



## Reasonable Modification Accommodations of Service Request

ADOPTED 4/15/2003

REVISED 04/01/2015

UPDATED 7/15/2018

### **PURPOSE:**

RTA/Transdev makes every reasonable modification to its policies, practices and services to ensure accessibility for riders and will make reasonable modifications and/or accommodations upon request of a rider with a disability.

### **DEFINITIONS:**

#### **Reasonable modification and/or accommodation common examples are:**

- 1) Assisting riders to the door (see Section III, Policy #5)
- 2) Allowing a rider to board separate from their mobility device
- 3) Calling a rider to notify them of the vehicle arriving at a pick up or drop off
- 4) Assist a rider with luggage or carry-ons (see Section III, Policy #1)
- 5) Assist riders by opening entry doors onto the vehicle and at most pick up and drop locations
- 6) Allowing a rider to have pickups and or drop offs other than the front door of the home and/or entrance of choice at hospitals, medical facilities, or schools

#### **Modification and/or accommodation examples considered unreasonable and not provided include:**

##### ***A Fundamental alteration of the provided services examples are:***

- 1) A rider refusing or unable to pay the fare
- 2) A request to ride alone
- 3) Transport a rider outside the service area
- 4) Make intermediate stops along the way

##### ***Cause a direct threat to the health and safety of themselves or others examples are:***

- 1) Assist rider to the door or open an entry door with a vicious dog present
- 2) Lifting a passenger out of a mobility device except for an emergency
- 3) With other frail passengers onboard assisting a rider out of sightline of the vehicle
- 4) Exposing the vehicle and its occupants to hazards such as running off the roadway
- 5) Getting stuck, striking overhead objects, or reversing down narrow alleyways
- 6)

## **IMPLEMENTING PROCEDURES**

### **When to Request a Reasonable Modification and/or Accommodation**

Riders may request for reasonable modifications at any time during the application process for Ada service, when booking a reservation, or by request to the Operator at the time of service. The rider just needs to make the request and is not required to use the term(s) reasonable modification, or accommodation. A record must be kept for a modification/accommodation that is denied and forwarded to the paratransit Administrative Office attention supervisory staff.

### **Maintaining records of Identified Reasonable Modification/Accommodations**

- Reasonable Modifications and/or accommodations identified during the ADA Certification process will be noted in the rider's client file
- Reasonable Modifications and/or accommodations identified during the reservations process will be noted on the rider's client file and trip ticket with notes to the Operator
- Reasonable Modifications and/or accommodations as requested by a rider with a disability o the Operator will be accommodated by the Operator at the time of travel.
  - 1) If the Operator determines the modification is an ongoing need of the rider the Operator will inform Dispatch of the need to place in the rider's client file
  - 2) If the Operator determines the request for a service modification is not reasonable and denies the request the Operator will notify the dispatcher via CDT (text) or two-way radio (voice).
  - 3) If the Operator I unsure if a modification of service is reasonable, the Operator will contact the dispatcher for assistance to determine whether a request is reasonable
  - 4) Dispatch may confer with the Supervisor of Dispatch or other designee as if the request for a modification is to be accommodated. Once the determination is made, dispatch notifies the driver of the decision or directs the driver to take other action as determined by dispatch or Supervisor.
  - 5) The dispatcher will log any denials of a service modification request in the dispatch log and notify the Supervisor of Dispatch.

### **Denial of A Request**

The denial of a modification request will be reviewed to confirm it meets one of the following criteria;

- 1) Request would fundamentally alter service, program or activities
- 2) Request would create a direct threat to the health and safety of others
- 3) Rider is able to use service, programs or activities without modification
- 4) Modification would create an undue financial and administrative burden

### **How to Appeal a Denial of Reasonable Modification and/or Accommodation Request?**

Riders who have been denied a reasonable modification request may file a complaint through the normal RTA/Transdev ID Center process by contacting the ID Center. Complaints can be made via phone (504) 827-8345, by email at [Karen.sider@transdev.com](mailto:Karen.sider@transdev.com) or in person or by mail at RTA ADA ID Center, 2817 Canal Street, New Orleans, La 70119.

A written response to the Rider will be mailed within 7 working days from the original date of receipt of the complaint. The response will provide an explanation of the denial based on the Reasonable Modification guidelines. If there is an alternative to the original request that may meet the Rider's needs, that alternative will be suggested.