

# Borough of Pottstown

## Pottstown Area Rapid Transit



## Reasonable Accommodation Policy

Rev. 6/2023 - klh

The Borough of Pottstown/Pottstown Area Rapid Transit has designated the Director of Operations as the position responsible for determining requests for reasonable modifications. Customer comment procedures are documented in the Customer Comment Policy and may be used to address reasonable modifications. A reasonable modification may also be requested at time of application for paratransit services or half-fare card.

Reasonable Modification requests should be submitted to:

Pottstown Area Rapid Transit  
Director of Operations  
902 Farmington Avenue  
Pottstown, PA 19464  
(610) 326-5413

## Requests

Per Federal guidelines, Pottstown Area Rapid Transit will consider all requests for reasonable modifications. The individual requesting the modification must:

- Describe what they require in order to utilize the service
- Not required to use the term “reasonable modification”
- Whenever possible, requests for modifications will be made and determined in advance of the desired modified service. Requests can be made in these ways:
  - ❖ Paratransit eligibility Process
  - ❖ Customer service inquiries
  - ❖ Customer comment process
  - ❖ Email to designated representative
- When a request for modification cannot be made and determined in advance, due to a condition or barrier at the destination of a paratransit or fixed route trip of which the individual with a disability was unaware until arriving, vehicle operators will make a determination of whether the modification should be provided at the time of the request. Vehicle operator will consult with PART dispatch before making a determination to grant or deny the request.

## Denials

Requests for modifications of policies and practices may be denied only on one or more of the following grounds:

- Granting the request would fundamentally alter the nature of PART service, programs, and/or activities
- Granting the request could create a direct threat to the health and/or safety of others

- Without the requested modification, the disabled individual is able to fully utilize PART services, programs, and/or activities for their intended purpose
- Causes undue financial or administrative burden
- In any case where a request is denied, PART will take any other actions to ensure that the disabled individual receives the services and/or benefits provided by PART, so long as they would not result in a direct threat or fundamental alteration

## **Approvals**

- In determining whether to grant a requested modification, PART will be guided by the provisions of the United States Department of Transportation 49 CFR Appendix E to Part 37.169.

All individuals requesting reasonable modifications will be notified in writing within ten (10) days of receipt of request. A copy of such documentation will be retained by PART for a period of no less than two years.

## Documentation of Reasonable Modification Requests

Date request was received \_\_\_\_\_ Due date \_\_\_\_\_

Name of person making request \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone \_\_\_\_\_ Email \_\_\_\_\_

Request: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Approved \_\_\_\_\_ Denied \_\_\_\_\_

Reason for denial: (choose all that apply)

\_\_\_ Fundamentally alters service

\_\_\_ Creates a direct threat to health and safety of others

\_\_\_ Customer can fully use service without modification

\_\_\_ Causes undue financial or administrative burden

\_\_\_ Other (describe in detail) \_\_\_\_\_

\_\_\_\_\_

If denied, describe other actions taken to ensure access: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date customer notified: \_\_\_\_\_ Determination made by: \_\_\_\_\_