

Reasonable Modification Form Instructions

Semcac Transportation is committed to providing safe, accessible, and nondiscriminatory transportation services. If you believe a disability or medical condition requires a modification to one of our standard policies or procedures, you may submit an ADA Reasonable Accommodation Request for review. Under the ADA, requests are reviewed on an individualized basis and must be balanced with the safety of the passenger, driver, and the public.

How to Submit a Request

Step 1: Complete the Request Form

- Fill out all sections of the ADA Reasonable Accommodation Request Form.
- Clearly describe the accommodation or modification being requested.
- Explain how your disability or medical condition affects your ability to use the service under current policies.

Step 2: Include Supporting Information

- If your disability or medical condition is not obvious, you may be asked to provide supporting documentation from a healthcare professional.
- Documentation should explain:
 - The condition or impairment.
 - How the condition impacts your use of transportation services.
 - The reason the requested accommodation is needed.

Step 3: Submit the Form

By Mail: **Semcac Transportation**
ADA Coordinator / Transportation Director
400 Commerce Drive SE
Kasson, MN 55944

By Email: tpcompliance@semcac.org

In Person: Submit during normal business hours at the **Kasson Transportation Center, 400 Commerce Dr SE, Kasson, MN 55944.**

Step 4: Review Process

- Management will review the request and any supporting documentation.
- Additional information may be requested if needed.
- Requests are evaluated individually based on ADA requirements, operational feasibility, and safety considerations.

Step 5: Written Determination You will receive a written notice with 10 business days indicating:

- Approved
- Approved with Conditions
- Denied

If denied, appeal information will be provided. Your request may be denied if it would fundamentally alter the service or create a direct threat to the health or safety of others

