



Request for Reasonable Modification/Accommodation Procedure

In accordance with the Americans with Disabilities Act (ADA), COA 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. COA 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.

In order to make a Reasonable Modification/Accommodation request:

1. Individuals requesting modifications shall describe what they need in order to use the service.
2. Individuals requesting modifications are not required to use the term "reasonable modification" when making a request.
3. 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, through customer service inquiries, or through the entity's complaint process.
4. 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 Sunshine Bus 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.

To request reasonable modifications based on a disability please use the Reasonable Modification/Accommodation Request Form, or contact COA for assistance.

Phone: 904-209-3710

Address: 2595 Old Moultrie Road, St. Augustine FL 32086

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

If an individual requests a modification of the policies and practices, the request may be denied only on one or more of the following grounds:

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

If the request is denied, a response will be provided in writing with the reasons for the denial stated. An individual, who has requested a reasonable modification of COA's policies, practices, or procedures and have been denied such, may file a complaint by calling 904-209-3710 (paratransit) or 904-209-3716 (Sunshine Bus).



**Reasonable Modification/Accommodation
Request Form**

Use this form to request a modification of COA's policies or procedures. Be specific and provide as much detailed information as possible. This will allow us to effectively process and evaluate your request. **Before filling out this form please review COA's Reasonable Modification/Accommodation Procedures.**

Name	
Date of the trip	
Phone number	
Address	
Based on your disability, why is the modification necessary?	
Modification Request	
Provide a description of your need and how it is affected by The Bus' policies/ procedures	

Signature

Date

Once completed, please send this form to:
St. Johns County Council on Aging, Inc
2595 Old Moultrie Rd.
St. Augustine, FL 32086

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

For Official Use Only			
Approved	Denied	Signature	Date