

Civil Rights Protections

Guilford County Transportation and Mobility Services is committed to operating transportation programs and services without regard to disability, race, color or national origin, in accordance with applicable federal statutes:

- Title II of the Americans with Disabilities Act** | Public Notice/Policy Statement | Complaint Process
- Title VI of the Civil Rights Act | Public Notice/Policy Statement | Complaint Process

*** if a private company or private nonprofit, please change to Title III of the Americans with Disabilities Act. If a policy for the state, say Title II and Title III*

A. Requests for Reasonable Modifications of Policies and Procedures

The Guilford County Transportation and Mobility is committed to ensuring a reliable, accessible experience for all customers. If, due to a disability, you are not able to fully utilize Guilford County Transportation and Mobility Services programs and services (including public transportation, demand response, subscription) because of a policy or procedure that Guilford County Transportation and Mobility Services has established, you may submit a request for a modification of the policy or procedure. To request a modification, complete a Request for Modification of Policy/Procedure Form, which is available online at (www.guilfordcountync.gov/transportation) or by calling (336-641-2561 and TTY-800-205-9166). All requests for reasonable modifications to Guilford County Transportation and Mobility Services policies or procedures will be considered on an individual basis. Please note that Guilford County Transportation and Mobility Services may be unable to accommodate requests for modifications which would: (1) result in a fundamental alteration to the nature of the service; (2) create a direct threat to the health or safety of others, and (3) create an undue financial or administrative burden. Requests for modifications might also not be granted if the Guilford County Transportation and Mobility Services determines that the service can be fully utilized without the requested change. In the event that a barrier to access exists, but the requested modification cannot be granted, Guilford County Transportation and Mobility Services will, to the maximum extent possible, assist in determining other possible actions that might be taken to provide access to its programs and services.

B. Reasonable Modification of Policies and Procedures

Individuals with disabilities may ask Guilford County Transportation and Mobility Services to modify a policy or procedure if they feel the policy or procedure is discriminatory or prevent them from fully utilizing Guilford County Transportation and Mobility services. Guilford County Transportation and Mobility Services will review these requests and will modify policies unless it finds that:

- The person can fully utilize the service without the requested modification (i.e., it is for convenience only).
- The change would create a direct threat to the safety of others.
- The change would fundamentally alter the nature of the service.
- The change would cause an undue financial or administrative burden.

Guilford County Transportation and Mobility Services encourages people to request such modifications in advance when possible. To request a modification of a policy or procedure in advance, complete the Request for Modification of Policy/Procedure Form, which is available online www.guilfordcountync.gov/transportation or by calling 336-641-2561 and TTY 800-205-9166.

Guilford County Transportation and Mobility Services will be guided by examples in [Appendix E of 49 CFR Part 37](#) when making decisions on requests for modifications of policies. Note: the transit system should have these examples readily available for review.

If Guilford County Transportation and Mobility Services denies a request, it will consider other reasonable actions or approaches that might be able to meet the person's needs.

Guilford County Transportation and Mobility Services has designated its Transportation Manager to coordinate the acceptance and review of requests for reasonable modifications of policies. This policy will be communicated to the public on the Guilford County Transportation and Mobility Services website and in the rider's guide, system informational guide/brochure, etc.

Guilford County Transportation and Mobility Services

Reasonable Modification Request Form

Name of Passenger: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Telephone: _____

Email address: _____

Advocate Name: _____

Relationship to passenger: _____

Telephone: _____

Describe the service policy or program that may need to be modified to allow the passenger full access to the transit service provided.

How does the current service policy or program prevent the rider from using the transit service program?

Please describe the specific modification to the current policy/procedure that you are requesting.

How would you like Guilford County Transportation and Mobility Services to respond to your request?

in writing to the address provided above by email

If further communications regarding this request are needed in an alternate format, please indicate the appropriate format below:

large print (font size: _____) Spanish

This form can be requested in large print or Spanish by calling 336-641-2561, TTY 800-205-9166 or emailing izimmer@guilfordcountync.gov.

Please send the completed forms and any required documentation of disability to:

Transportation Manager

1203 Maple St.

Greensboro, NC 27405

Electronic versions of the completed form and scans of required documentation of disability should be sent to izimmer@guilfordcountync.gov.

Guilford County Transportation and Mobility Services will provide a written response to your Request for a Reasonable Modification within (7) days of its receipt.