

Reasonable Modification Statement

The Rowan Transit System (RTS) is committed to ensuring a reliable, accessible experience for all customers. If, due to a disability, you are not able to fully utilize RTS programs and services because of a policy or procedure that RTS 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.rowantransit.com or by calling 704-216-8888. TTY users: 1-800-735-2962 or 711. All requests for reasonable modifications to RTS policies or procedures will be considered on an individual basis. Please note that RTS 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 RTS 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, RTS will, to the maximum extent possible, assist in determining other possible actions that might be taken to provide access to its programs and services.