

This page is an insert to the CARTS transit brochure.

Request for Reasonable Modification

Policy: In accordance with the Americans with Disabilities Act (ADA) and directives from the Federal Transit Administration, CARTS Transit will make every effort, to the maximum extent feasible, to ensure that a person with a disability has access to, and benefits from, its services. CARTS Transit will make reasonable modifications to its policies, programs, and procedures applicable to its transportation services when necessary to avoid discrimination and ensure accessibility for people with disabilities.

Reasonable modifications do have limitations and are not intended to:

- Cause a direct threat to the health and safety of others
- Create undue financial and administrative burdens
- Constitute a fundamental alteration to a service
- Not necessary to provide equal access to an CARTS Transit service

Considerations when making a reasonable modification request:

- Individuals requesting modifications shall describe what they need in order to use the service.
- Individuals requesting modifications are not required to use the term “reasonable modification” when making a request.
- Whenever feasible, requests for modifications shall be made and determined in advance, before the transportation provider is expected to provide the modified service, for example, during the paratransit eligibility process, through customer service inquiries, or through the entity's complaint process.
- Where a request for modification cannot practicably be made and determined in advance (e.g., 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 of the entity shall make a determination of whether the modification should be provided at the time of the request. Operating personnel may consult with the entity's management before making a determination to grant or deny the request.

The request must identify the modification needed in order to use the service. Whenever feasible, please make the request in advance, before the modification is needed to access the service.

Within the scope of the ADA and reasonable modification, if CARTS Transit denies a request it will make every effort, to the maximum extent feasible, to ensure that a person with a disability has access to, and benefits from, its services.

Procedure: To request reasonable modifications based on a disability please use the Reasonable Modification Request Form, or contact CARTS Transit's ADA Coordinator for assistance.

Keith Johnson
Accessibility Coordinator
Cullman Area Rural Transportation System - CARTS
256-734-1246
kjohnson@co.cullman.al.us
www.co.cullman.al.us

You may be asked to complete a request form. CARTS Transit will review the request in accordance with its reasonable modification plan. CARTS Transit strives to respond, in writing, to each request within 15 calendar days.

All the information involved with this process will be kept confidential.

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Accommodation of Mobility Devices

Consistent with Department of Transportation regulations, CARTS will transport a mobility device with three or more wheels and its user so long as the lift can safely accommodate the size and weight of the mobility device and its user and there is space for the mobility device on the vehicle.

Accommodation of Mobility Devices

ADA Grievance Procedure

Cullman Area Rural Transportation System (CARTS)
Americans with Disabilities Act Grievance Procedure

This grievance procedure is established to meet the requirements of the Americans with Disabilities Act of 1990. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the CARTS Transit's personnel policies govern employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Stephanie Childers
Director
Cullman Area Rural Transportation System - CARTS
P. O. Box 2518
Cullman, AL 35056-2518
256-734-1246

Within 15 calendar days after receipt of the complaint, the director or his/her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the director or his/her designee will respond in writing, and where appropriate, in format accessible to the complainant, such as large print or Braille. The response will explain the position of the Agency and offer options for substantive resolution of the complaint.

If the response by the director or his/her designee does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the director or his/her designee. Within 15 calendar days after receipt of the appeal, the director or his / her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the director or his/her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the director or his/her designee, appeals to the Cullman County Commission or his/her designee, and responses from these two offices will be retained by the Agency for at least three years.

Formal complaints should be submitted by filling out the form online: www.co.cullman.al.us/carts.html