

Reasonable Modification / Accommodation

Frequently Asked Questions

What is changing?

The Federal Department of Transportation (DOT) has revised the rules under the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973.

The revised rules provide for public transit organizations to make reasonable modifications and accommodations to policies, practices, and procedures to avoid discrimination, and to ensure accessibility to individuals with disabilities.

What does a reasonable modification/accommodation do?

A reasonable modification/accommodation will enable a person with a disability to fully use transit services.

When is this being implemented?

The rule is effective July 13, 2015.

What service does reasonable modification/accommodation apply to?

Reasonable modification/accommodation applies to Metro bus and rail services.

How do I make a reasonable modification/accommodation request?

Individuals with disabilities may request a reasonable modification of Metro policies, practices, and procedures in order to accommodate a disability. Metro asks that a written request be made in advance using [the Reasonable Modification Request form](#).

Where do I obtain a Reasonable Modification Request form?

There are several ways to obtain a [Reasonable Modification request form](#):

- Fill out an online form at metro.net/accessibility.
- Send an email to accessibility@metro.net
- Send a request to: Manager of Accessibility, One Gateway Plaza, M/S 99-21-5, Los Angeles, CA, 90012
- Call the Manager of Accessibility at 213.922.6919

What happens after I submit my written reasonable modification/accommodation request?

A written reply will be sent within ten (10) business days. The written response will communicate the decision regarding the requested reasonable modification/accommodation, and the reason(s) for the decision.

What is the basis for accommodating or denying a request?

Requests are reviewed to determine if the reasonable modification/accommodation provides use or access to Metro's transit services that the requestor otherwise would not have. Metro's focus is on accessibility, as distinct from convenience.

The DOT has prescribed four types of requests for modification/accommodation. Requests may be declined if:

1. It fundamentally alters the nature of the service, program or activity
2. It creates a direct threat to the health or safety of others
3. It results in undue financial and administrative burden
4. The requestor would still be able to fully use the service provided by Metro without the modification



What kinds of requests can be accommodated?

Here are some examples of accommodations that can be made for customers with disabilities:

- Customers requiring medication while in transit or at an event; this includes administering insulin or conducting a finger stick blood test
- Customers requiring food related to medical conditions, such as a person with diabetes needing a high-sugar snack or covered drink to control low blood sugar
- Customer request to stop ahead of or behind a bus stop due to an obstruction (such as a parked car) or construction, when it is safe to do so, for either boarding or exiting a bus
- Customer request to board before other passengers who are non-disabled
- Customer request for a convenience stop due to lack of curb cuts or accessible path of travel

What kinds of requests will be denied?

Here are some examples of accommodations that will be denied:

- Customer flagging a bus to pick up in-between bus stops
- Customer request for bus operator to perform personal care attendant functions
- Customer request for partial wheelchair securement
- Customer request to use lap and shoulder belt without wheelchair securement
- Boarding a customer whose service animal is not under control
- Boarding a customer whose wheelchair is being used to transport only possessions

Can I make a request for a Reasonable Modification/Accommodation on the bus?

Requests can be made to Bus Operators if you are unable to make requests in advance. Service may be delayed as your request is considered.

Please indicate if you have already made a written request. The Metro representative may need to

contact a supervisor or control center regarding your request.

How do I file a complaint about my Reasonable Modification/Accommodation request?

All complaints should be directed to Metro Customer Relations. Complaints can be filed online at metro.net, via email to customerrelations@metro.net or by phone to 1.800.464.2111. Written letters should be directed to Metro Customer Relations, One Gateway Plaza, Mail Stop 99-PL-4, Los Angeles, CA 90012.

You will receive an acknowledgement of receipt of your complaint and a tracking number for reference. Complaints are resolved within 90 days and you will receive a letter advising of the complaint resolution.

For complaints involving reasonable modification/accommodation, you will be informed about the decision and the reasons for the decision.

Where can I get more information?

To obtain more information about Metro's policies for reasonable modification/accommodation, including potential accommodations or declined requests, please visit metro.net/accessibility.

The DOT rule revision can be viewed at <http://www.fta.dot.gov/civilrights/12325.html>.

Who can I contact at Metro about Reasonable Modification/Accommodation?

To contact Metro about reasonable modification/accommodation, please email the Manager of Accessibility at accessibility@metro.net or call 213.922.6919.

