River Bend Transit

7440 Vine Street Court, Davenport, Iowa 52806 • Phone (563) 386-7484 • Fax (563) 386-0450 • e-mail rbt@riverbendtransit.org

River Bend Transit
Reasonable Modification Policy

Effective Date: May 20, 2026
Approved By: Board Resolution No. 2026-005

Purpose
River Bend Transit (RBT) is committed to providing safe, accessible, and nondiscriminatory transportation services consistent with the Americans with Disabilities Act (ADA) and Federal Transit Administration (FTA) regulations. RBT will make reasonable modifications to policies, practices, and procedures when necessary to avoid discrimination and ensure accessibility for individuals with disabilities.
RBT will consider requests for reasonable modifications to its services, policies, and procedures to provide individuals with disabilities full and equal opportunity to use transit services.

Policy Statement
River Bend Transit shall make reasonable modifications to policies, practices, and procedures when such modifications are necessary to avoid discrimination and ensure accessibility to transit services for individuals with disabilities.
Requests may be made in advance or at the time transit service is provided.
RBT will review each request individually and make determinations consistent with ADA requirements and operational safety considerations.

Examples of Reasonable Modifications
Examples of reasonable modifications may include, but are not limited to:

- Assisting passengers to and from the first exterior door when requested and conditions permit.
- Allowing extra time for boarding or exiting.
- Allowing passengers to eat, drink, or take medications when medically necessary.
- Making minor adjustments to procedures when feasible.
- Providing assistance with mobility device securement within established safety guidelines.
- Allowing riders with disabilities to travel with service animals.
- Providing additional communication assistance as appropriate.

These examples are illustrative and do not guarantee approval.

Requests That May Not Be Granted
River Bend Transit may deny a request for a reasonable modification if:

Fundamental Alteration
The requested modification would fundamentally alter the nature of the transportation service.
Examples include:

- Significant route deviations that substantially disrupt service.
- Requests for exclusive or individualized service beyond the established transit program.
- Requests outside the service area or operating structure.

Direct Threat
The requested modification would create a direct threat to the health or safety of others.

Unsafe Conditions
The requested modification would create unsafe operating conditions or require actions prohibited by traffic laws or safety practices.
Examples include:

- Stopping in unsafe locations.
- Entering inaccessible or hazardous areas.
- Violating roadway laws.

Not Necessary for Access
The requested modification is not necessary to allow the individual access to transit services.

How to Submit a Reasonable Modification Request
Passengers are encouraged to submit requests in advance whenever possible; however, advance notice is not required.

Requests may be submitted through any of the following methods:

Phone:
River Bend Transit Dispatch
563-386-7484

Email:
slchilders@riverbendtransit.org

Mail:
River Bend Transit
Attn: Executive Director
7447 Vine Street Court
Davenport, IA 52806

Website:
www.riverbendtransit.org

Requests may also be submitted:

- During trip scheduling
- Through dispatch personnel
- Directly to drivers at the time service is needed
- Through a representative, caregiver, or family member

No specific form is required.

Information Helpful for Processing Requests

Passengers are encouraged to provide:

- Name and contact information
- Description of requested modification
- Date and time service is needed
- Explanation of why the modification is needed
- Information related to how the request assists access due to disability

RBT may request additional information if needed.

Review and Determination Process

Advance requests will be reviewed by the Executive Director or designee.
River Bend Transit will:

1. Review requests individually;
2. Consider safety and operational impacts;
3. Determine whether the request is reasonable under ADA standards; and
4. Communicate the determination to the passenger.

For requests made during service delivery, operating personnel may make immediate decisions consistent with their training and safety responsibilities.
When necessary, supervisory personnel may be consulted.

Appeals Process

If a passenger disagrees with a decision regarding a reasonable modification request, an appeal may be submitted within thirty (30) calendar days.

Appeals may be submitted:

Phone:
563-386-7484

Email:
slchilders@riverbendtransit.org

Mail:
River Bend Transit
Attn: Executive Director/CEO
7447 Vine Street Court
Davenport, IA 52806

Appeals should include:

- Passenger name
- Date of request
- Description of denied request
- Reason for appeal

Appeals will be reviewed by management not directly involved in the initial determination whenever possible.

RBT will respond within thirty (30) calendar days.

Recordkeeping

River Bend Transit shall maintain records of:

- Requests for reasonable modifications
- Determinations and rationale
- Denials
- Appeals and outcomes

Records shall be retained for five (5) years.

Public Availability

This policy shall be made available:

- On the River Bend Transit website
- Upon request in rider materials
- Through customer service and dispatch staff
- In alternative formats upon request

Internal Administrative Guidance

For FTA compliance and review purposes, River Bend Transit should maintain:

- Staff and driver training records
- Request logs
- Complaint tracking documentation
- Appeal records
- Website posting documentation
- Rider guide references
- Evidence of policy distribution

This policy is intended to satisfy ADA reasonable modification requirements under applicable FTA regulations.

Scott Sauer — 5.20.2026

Board Chairman Signature **Date**

Scott Sauer