



Reasonable Modification Statement

Salisbury is committed to providing a high level of public transportation services to our passengers with disabilities; with safety as our first priority for everyone who utilizes our services. There may be times or conditions when passengers with disabilities may need to make modifications to their travel experience that will enhance their personal safety. If and when that happens, Salisbury has developed a Reasonable Modification Request form to allow all our passengers with disabilities to request assistance to fixed-route and/or paratransit service that will make for a more confident ride with us.

For example, during inclement weather, snow and/or icy conditions may make it difficult for a passenger with a disability to board/deboard Salisbury fixed route or paratransit vehicle. During those times, having some assistance from an operator may create a more confident travel experience for the passenger and enhance the passenger's safety. By completing the Reasonable Modification Request form in advance, Salisbury Transit personnel may better anticipate the needs of passengers regarding situations that may or may not be expected otherwise. Except in extreme conditions that rise to the level of a direct threat to the operator and others, a passenger's request for a Salisbury Transit operator should be granted.

Salisbury Transit will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its services. By completing the form in advance, Salisbury Transit may be able to envisage the necessity for assistance, while increasing safety and creating a more confident experience for the passenger.

Anyone who requires a modification of policies, practices, or procedures to receive services through ADA Paratransit or Fixed Route services, should make a request by submitting a Reasonable Accommodation Request verbally or in writing. To obtain a form or to file a request verbally, please contact our office at 704-638-5252 or 704-638-5253 or by e-mail at tsimm@salisburync.gov within 7 days before the scheduled event or need. Mailed requests should go to City of Salisbury, Transit Department, P.O. Box 479, Salisbury, NC 28145-0479.