

REASONABLE MODIFICATIONS

Public agencies that provide designated public transportation shall make reasonable modifications in policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability or to provide program accessibility to their services. This requirement applies to the means public entities use to meet their obligations under all provisions of the law.

In choosing among alternatives for meeting nondiscrimination and accessibility requirements with respect to new, altered, or existing facilities, or designated or specified transportation services, TCATA shall give priority to those methods that offer services, programs, and activities to qualified individuals with disabilities in the most integrated setting appropriate to the needs of individuals with disabilities.

Requests for modification of TCATA'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 agency'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 still able to fully use the entity's services, programs, or activities for their intended purpose.

Basic process requirements that must be met are:

1. Information on the reasonable modification process must be readily available to the public and must be readily accessible
2. Advance notice can be required if feasible. Flexibility is also needed to handle requests that are only practicable on the spot.
3. Individuals requesting modifications are not required to use the term "reasonable modification".

What information should my reasonable modification request include?

1. Your full name, address, telephone number, and e-mail address where we can reach you during the day and evening.
2. If the request is being made by someone else on behalf of the rider, please provide the advocate's name, relationship to the rider, and telephone number.
3. A description of the rider's disability or disabilities.
4. The service policy or procedure that may need to be modified to allow the rider full access to the transit services provided.
5. How the current service policy or program prevents the rider from using transit service.
6. A description of the specific modification to the current service policy or procedure that you are requesting.
7. Copies (not originals) of any required documentation of disability.

To guide you in providing the requested information, you may use the attached ADA reasonable modification request form.

How do I request reasonable modification by email?

Include all of the information listed above, either in the body of the email or in an attachment. Attach relevant documents to your email. Send your request to office@tcatabus.org (Attn: ADA Coordinator). You will receive a reply email confirming that your request has been received within 48 business hours. Please keep a copy of your request and the reply email for your records. If you do not receive a reply email, please contact TCATA at 269-927-2268.

What happens after my request is received?

After the request is received, TCATA will provide a written response of approval or denial within seven days of its receipt.

How can I find out the status of my request?

We will review each request carefully. If you have not heard from us within seven days, please contact us at 269-927-2268.

TWIN CITIES AREA TRANSPORTATION AUTHORITY

Procedure to File a Complaint or Request Reasonable Modification Under the Americans with Disabilities Act (ADA)

If you or someone you know needs a copy of this document in an alternative accessible format, please call (269) 927-2268.

If you believe you or another person has been discriminated against under Title II and III of the American Disability Act of 1990 by Twin Cities Area Transportation Authority (TCATA) or one of our employees, you can file a complaint, or alternatively, request reasonable modification, by mail, fax, or email at:

TCATA ADA coordinator

Twin Cities Area Transportation Authority
Attn: ADA Coordinator
275 East Wall Street
Benton Harbor, Michigan 49022

Fax: 269-927-2310

Email: office@tcatabus.org (Attn: ADA Coordinator)

Take the first step: Before filing your complaint or request, contact the TCATA ADA Coordinator to discuss your concerns. They can look into the issue and try to come up with an acceptable resolution to the situation.

You may file a complaint or request a reasonable modification in writing with TCATA using the following procedures:

1. File a written complaint with TCATA as soon as possible, but no later than 180 calendar days after the alleged violation. Requests for reasonable modification may be filed at any time.
2. The written complaint or modification request should be submitted by the grievant and/or their designee.
3. Alternative means of filing complaints and requesting modifications, such as a personal interview or a tape recording, will be made available upon request.
4. The written complaint or modification request should contain the information required by the TCATA's [Ada and Paratransit Rider Guide, Policies and Procedures](#) that is available at www.mywaythere.org/ada.asp. Alternative formats and language translations for this document are available on request.
5. Explanation of approval or denial of reasonable modification requests will be made and sent to the requestor within seven calendar days of receipt.
6. If necessary, TCATA will meet with the complainant to discuss the complaint and possible resolutions within 15 calendar days of receiving a complaint.
7. Within 30 days of the complaint and/or 15 calendar days of the meeting, TCATA will respond in writing or another accessible format. The response will explain the position of TCATA and offer options for substantive resolution of the complaint.
8. If the complaint does not have enough information to permit TCATA to make a decision, or if an extended factual inquiry is necessary to determine the facts of the matter, TCATA may provide an interim response to the complainant, within 30 days of receiving the complaint. The interim

response will state the reasons for needing additional time and inform the complainant of when TCATA expects to issue a determination.

9. If the response by TCATA does not resolve the issue, the complainant and/or designee may appeal the decision within 15 calendar days to the Federal Transit Administration Office for Civil Rights.
10. All written documents in the Reasonable Modification process will be retained by TCATA for at least one year. All complaints and related documents will be held for a minimum of five (5) years.

TWIN CITIES AREA TRANSPORTATION AUTHORITY

ADA Reasonable Modification Request Form

Instructions: Please fill out this form completely, sign and mail, fax, or email to:

TCATA ADA coordinator

Twin Cities Area Transportation Authority
Attn: ADA Coordinator
275 East Wall Street
Benton Harbor, Michigan 49022

Fax: 269-927-2310

Email: office@tcatabus.org (Attn: ADA Coordinator)

Rider: _____

Street Address: _____

City, State, and Zip Code: _____

Telephone: Home: _____ Mobile: _____

Email address: _____

Person requesting modification (if other than the rider): _____

Address: _____

City, State and Zip Code: _____

Telephone: Home: _____ Mobile: _____

Email Address: _____

Describe the rider's disability or disabilities. _____

Describe the service policy or program that may need to be modified to allow the rider full access to the transit services provided. _____

How does the current service policy or program prevent the rider from using the transit service or program? _____

Please describe the specific modification to the current policy/procedure that you are requesting. _____

How would you like (transit agency) to respond to your request?

- In writing to the address listed above
- By email to the address listed above

If future communications regarding this request are needed in an alternate format, please indicate the appropriate format below:

- large print (font size needed: _____)
- Spanish
- Audio
- Other _____

This form can be requested in large print by calling 269-927-2268; or emailing office@tcatabus.org (Attn: ADA Coordinator).

Please send the completed form **and any required documentation of disability** to:

TCATA ADA coordinator

Twin Cities Area Transportation Authority
Attn: ADA Coordinator
275 East Wall Street
Benton Harbor, Michigan 49022

Fax: 269-927-2310

Email: office@tcatabus.org (Attn: ADA Coordinator)

Electronic versions of the completed form and scans of required documentation of disability should be sent to office@tcatabus.org. Please write "Attn: ADA Coordinator" in the subject line.

Twin Cities Area Transportation Authority (TCATA) will provide a written response to your request within seven days of its receipt. To check on the status of the request, call TCATA at 269-927-2268; or email office@tcatabus.org (Attn: ADA Coordinator).