

## **Policy on Reasonable Accommodation**

MCTA seeks to respond to requests for reasonable modification to policies and practices. In order to identify a reasonable modification, the following process must be used:

1. Individuals are to call MCTA at 570 839 8210 and speak with the Call Center Supervisor or write to:

Monroe County Transit Authority  
Assistant Executive Director  
PO Box 339  
Scotrun, PA 18355

2. Individuals requesting modifications shall describe what they need in order to use the service.
3. The Call Center Supervisor will, if unable to make a decision immediately regarding the applicability of the request, send the call to the department supervisor. In determining whether to grant a requested modification, public entities shall be guided by the provisions of Appendix E.
4. Individuals requesting modifications are not required to use the term “reasonable modification” when making a request.
5. Whenever feasible, requests for modifications shall be made and determined in advance, before the transportation provider is expected to provide the modified service, for example, during the paratransit eligibility process, through customer service inquiries, or through the entity's complaint process.
6. Where a request for modification cannot practicably be made and determined in advance (*e.g.*, because of a condition or barrier at the destination of a paratransit or fixed route trip of which the individual with a disability was unaware until arriving), operating personnel of the entity shall make a determination of whether the modification should be provided at the time of the request. Operating personnel may consult with the entity's management before making a determination to grant or deny the request.

Requests for modification of a public entity's policies and practices may be denied only on one or more 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.