



Requests for Reasonable Modifications of Policies & Procedures

BJCTA is committed to ensuring a reliable, accessible experience for all customers. If, due to a disability, you are not able to fully utilize BJCTA services because of a policy or procedure that BJCTA has established, you may submit a request for a modification of the policy or procedure. To request a modification, email ada@bjcta.org; call 205-521-0101 follow the prompts and make your request with a customer service representative, or TTY by dialing 711. All requests for reasonable modifications to BJCTA policies or procedures will be considered on an individual basis. Please note that BJCTA may be unable to accommodate requests for modifications which would

- result in a fundamental alteration to the nature of the service,
- create a direct threat to the health or safety of others, and
- create an undue financial or administrative burden. Requests for modifications may also be denied if the BJCTA determines that the service can be fully utilized without the requested change. In the event that a barrier to access exists but the requested modification cannot be granted, the BJCTA will, to the maximum extent possible, assist in identifying other actions that might be taken to provide access to its services.

Reasonable Modification of Policies & Procedures

Individuals with disabilities may ask BJCTA to modify a policy or procedure if they believe it is discriminatory or prevents them from fully utilizing BJCTA services. BJCTA will review these requests and will modify policies unless it finds that:

- The person can fully utilize the service without the requested modification (i.e., it is for convenience only).
- The change would pose a direct threat to others' safety.
- The change would fundamentally alter the nature of the service.
- The change would cause an undue financial or administrative burden.

BJCTA encourages people to request such modifications in advance when possible. To request a modification of a policy or procedure in advance, email ada@bjcta.org or call 205-521-0101 or TTY by dialing 711.



BJCTA will be guided by the examples in Appendix E of 49 CFR Part 37 ([View Guide](#)) when making decisions on requests to modify policies.

If BJCTA denies a request, it will consider other reasonable actions or approaches that might meet the person's needs.

BJCTA has designated the Civil Rights Compliance Manager to coordinate the acceptance and review of requests for reasonable modifications of policies. This policy can be found on the BJCTA website at www.maxtransit.org under the Americans with Disabilities Act (ADA) link.