



Harlan County Community Action Agency, Inc.

Helping People. Changing Lives.

319 Camden Street • P.O. Box 156 • Harlan, Kentucky 40831



DONNA G. PACE
Executive Director

Community Services

Block Grant
(606) 573-5335

Transportation
(606) 573-5335
(800) 262-8594

WIOA / Adult-Youth
Dislocated Worker
(606) 573-5335

Liheap Program
(606) 573-5335

Homeless Services
(606) 573-5335

Fax
(606) 573-9341

REASONABLE MODIFICATIONS REQUESTS

Reasonable Modifications/Accommodations Policy

The Federal Department of Transportation (DOT) has recently revised the rules for the American with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973. The revised rules provide for public transit organizations to make reasonable modifications and accommodations to policies, practices, and procedures to avoid discrimination, and to ensure accessibility to individuals with disabilities.

Individuals with disabilities may request that Harlan County Community Action Agency, Inc. (HCCAA) make reasonable modifications in order for that individual to fully use transit services. All requests should be made in advance by contacting Bob Yost, HCCAA Transit Director using the contact information listed below. The individual requesting the modification should provide the following:

Name, Contact Information, service for which the requests pertains and specific details of the modification requested.

HCCAA Transit will accommodate requests provided that:

1. Fundamental nature of the service, program or activity is not altered, or
2. It does not cause a direct threat to the health or safety of others, or
3. It does not result in an undue financial and administrative burden, or
4. The requestor would not be able to fully use the service provided by HCCAA transit without the modifications.

There are several ways to obtain and submit a Reasonable Modification/Accommodation request:

- Fax a request to 606-573-9341
- Send an email to whoward@harlancountycaa.com
- Call 606-573-5335
- Mail a request to:

Harlan County Community Action Agency, Inc.
P.O. Box 1556
Harlan, Ky. 40831