



Reasonable Modification Policy

In accordance with ADA regulations, it is the policy of RPT to provide individuals with disabilities with a reasonable modification to its policies, practices, and procedures so that they can access its programs, facilities, and activities.

What is a reasonable modification?

A reasonable modification is a change or exception to a policy, practice, or procedure that allows people with disabilities to have equal access to programs, services, and activities. Reasonable modifications must always be related to the individual's disability.

What is the process for making advance requests?

Whenever feasible, requests for reasonable modifications shall be made and determined in advance. An advance request for reasonable modification can be sent to:

Rochester Public Transit
Attn: Mobility Coordinator
4300 East River Road NE
Rochester, MN 55906
Telephone: 507-328-2434
Fax: 507-328-2424

The request must include:

1. Your contact information.
2. A description of what you need in order to use Rochester Public Transit or the ZIPS paratransit service.
3. What changes or modifications you believe would be necessary to provide you full access to RPT's services.

RPT will have five business days to review and decide on each request. RPT will have an additional five business days to provide a final response to the passenger. In some instances, additional information will be necessary to process the request.

What is the process for making on the spot requests?

RPT understands that it may be infeasible for a reasonable modification request to be made and determined in advance. In these instances, please request a reasonable modification with RPT operations personnel at the time of issue. A response to an on-the-spot request will be made at the time of the request. Responses to on-the-spot requests include granting the request, denying the request or referring the passenger to Rochester Public Transit Management for further processing.

For what reasons may RPT deny a reasonable modification request?

RPT may deny a reasonable modification request, whether made in advance or on the spot, for the following reasons:

1. Granting the request would fundamentally alter the nature of RPT's services, programs or activities;
2. Granting the request would create a direct threat to the health or safety of others;
3. the individual with a disability is able to fully use the entity's services, programs, or activities for their intended purpose without the need of a modification; and/or
4. Granting the request would cause undue financial or administrative burden.

If a request is denied, RPT will take any other action to the maximum extent possible to ensure that you receive RPT's services or benefits.

Want to appeal a decision? At no more than 60 days after a denial, feel free to send a written request Rochester Public Transit, Attn: Mobility Coordinator, 4300 East River Road NE, Rochester, MN 55906.

What are examples of reasonable modifications that RPT generally will grant?

RPT will generally grant the following reasonable modification requests for individuals with disabilities:

1. A request from a passenger who has diabetes or another medical condition requests to eat or drink aboard a vehicle or in a transit facility in order to avoid adverse health consequences generally will be granted so long as the drink is in a spill proof container and the food is a small snack that cannot cause any spills;
2. A request for transit personnel to handle fare media when the passenger with a disability cannot pay the fare by the generally established means, for instance when the passenger cannot reach or insert a fare into the fare box themselves, will generally be granted; or
3. A request from a wheelchair user to board a vehicle separately from his or her device when the occupied weight of the device exceeds the design load of the vehicle will generally be granted.

This list of examples is neither exhaustive nor exclusive. Passengers with disabilities are encouraged to contact Rochester Public Transit management with your specific reasonable modification requests.