

Iowa Northland Regional Transit Commission Reasonable Modifications of Policy and Procedure Policy (Summarized)

OnBoard Public Transit will make reasonable modifications to its policies, practices, and procedures when necessary to avoid discrimination and ensure that individuals with disabilities have equitable access to transit services, unless such modifications:

1. Would fundamentally alter the nature of the service, program, or activity.
2. Would create a direct threat to the health or safety of others.
3. Are not necessary to enable an individual with a disability to access the service, program, or activity.

*A public transit agency may only deny a request for reasonable modification to the agency's policies and practices for one or more of the following reasons:

- Granting the request would fundamentally alter the nature of the entity's services, programs, or activities
- Granting the request would create a direct threat to the health or safety of others
- Without the requested modification, the individual with a disability is able to fully use the entity's services, programs, or activities for their intended purpose.

Requesting a Reasonable Modification:

1. Submitting a Request:

- Individuals may request a reasonable modification in advance of using OnBoard Public Transit services. Requests can be made:
 - **By phone:** [319-233-5213 or 1-800-369-3022]
 - Relay Iowa 711 [Over-the-phone interpreting available]
 - **By email:** lsires@inrcog.org
 - **In writing:** OnBoard Public Transit
229 E Park Ave
Waterloo, IA 50703
- Individuals are encouraged to provide as much detail as possible about the modification needed to assist the agency in evaluating the request.
- For request of this policy and associated documents in their entirety, please reach out the above listed contact.

