

Reasonable Modification / Accommodation

Frequently Asked Questions

What is changing?

The Federal Department of Transportation (DOT) has revised the rules under the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973.

The revised rules provide for public transit organizations to make reasonable modifications and accommodations to policies, practices, and procedures to avoid discrimination, and to ensure accessibility to individuals with disabilities.

What does a reasonable modification/accommodation do?

A reasonable modification/accommodation will enable a person with a disability to fully use transit services.

When is this being implemented?

The rule is effective July 13, 2015.

What service does reasonable modification/accommodation apply to?

Reasonable modification/accommodation applies to Flint MTA transportation services.

How do I make a reasonable modification/accommodation request?

Individuals with disabilities may request a reasonable modification of MTA policies, practices, and procedures in order to accommodate a disability. MTA asks that a written request be made in advance using [the Reasonable Modification Request form](#).

Where do I obtain a Reasonable Modification Request form?

There are several ways to obtain a [Reasonable Modification request form](#):

- Fill out an online form <http://mtaflint.org/reasonable-modification.html>.
- Send an email to ckowalski@mtaflint.org
- Send a request to:
Charlene Kowalski
Director of Marketing and Customer Service
1401 S Dort Hwy
Flint, MI, 48503
- Call a Customer Service Representative at 810.767.0100

What happens after I submit my written reasonable modification/accommodation request?

A written reply will be sent within ten (10) business days. The written response will communicate the decision regarding the requested reasonable modification/accommodation, and the reason(s) for the decision.

What is the basis for accommodating or denying a request?

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

The DOT has prescribed four types of requests for modification/accommodation. Requests may be declined if:

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



What kinds of requests can be accommodated?

Here are some examples of accommodations that can be made for customers with disabilities:

- 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
- 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
- Customer request to board before other passengers who are non-disabled
- Customer request for a convenience stop due to lack of curb cuts or accessible path of travel

What kinds of requests will be denied?

Here are some examples of accommodations that will be denied:

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

Can I make a request for a Reasonable Modification/Accommodation on the bus?

Requests can be made to Bus Operators if you are unable to make requests in advance. Service may be delayed as your request is considered.

Please indicate if you have already made a written request. The MTA representative may need to

contact a supervisor or dispatch regarding your request.

How do I file a complaint about my Reasonable Modification/Accommodation request?

All complaints should be directed to MTA Customer Service. Complaints can be filed online at mtaflint.org, via email to ckowski@flintmta.org or by phone to 1.810.767.0100. Written letters should be directed to Mass Transportation Authority Attn: Customer Service, 1401 S Dort Hwy, Flint, MI, 48503.

You will receive an acknowledgement of receipt of your complaint and a tracking number for reference. Complaints are resolved within 90 days and you will receive a letter advising of the complaint resolution.

For complaints involving reasonable modification/accommodation, you will be informed about the decision and the reasons for the decision.

Where can I get more information?

To obtain more information about MTA's policies for reasonable modification/accommodation, including potential accommodations or declined requests, please visit

<http://mtaflint.org/reasonable-modification.html>.

The DOT rule revision can be viewed at

<http://www.fta.dot.gov/civilrights/12325.html>.

Who can I contact at MTA about Reasonable Modification/Accommodation?

To contact MTA about reasonable modification/accommodation, please email Customer Service at customerservice@mtaflint.org or call 810.767.0100.

