



BJCTA ADA- Reasonable Modifications Requirements

Revision Date: 8/23/2019

The United States Department of Transportation issued a final rule on transportation for individuals with disabilities: reasonable modification of policies and practices.

BJCTA's fixed route and ADA complementary paratransit services will make reasonable modifications and/or accommodations to policies and practices to ensure program accessibility as follows:

- Must adjust where the bus stops to accommodate persons with disabilities with mobility devices. If a person with or in mobility device is not directly at the stop, the bus must stop before or pull past the bus stop to accommodate this passenger(s).
- When physically possible, accommodation beyond curb-to-curb shall be offered by BJCTA. BJCTA shall make exceptions to its normal curb-to-curb policy where a passenger with a disability makes a request for assistance beyond curb-to-curb service that is needed to provide access to the service, providing it does not result in a fundamental alteration or direct threat to the health or safety of others.
- BJCTA must make information about the process, and how to use it, readily available to the public, including individuals with disabilities. BJCTA must provide an accessible means by which individuals with disabilities can request a reasonable modification/accommodation. Whenever feasible, requests for modifications should be made in advance. The request from the individual with a disability should be as specific as possible and include information on why the requested modification is needed in order to allow the individual to use the transportation provider's services.
 - If advance requests are not made, BJCTA will accommodate an individual at the time of the transportation service.
- BJCTA must also provide for those situations in which an advance request and determination is not feasible. The Department of Transportation recognizes that these situations are likely to be more difficult to handle than advance requests, but responding to them is necessary.

- BJCTA chooses curb-to-curb as its primary means of providing service; however, BJCTA must provide assistance to those passengers who need assistance beyond the curb in order to use the service unless such assistance would result in a fundamental alteration or direct threat.
- Exceptions to the modification/accommodation are:
 - Cause a direct threat to the health or safety of others;
 - Result in fundamental alteration of the service;
 - Not actually necessary in order for the individual with a disability access to entity's service.
 - Result in an undue financial and administrative burden.

PROCESS FOR REQUESTING MODIFICATIONS/ACCOMMODATIONS FOR INDIVIDUALS WITH DISABILITIES

Requests for modifications of BJCTA's policies, practices, or procedures to accommodate an individual with a disability may be made either in advance or at the time of the transportation service. BJCTA is best able to address and accommodate a request when customers make their requests for modifications in advance. The process for making a request is as follows:

Advance Requests:

- When making a request, please thoroughly describe what is needed in order for you to use the service, and why this assistance is necessary.
- Whenever feasible, a request for modification to BJCTA's service should be made in advance before BJCTA is expected to provide the service. BJCTA will review your request, and will make every effort to communicate in advance whether or not the requested modification can be made.
- If the modification is not made, BJCTA will provide the reason for the denial of the request. Requests may be denied on one or more of the following grounds:
 - Granting the request would fundamentally alter the nature of BJCTA's service, programs, or activities;
 - Granting the request could create a direct threat to the health or safety of the requestor or others;
 - Granting the request would create an undue financial or administrative burden for the Agency; or

- Without such modification, the individual with a disability is otherwise able to fully use BJCTA's services, programs, or activities for their intended purpose.

Requests may be made through the following means:

- Call (205) 521-0101.
- If you are a Paratransit customer, follow the menu to Paratransit customer services and make a request.
- If you are a fixed route customer, follow the menu to fixed route Customer service.

You may also submit a written request to compliance@bjcta.org.