives of accessible, outstanding service. In these situations, people who are disabled are encouraged to request a reasonable modification.

### **Reasonable Modification Request**

Ideally, the request for modification will be made in advance of needing to use the fixed-route bus or Paratransit services.

When a modification is requested by a person with a disability, Spokane Transit will determine the feasibility of modifying policies, practices, or procedures to assure access to STA's services.

Spokane Transit has designated the Ombudsman as the employee responsible for determining the response to a request for reasonable modification.

To request a modification, please contact the STA Ombudsman:  
1230 West Boone Avenue  
Spokane, WA 99201  
(509) 325-6094; TTY Relay 711  
[ombudsman@spokanetransit.com](mailto:ombudsman@spokanetransit.com)

**Please thoroughly describe what is needed in order for you to use the service and why this modification is necessary.**

Requests for modifications are considered on a case-by-case basis. Spokane Transit will follow the guidelines provided in the Americans with Disabilities Act (ADA) when determining the response to a request for modification. The Ombudsman will respond to the request in writing within 15 working days.

### **Reasonable Modification Request at Time of Service**

Sometimes a customer may not know in advance that a modification is necessary in order to use a bus or van successfully. Requests for modification made at the bus or van may not be immediately approved. Operators will consult with Dispatch/Supervisor who will determine if the immediate request can be granted. If it is determined that the request cannot be approved, or can only be approved on a one-time basis, the Dispatcher/Supervisor will request that the customer leave his/her name and contact information with the vehicle operator for follow up from the Ombudsman.

### **Modification Request Denied**

A request for modification will be denied if granting the request would:

- (1) Fundamentally alter the nature of STA's services, programs, or activities; and/or
  - (2) Create an undue financial or administrative burden for STA; and/or
  - (3) Create a direct threat to the health or safety of others.
- (4) Spokane Transit also will deny a request when the customer with a disability is able to fully use STA's public transportation services, programs, and/or activities without the requested modification to policies, practices, or procedures.

If a request for modification is denied, STA will work with the customer to explore alternative means to access Spokane Transit's services.

Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act. For more information, visit [www.spokanetransit.com](http://www.spokanetransit.com). All phone numbers are accessible for people who are deaf or hard of hearing through Relay 711.

Upon request, alternative formats of this document will be produced for people who are disabled. Call (509) 325-6094 or email [ombudsman@spokanetransit.com](mailto:ombudsman@spokanetransit.com)