

METRA Transit System

Reasonable Modification Policy

Policy Overview

On March 13, 2015, the US DOT issued a Final Rule under the ADA and Section 504 of the Rehabilitation Act of 1973 that transportation entities are required to make reasonable modifications/accommodations to policies, practices, and procedures to avoid discrimination and ensure that their programs are accessible to individuals with disabilities.

Reasonable Modification

METRA Transit System shall make reasonable modifications to policies, practices, or procedures when such accommodations are necessary to avoid discrimination on the basis of disability unless METRA Transit System can demonstrate that making the accommodations would fundamentally alter the nature of the service, program, or activity or result in an undue financial and administrative burden.

Requests for Reasonable Modifications

Requests for reasonable modifications may be made by anyone who believes that an existing policy, procedure or practice needs to be modified to ensure that the transportation services provided by METRA Transit System are accessible to persons with disabilities consistent with the US DOT's "Reasonable Modification of Policies and Practices" Final Rule.

Individuals requesting modifications shall provide their contact information and describe what accommodation is needed for us to provide the service. Individuals requesting modification are not required to use the term "reasonable modification" when making a request.

Requests may be emailed to METRA Transit System at: metrainfo@columbusga.org or mailed to METRA Transit System at: 814 Linwood Blvd., Columbus, GA 31901.

Whenever possible, requests for modifications shall be made and determined in advance, for example, during paratransit eligibility process or through customer service inquiries. Where a request for modification cannot practicably be made and determined in advance, operating personnel shall decide if whether the modification should be provided at the time of the request.

Determinations to grant or deny a requested modification shall be guided by the provisions of Appendix E or 49 CFR Parts 27 and 37. METRA Transit System will make and communicate determinations in a prompt manner after receiving the reasonable modification request.

Designations of Responsible Employee

METRA's Transit Manager and ADA Coordinator are the employees designated to coordinate efforts to comply with this policy can be contacted as follows:

Antonio Owens, Transit Manager
814 Linwood Boulevard
Columbus, GA 31901
aowens@columbusga.org
(706) 225-4593

William Jenkins, ADA Coordinator
814 Linwood Boulevard
Columbus, GA 31901
wjenkins@columbusga.org
(706) 225-4585

Grounds for Denial

Requests for modification may be denied only on one of the following grounds:

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

In cases when a request for a reasonable modification is denied, METRA Transit System shall take any other actions as necessary to ensure that the individual with a disability receives access to the services provided by METRA Transit System.

Nondiscrimination

In accordance with the Final Rule, it is not discrimination under this part for METRA Transit System to refuse to provide service to an individual with disabilities if that individual engages in violent, seriously disruptive, or illegal conduct, or represents a direct threat to the health or safety of others. However, METRA Transit System shall not refuse to provide service to an individual with disabilities solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employee of METRA Transit System or other persons.

METRA Transit System Reasonable Modification Request Form

Requests for reasonable modification may be made by anyone who believes that an existing policy, procedure or practice needs to be modified to ensure that the transportation services provided by METRA Transit System are accessible to persons with disabilities consistent with the US DOT's "Reasonable Modification of Policies and Practices" Final Rule.

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Name: _____

Phone and Alternate Phone: _____

Street Address: _____

City, State & Zip Code: _____

Please describe the Reasonable Modification Request:
