



Reasonable Modification for Passengers

Purpose

To define the process for responding to requests for modifications by passengers in BAC Fleet vehicles.

Policy

Brevard Achievement Center (BAC) will make every attempt to accommodate the needs of its passengers. Requests for reasonable workplace or facilities accommodations not related to transporting individuals with varying abilities are addressed in other policies, including, but limited to, those within applicable employee BAC handbooks and those titled "Assistive Technology Recommendations" and "A Primer on Family and Medical Leave Act."

Procedure

If a passenger with a disability requires modification of any of Brevard Achievement Center's policies or practices to accommodate their disability to use the service, the passenger may request such a modification by contacting the vehicle operator or their manager, if the passenger is a current BAC employee. The operator or manager will confirm the need for the modification and forward the request to the Fleet Manager for review. The Fleet Manager, who can be reached at 321.632.8610, will work with the individual, operator or department manager to find an acceptable accommodation solution. The Fleet Manager will obtain review by the Safety Manager of any modification that may alter any safety aspects of a vehicle or require additional training or evaluation.

Where a request for modification cannot practicably be made and determined in advance, the operating personnel will decide whether the modification should be provided at the time of the request. Operating personnel may consult with the Fleet Manager before deciding to grant or deny the request.

Requests for modification of policies or practices may be denied only on one or more of the following grounds:

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

If BAC denies a request for a reasonable modification, to the maximum extent possible, other actions (that would not result in a direct threat or fundamental alteration of service) will be taken to ensure that the individual with a disability receives the services or benefit provided by BAC.

Effective Date	Version #	Initiated By	Description
2.22.2021	original	Susan McGrath	Compliance with FDOT grant requirements (JB)
6.3.2021	01	Susan McGrath	FDOT required addition of telephone number for Fleet Manager (JB)