



Reasonable Modifications to Policies, Practices, and Procedures CATS/Cherokee Area Transportation System

CATS will make all reasonable modifications to its policies, practices, and procedures to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services and activities.

PROCEDURE

Anyone inquiring about a reasonable modification of policies, practices, or procedures to participate in any CATS Fixed Route or Demand Response (countywide) service should contact the CATS Operations Manager at 770-345-6238, or via mail at 884 Univeter Road, Canton, Georgia 30115, as soon as possible but no later than 72 hours before the scheduled event.

In the event that an advanced request cannot be made, the CATS driver will make a determination based on the CATS policy herein. The dispatcher or Operations Manager may be contacted for assistance.

CATS will follow its standard complaints process for any requests received. A determination will be made within 48 hours of the received request. Once a determination has been made, all responses will be sent to the client via email, phone call, or standard mail if so requested.

The ADA does not require Cherokee Area Transportation System to take any action that would:

- (1) fundamentally alter the nature of CATS services, programs or activities,
- (2) would create a direct threat to the health or safety of others, or
- (3) without the modification, the individual with a disability is able to fully use CATS services, programs, or activities for their intended purpose.

In any case in which CATS denies a request for reasonable modification, CATS shall take, to the maximum extent possible, any other actions to ensure that the individual with a disability receives the services or benefit provided by CATS. CATS will maintain all records related to reasonable modification requests and denials for at least three (3) years.

Complaints that a CATS program or service is not accessible to persons with disabilities should be directed to the Operations Manager at 770-345-6238, or via mail at 884 Univeter Road, Canton, Georgia 30115.

CATS will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing reasonable modifications of CATS policy.

CATS offers ADA complementary paratransit service for those who have an origin and destination within 3/4 of a mile of the fixed route but cannot access and/or utilize the fixed route bus. Application for this service is available on the CATS website, www.cherokeega.com/transportation or by any of the contact methods provided herein.