

REASONABLE MODIFICATION

The Mass Transportation Authority (MTA) is committed to providing safe, reliable, courteous, accessible, and user-friendly services to its customers. In accordance with U.S. Department of Transportation (DOT) rules under the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973, the MTA established this procedure to make reasonable modifications to its policies, practices and procedures to avoid discrimination and to ensure services are accessible to individuals with disabilities. Reasonable modifications enable a person with a disability to fully use transit services. This procedure provides information about the MTA Reasonable Modification process.

HOW TO MAKE A REASONABLE MODIFICATION REQUEST

Individuals with disabilities may request a reasonable modification of MTA policies, practices, and procedures in order to accommodate a disability. MTA recommends that a written request be made in advance, if possible, using the Reasonable Modification Request form.

HOW TO OBTAIN A REASONABLE MODIFICATION REQUEST FORM

There are several ways to obtain a Reasonable Modification Request form:

- a) Fill out an online form:
<https://www.mtaflint.org/reasonable-modification-policy/>
- b) Complete a PDF form and send to address below:
<https://www.mtaflint.org/wp-content/media/Reasonable-Modification-Request-Form-for-website.pdf>
- c) Send a request to:
Mass Transportation Authority
Attn: Marie Stewart, Manager of Marketing & Customer Service
1401 S Dort Hwy, Flint, MI 48503
Email: mstewart@mtaflint.org
- d) Call an MTA Customer Service Representative (810) 767-0100

After a written reasonable modification form is submitted, a written reply will be sent within ten (10) business days of review of the request. The written response will communicate the decision regarding the requested reasonable modification/accommodation, and the reason(s) for the decision.

BASIS FOR ACCOMMODATING OR DENYING A REQUEST

Requests are reviewed to determine if the reasonable modification provides use or access to MTA transit services that the requestor otherwise would not have. MTA's focus is on accessibility, as distinct from convenience.

OPERATING PROCEDURE #CS-130

U.S. DOT has prescribed four types of requests for modification that may be denied:

1. If it fundamentally alters the nature of the service, program, or activity.
2. If it creates a direct threat to the health or safety of others.
3. If it results in undue financial and administrative burden.
4. If the requestor would still be able to fully use the service provided by MTA without the modification.

REASONABLE MODIFICATION REQUESTS THAT CAN BE ACCOMMODATED

- A. Customers requiring food related to medical conditions; such as, a person with diabetes needing a high-sugar snack or covered drink to control low blood sugar.
- B. Customer request to stop ahead of or behind a bus stop due to an obstruction, such as a parked car or construction, when it is safe to do so for either boarding or exiting a bus.
- C. Customer request to board before other passengers who are non-disabled.
- D. Customer request for a convenience stop due to lack of curb cuts or accessible path of travel.

TYPES OF REQUESTS THAT WILL BE DENIED

- A. Customer flagging a bus for pickup in-between bus stops
- B. Customer request for bus operator to perform personal care attendant functions
- C. Customer request for partial wheelchair securement
- D. Customer request to use lap and shoulder belt without wheelchair securement
- E. Boarding a customer whose service animal is not under control
- F. Boarding a customer whose wheelchair is being used to transport only possessions

MAKING A REQUEST FOR A REASONABLE MODIFICATION ON THE BUS

Requests can be made to Bus Operators if the customer is unable to make requests in advance. Service may be delayed as the request is considered. The Bus Operator should contact their supervisor or dispatch regarding the request.

FILING A REASONABLE MODIFICATION COMPLAINT

All complaints should be directed to MTA Customer Service. Complaints can be filed online at <https://www.mtaflint.org/contact/> or by phone (810) 767-0100. Written letters should be directed to Mass Transportation Authority, Attn: Customer Service, 1401 S Dort Hwy, Flint, MI 48503.

Reasonable Modification Complaints are resolved within 90 days; the complainant will receive a letter from the Mass Transportation Authority advising of the resolution.

MORE INFORMATION

To obtain more information about MTA's policy on Reasonable Modification, visit:

<https://www.mtaflint.org/reasonable-modification-policy/>.

The U.S. DOT rule revision can be viewed at:

<https://www.transit.dot.gov/about/news/us-dot-announces-reasonable-modification-rule-improve-access-public-transportation> .

MASS TRANSPORTATION AUTHORITY


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