

MILFORD TRANSIT DISTRICT

REASONABLE MODIFICATION OF DISTRICT POLICIES AND PRACTICES

FIXED ROUTE BUS SERVICE – ADA VAN SERVICES

JULY 2015

The Milford Transit District will make reasonable accommodations in policies and practices or procedures when such accommodations are necessary to avoid discrimination on the basis of disability unless it can be demonstrated that making the accommodation would fundamentally alter the nature of the service, program or activity or result in an undue financial and administrative burden.

COMPLAINT PROCEDURES

Complaints about the District's services about discrimination on the basis of disability or any other complaint may be made to:

Beverly Garofola
Operations Director
203-874-4507
Beverly@milfordtransit.com

All complaints will be responded to promptly and completely

REQUESTS FOR REASONABLE MODIFICATION

Individuals requesting modifications shall describe what they need in order to use the service. Individuals are not required to use the term "reasonable modification" when making a request. When feasible requests should be made in advance before the service is expected to be provided such as through the ADA eligibility process, through customer service inquiries or through the complaint process.

When a request for modification cannot be made in advance the vehicle operator shall make a determination at the time of the request. Operators may consult with MTD's management before making a determination to grant or deny the request.

Requests for modifications will only be denied for the following reasons:

- Granting the request would fundamentally alter the nature of MTS's services, programs or activities.
- Granting the request would create a direct threat to the health or safety of others.
- Without the modification the individual with a disability is able to fully use MTD's services programs or activities for their intended purposes.

Under any circumstances the District will make every reasonable effort to accommodate the needs of disabled individuals in order for them to access our services.

ORIGIN TO DESTINATION

The goal of the Districts services is to safely transport eligible individuals on our services from their origin to their destination. In doing so individuals with disabilities may have challenges in accessing the services that may be reasonable accommodated.

Some examples of these situations and how they may be handled are:

Dealing with snow and ice. There may be situations on the fixed route bus service and the ADA van service where snow and ice may prohibit a disabled individual from accessing our service. In some of these cases there may be reasonable ways to adjust service and accomplish the trip

Pick up and Drop off Locations. Locations may be changed so long as it does not present a direct threat in any way.

Private Property. There may be some instances where it will be acceptable to enter private property by making reasonable efforts to gain access if this access is essential in accomplishing the trip.

Obstructions. Weather and parked cars may cause obstructions for the passenger to get on or off the vehicle and may be reasonably accommodated with an adjustment by the operator so long as the adjustment does not cause a direct threat in any way.

Fare Handling. There may be instances where the passenger cannot access the farebox on a vehicle in a conventional way. In these circumstances the operator may assist but is not required to reach into pockets or backpacks in order to do so.

Eating and Drinking. Eating and Drinking may be allowed if it is required for a medical condition

Medicine. Passengers requests to take medicine while aboard a fixed route or ADA vehicle should be granted.

Boarding Separately from Wheelchair. Generally boarding separately from a wheelchair should be granted.

There are other requests that generally will not be granted.

These requests include making alterations to the vehicle or to have a particular vehicle transport the individual may be denied. Requests for exclusive use of a vehicle (not to ride with others) will be denied and requests to operate outside of a designated service area may be denied because it would constitute a fundamental alteration of the District's service.

While personal care attendants are allowed to travel with a passenger with a disability the District does not provide personal care attendants and will not be expected to use its operators in such a capacity.

These examples are not intended to define all of the circumstances where a reasonable accommodation may or may not be made. The District will make every effort to ensure that the services it provides are accessible to every member of the public in a reasonable and safe manner.