



# DART Reasonable Modification Policy

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July 13, 2015



# DART Reasonable Modification Policy

DART follows all requirements of the Americans with Disabilities Act (ADA), including amendments to clarify existing rules under 49 CFR Part 27 and 37 implemented on July 13, 2015. Per the new guidelines, DART has established the following policy and procedures for considering reasonable modifications to DART policies and practices.

DART will consider requests for reasonable modifications as follows:

- ▶ All requests for reasonable modification will be managed by the DART Customer Service Manager in coordination with the DART Paratransit, Transportation and Customer Service Departments in accordance with the existing DART Customer Comment process.
- ▶ Whenever feasible, requests for modifications will be made and determined in advance, before DART is expected to provide the modified service.
  - ▷ Requests can be made during the Paratransit eligibility process
  - ▷ Requests can be made through customer service inquiries
  - ▷ Requests can be made through DART customer comment process
- ▶ The individual requesting the modification will describe what they need in order to use the service.
- ▶ The individual requesting modification is not required to use the term “reasonable modification” when making a request.
- ▶ Where a request for modification cannot practicably be made and determined in advance (because of a condition or barrier at the destination of a Paratransit or fixed route trip of which the individual with a disability was unaware until arriving), operating personnel will make a determination of whether the modification should be provided at the time of the request. Operators will make a determination in accordance with existing DART policies and procedures. Operators will consult with DART Dispatch for any final determination to grant or deny the request.
- ▶ Requests for modifications of policies and practices may be denied only on one or more of the following grounds:
  - ▷ Granting the request would fundamentally alter the nature of DART service, programs, or activities
  - ▷ Granting the request would create a direct threat to the health or safety of others
  - ▷ Without the requested modification, the individual with a disability is able to fully use DART services, programs, or activities for their intended purpose
  - ▷ In determining whether to grant a requested modification, DART will be guided by the provisions of United States Department of Transportation 49 CFR Appendix E to Part 37.169.
  - ▷ In any case in which DART denies a request for a reasonable modification, DART will take, to the maximum extent possible, any other actions (that would not result in a direct threat or fundamental alteration) to ensure that the individual with a disability receives the services or benefit provided by DART.



A "Request for Reasonable Modification" form can be accessed and filed by the following:

1. Complete and submit the online form by clicking on this website link:  
<https://www.ridedart.com/services/paratransit>.
2. Paratransit customers can contact the DART Paratransit Department at 515-283-8100.
3. Request and submit a form at the DART Central Station Customer Service Window (620 Cherry St).

For more information, please contact DART Customer Service at 515-283-8100.