



## Reasonable Modification Policy

SCS Transportation operates its programs and services in compliance with Transportation for Individuals with Disabilities; Reasonable Modification of Policies and Practices (49 CFR Parts 27 and 37) to ensure that people with disabilities have equal access to our services. Any person who believes they may have been aggrieved by any unlawful discriminatory practice under this act may file a complaint.

We provide reasonable modification of policy and practice upon request to ensure that our transportation services are accessible to people with disabilities.

We will make reasonable modifications unless doing so

1. Would fundamentally alter the nature of the service; or
2. Would result in a direct threat to the health or safety of others; or
3. Without the requested modification, the individual with a disability is unable to fully use SCS Transportation's services for their intended purpose.

## Making a Request

Whenever feasible, SCS Transportation requests that individuals make requests for modifications in advance. Where a request for modification cannot feasibly be made and determined in advance (e.g., because of a condition or barrier at the destination of a flex route trip of which the individual with a disability was unaware until arriving), operating personnel shall make a determination of whether the modification should be provided at the time of request. Operating personnel may consult with SCS Transportation's management before making a determination to grant or deny the request.

SCS Transportation will make reasonable modifications to its policies and procedures upon request. To make a request contact:

James Berquist, Transportation Director at 603.542.9609 or TTY 711; by email at [jberquist@scshelps.org](mailto:jberquist@scshelps.org); or in writing at 6 Kinney Place, Claremont, NH 03743.

You will be asked to provide your name, telephone number (or other contact information), the date and time of travel, the bus stop(s) you will need assistance with, and a description of what you will need in order to use the service. We will contact you via telephone or email for additional information. A decision will be made within two (2) business days of your request. You will be notified of our decision by telephone, email, or in writing within one (1) business day of our decision.

## Filing a Complaint

If you feel you have been wrongly denied, you may file a complaint. Any person who believes that he/she has been discriminated against on the basis of their disability may file a complaint. Complaints shall be submitted to:

James Berquist, Transportation Director at 603.542.9609 or TTY 711; by email at [jberquist@scshelps.org](mailto:jberquist@scshelps.org); or in writing at 6 Kinney Place, Claremont, NH 03743.

If information is needed in another format or language, please contact us at 603.542.9609 or TTY 711.

