



Retired & Senior Volunteer Program

of Rock County

Reasonable Modification Policy

The purpose of this policy is to ensure that individuals with disabilities have equal access to transit services provided by RSVP of Rock County Inc. This policy outlines how passengers with disabilities can request reasonable modifications to transit services, ensuring they can use our services in a way that meets their specific needs.

RSVP of Rock County Inc. is committed to providing accessible transportation services in compliance with the Americans with Disabilities Act (ADA). We recognize that passengers with disabilities may require modifications to our standard policies, practices, or procedures to ensure equal access to our services. This policy outlines the process for requesting reasonable modifications.

- **Reasonable Modification:** A modification to the transit provider's policies, practices, or procedures that allows a person with a disability to access services. This can include changes to the way a service is provided, such as allowing additional time to board or altering vehicle schedules for accessibility needs.
- **Undue Burden:** A modification that would require significant difficulty or expense to implement, considering factors such as the nature and cost of the modification, the financial resources of the provider, and the impact on other riders.
- **Direct Threat:** A modification that could result in a significant risk to the health or safety of others that cannot be mitigated by other means.

1. Who Can Request a Modification

- Any passenger with a disability who requires a modification to transit services to ensure equal access may request a reasonable modification.

2. How to Request a Modification

- Requests for modifications should be made as early as possible. While there is no formal deadline, we encourage passengers to submit requests at least 3 days in advance to allow sufficient time for review and accommodation.
- Requests can be submitted via:
 - Phone: 608-362-9593
 - Email: phansberry@rsvp-rock.org
 - In person at the RSVP office 1201 Big Hill Ct. Beloit, WI 53511.
- Passengers should provide a brief description of the modification requested, the reason for the request, and any documentation if applicable (e.g., medical or disability-related documentation).

3. Types of Modifications

- **Examples of reasonable modifications may include:**
 - Providing additional boarding time for passengers with mobility impairments.
 - Modifying routes or schedules to better accommodate passengers with specific medical needs.
 - Allowing a companion or personal care attendant to travel with a passenger at no cost if necessary for the passenger's access to the service.
 - Assistance with boarding or alighting from the vehicle.
 - Providing seating accommodations for individuals with specific needs, when able.
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4. Evaluation of Modification Requests

- All requests will be considered on a case-by-case basis. Factors that will be evaluated include:
 - The specific nature of the disability and how it impacts the individual's ability to access the service.
 - The potential for the modification to affect the safety or comfort of other passengers.
 - The feasibility and practicality of implementing the requested modification.
 - Whether the modification would cause an undue burden or a direct threat to the health or safety of others.

5. Decision and Notification

- RSVP of Rock County Inc. will respond to requests for reasonable modifications as quickly as possible. In most cases, a response will be provided within 5 days of receiving the request.
- If a requested modification cannot be made, the passenger will be informed of the reason and provided with an alternative solution if possible.

Exceptions

- Modifications will not be made if they pose an undue burden or direct threat to the safety or health of other passengers, staff, or the public.
- A modification that alters the fundamental nature of the transit service will not be considered a reasonable modification.

Passenger Responsibilities

- Passengers requesting modifications must clearly communicate their needs and provide any necessary information or documentation that supports their request.
- Passengers must ensure that their requested modification does not interfere with the safe operation of the vehicle or disrupt the service for other passengers.

Appeals Process

If a request for a reasonable modification is denied, the passenger has the right to appeal the decision. Appeals can be made to RSVP of Rock County Inc. by contacting the Executive Director at cbrowning@rsvp-rock.org, and a review of the request will take place. The appeal should include any additional information that may support the modification request.

Policy for Transporting Passengers with Disabilities

The purpose of this policy is to ensure that passengers with disabilities receive fair and dignified transportation services. This policy outlines the guidelines and procedures for providing safe, accessible, and reliable transportation to individuals with disabilities, in compliance with the Americans with Disabilities Act (ADA) and other applicable regulations.

RSVP of Rock County Inc. is committed to providing accessible transportation services to individuals with disabilities. We strive to ensure that passengers with disabilities can access our services in a way that meets their needs, supports independence, and promotes a sense of belonging.

RSVP of Rock County Inc. offers transportation services to individuals with disabilities who require assistance. These services are available for individuals who need mobility aids, such as wheelchairs, scooters, walkers, and other assistive devices, and those who may need assistance with boarding, alighting, or traveling to and from their destination.

- **Disability:** A physical or mental impairment that substantially limits one or more major life activities, as defined by the ADA.
- **Accessible Vehicle:** A vehicle equipped with features that enable safe and comfortable travel for passengers with disabilities, including wheelchair lifts, securement systems, and sufficient space for mobility devices.
- **Special Assisted Transportation:** A service that provides transport to individuals who may require assistance due to mobility or other impairments. This may include door-to-door service, assistance with boarding, and support during travel.

To receive special assisted transportation services, passengers must meet one of the following criteria:

- Individuals with a permanent or temporary disability that limits their ability to use regular transit services independently.
- Individuals who require assistance with mobility devices such as wheelchairs, scooters, or other assistive devices.
- Individuals who require assistance with boarding or alighting from a vehicle due to their disability.

1. Accessible Vehicles: RSVP of Rock County Inc. does not own a fleet of vehicles, our volunteer drivers who have accessible vehicles and are transporting passengers with disabilities, must adhere to the following policy:

- RSVP of Rock County Inc. ensures that all vehicles used to transport passengers with disabilities are equipped with appropriate accessibility features, including but not limited to:
 - Wheelchair lifts or ramps.
 - Securement systems for mobility devices (e.g., wheelchair tie-downs).
 - Sufficient space for passengers with mobility aids.
 - Additional accommodations as needed (e.g., air conditioning, seating arrangements).

2. Booking and Scheduling

- Passengers are encouraged to schedule rides at least 2 weeks in advance to ensure that appropriate accommodations are available.
- When making a reservation, passengers should indicate if they will be traveling with a mobility device or require assistance. This helps ensure that the correct vehicle is scheduled for the ride.
- RSVP of Rock County Inc. will make reasonable efforts to provide services that accommodate the needs of passengers with disabilities, including door-to-door service if necessary.

3. Pick-Up and Drop-Off Locations

- Pick-up and drop-off locations should be accessible to individuals with disabilities. Drivers will assist passengers in getting to and from the vehicle as necessary.
- If necessary, assistance may include helping passengers to enter or exit the vehicle and ensuring that they are safely secured during transport.

4. Onboard Assistance

- Drivers are trained to provide assistance to passengers with disabilities. This includes:
 - Helping passengers board or alight from the vehicle if needed.
 - Assisting with the securement of mobility devices in the vehicle.
 - Ensuring that passengers are safely seated or properly secured for travel.

5. Service Hours and Availability

- RSVP of Rock County Inc. operates during Mon-Fri 8am-4pm. Services may be limited to certain hours based on the availability of accessible vehicles and drivers.
 - Emergency services or after-hours transport may be available depending on resources. Special arrangements must be made in advance with the Program Director.
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6. Emergency Procedures

- In the event of an emergency or if a vehicle becomes disabled, drivers will follow established emergency protocols to ensure the safety of all passengers.
- Drivers will assist passengers in securing emergency services if needed and ensure that passengers with disabilities are safely evacuated, if necessary.

Passenger Responsibilities

- **Timely Scheduling:** Passengers must schedule rides with sufficient notice to allow for appropriate vehicle arrangements and accessibility accommodations.
- **Arrival Time:** Passengers should be at the pick-up location 10 minutes before the scheduled time to ensure timely service.
- **Behavior and Conduct:** Passengers are expected to behave in a manner that ensures their safety and the safety of others. This includes remaining seated and using safety restraints as required.
- **Assisting with Mobility Devices:** Passengers with mobility devices are responsible for ensuring that the devices are in good working condition and can be properly secured in the vehicle.

Complaints and Feedback

RSVP of Rock County Inc. encourages passengers to provide feedback on the services provided, including any complaints about accessibility or assistance. Complaints can be submitted via:

- Phone: 608-362-9593
- Email: phansberry@rsvp-rock.org

Passengers will be informed of the process for filing complaints, and all complaints will be addressed in a timely and respectful manner.
