North Central Regional Transit District (NCRTD)

Resolution No. 2018-02

A RESOLUTION ADOPTING A REASONABLE MODIFICATION POLICY

WHEREAS, Effective July 13, 2015, transit providers were required under 49 CFR 37.5(i)(3) to make reasonable modifications in policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability or to provide program accessibility to their services; and

WHEREAS, the process to be used in considering requests for reasonable modifications is described in 49 CFR 37.169; and

WHEREAS, the basic process requirements include that 1.) Information on the reasonable modification process must be readily available to the public and must be accessible 2.) advance notice can be required, but flexibility is also needed to handle requests that are only practicable on the spot and 3.) individuals requesting modifications are not required to use the term “reasonable modification.”

NOW THEREFORE BE IT RESOLVED THAT the Board of Directors of the NCRTD, hereby adopts the following Reasonable Modification Policy.

Procedure

Passengers can request reasonable modifications for all modes (fixed route, general public demand response, and ADA paratransit). Passengers making requests are not required to use the term “reasonable modification.”

Requests should be made at least the day before but flexibility is required for on the spot requests. The supervisor or manager will review all requests and provide the determination. For on-the-spot requests, the driver should contact dispatch. Dispatch will contact the supervisor or manager.

Documentation will be maintained regarding the request and the resulting action taken.

Public Information

The following statement will be posted on the District’s website and the rider guide.
"Passengers with disabilities may make request modifications to current service procedures to access the service. To make a request, please call us at ___________ or email us at [email address]. Please submit requests at least the day before the trip.

PASSED, APPROVED, AND ADOPTED BY THE GOVERNING BODY OF THE NORTH CENTRAL REGIONAL TRANSIT DISTRICT ON THIS 5th, DAY OF JANUARY 2018.

Daniel Barrone, Chairman

Approved as to form:

Peter Dwyer, Counsel
Accessibility

The NCRTD service is accessible to persons with disabilities. Buses are equipped with wheelchair lifts that enable persons in wheelchairs or persons who cannot navigate steps to ride the bus. Buses have priority seating for persons with disabilities. Operators are trained to assist riders who use lifts, secure wheelchairs, provide information on destinations served, and announce stops, including any stop you request.

You may travel with your respirator, concentrator, and portable oxygen. Service animals are welcome on board buses and vans and in our facilities. They must be kept under the control of the passenger. Public information is available in alternative formats upon request.

Reasonable Modification Policy

Passengers with disabilities may request modifications to current service procedures to access the service. Please see the NCRTD’s Rider Guide for more information on how to work with NCRTD staff to obtain a modification on a case by case basis.

The NCRTD will not charge additional fees for passengers requiring reasonable modifications.
Non-Discrimination Notice

- The NCRTD operates its programs and services without regard to race, color, national origin, and disability, in accordance with Title VI of the Civil Rights Act and the Americans with Disabilities Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice may file a complaint with the NCRTD. For more information on the NCRTD's civil rights program and the procedures to file a complaint, please call, email, or visit North Central Regional Transit District, (505) 629-0303, doraa@ncrtd.org, or 1327 North Riverside Drive, Española, NM 87532.

- You may also file a complaint with the New Mexico Department of Transportation. For more information on the New Mexico Department of Transportation's civil rights program, and the procedures to file a complaint, please call 1-800-554-0936 or (505) 470-9668; email linda.ramos@state.nm.dot; or visit our administrative offices at 1590 Pacheco St., Suite A-10, Santa Fe, NM 87505. For more information, visit www.dot.state.nm.us.

- A complainant may file a complaint directly with the Federal Transit Administration (FTA), Office of Civil Rights, Attention: Title VI/ADA Program Coordinator, East Building, 6th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590. Phone: (202) 366-4043.

- If information is needed in another language please contact NCRTD at 505.629.4713.