

REASONABLE MODIFICATION/ACCOMMODATION POLICY

Transportation agencies that provide ADA Complementary Paratransit service are required to make reasonable modifications (or accommodations) to their policies, practices and procedures to avoid discrimination and ensure that their programs are accessible to individuals with disabilities.

GPTC has always accepted, reviewed and honored request for reasonable modifications.

This reasonable modification policy ensures the continuance of that practice.

GPTC makes reasonable modifications to its policies, practices and procedures when accommodations are necessary to avoid or prevent discrimination on the basis of disability or to provide program accessibility to our service. However, request for reasonable modifications may be denied for one of the following reasons only:

- 1) Granting a request would fundamentally alter the nature of GPTC's service, program or activity**
- 2) Granting the request would create a direct threat to the health or safety of others**
- 3) Without granting the request, the individual with a disability is able to fully use GPTC's service, program or activity for its intended purpose**
- 4) Granting the request would create an undue financial or administrative burden on the GPTC**

The procedures described regarding reasonable modifications apply to GPTC's Fixed Route and ADA Paratransit service. Request for reasonable modifications for this service, program and activities will be handled in accordance with this policy.

GPTC' Director of Transportation is responsible for the operations and coordination of reasonable modification policies and procedures. It is suggested that request for reasonable modifications be made in advance. However, when an advance reasonable modification request cannot be made, the operations person receiving a "real time" request (operator, dispatcher or coordinator) shall refer to

supervisory personnel who will provide the proper determination for the request. If future request by the same individual are anticipated, they should make their requests known to the Director of Transportation.

Whenever feasible, request for reasonable modifications should be made and determined in advance before GPTC is expected to provide the modified service (for example: during the eligibility process, through customer service inquires or through GPTC's complaint process).

Send request for reasonable modifications in writing to:

Gary Public Transportation Corporation (GPTC)

Director of Transportation

2101 W. 35th Avenue

Gary, Indiana 40408

For inquires, questions or comments call (219-881-6400 ex: 113 or 104)

Individuals requesting a reasonable accommodation must provide the following information:

- name, address, and phone number
- clearly state the GPTC policy, practice or procedure for the reasonable accommodation being requested.
- be specific as possible and clearly explain what modification is being requested and why.

The request for a reasonable accommodation does not have to use the specific words **“reasonable modification.”**

Should a request for a reasonable accommodation be denied, GPTC will work with the individual or individuals making the request to identify and implement alternative actions, steps or modifications that can be taken to ensure that the individual receives the service or benefit sought.