



## **LANTA'S ADA POLICY REGARDING REQUESTS FOR REASONABLE MODIFICATION**

### **NOTICE TO THE PUBLIC**

LANTA values all of their customers and will strive to ensure their customers, in particular, those with disabilities' needs are considered when developing fixed route bus services and stops, passenger amenities, and when procuring vehicles and equipment. LANTA's customers who utilize their ADA complementary paratransit service are provided with door to door service vs curb to curb to better serve their needs.

### **WHAT IS A REASONABLE MODIFICATION?**

To ensure that programs and services are accessible to customers with a disability, an individual may request that a modification to LANTA's public transit services be made in order to allow them to access and utilize the services.

There are no restrictions on when a customer can request a reasonable modification although LANTA supports and encourages customers to place a written request as soon as possible.

### **EXCEPTIONS**

Reasonable modification requests to LANTA must consider any and all requests for reasonable modifications but shall take into account the following exceptions:

Reasonable modifications –

- Will not place an undue financial and/or administrative burden on LANTA and/or their transportation contractors;
- Will not constitute a fundamental alteration of LANTA's current transportation services, programs or activities;
- Cannot cause a direct threat to the health or safety of others;
- Cannot adversely affect the service provided to other LANTA customers;
- Cannot jeopardize the functionality or use of equipment used to provide LANTA's transit services; and

- May not be approved if the individual with a disability is still able to fully use LANTA's services, programs, or activities for their intended purpose without the requested modification.

## **PUBLIC REQUEST PROCESS**

Requests may be made at the time of need (i.e., "on the spot") verbally to a LANTA employee or contractor. Such requests should be made as soon as the circumstance is made known to the requestor. A supervisor will need to be consulted for these types of requests, and if granted, the requestor should understand that the approval is for that instance only. If the requestor is looking for a longer term or permanent modification, they should submit a request as described below.

Whenever feasible, requests for modifications should be made in advance. This is particularly appropriate where a permanent or long term condition or barrier is the basis for the request. In the ADA paratransit context, requests can be made in conjunction with LANTA's ADA complementary paratransit service eligibility process.

LANTA's process for public submittals of in-advance requests for reasonable modifications is as follows:

1. **Written Requests** – Whenever possible, requests should be submitted in writing. When submitting a request in writing, requests should be as specific as possible and include information on why the requested modification is needed in order to allow the individual to use LANTA's services. To assist in completing a request, requesters may choose to use LANTA's Reasonable Modification Request Form. The use of the form is optional. Written request should be directed to Rider Resources Department, 1060 Lehigh Street, Allentown, PA 18103 or by email to [lantavaninfo@lantabus-pa.gov](mailto:lantavaninfo@lantabus-pa.gov).
2. **Phone Requests** - Requests should be made in writing or by email, but LANTA will accept a request by phone if needed. Requests can be submitted by phone to Rider Resources department management at 610-253-8333. Phone requests to LANTA must be made during normal business days and hours of operations of LANTA's administrative offices (currently Monday-Friday, 8:30 AM to 4:30 PM).

All requests/documentation shall be maintained in a designated file at LANTA's administrative offices for a minimum of five (5) years from date of request.

## **REQUEST DENIALS/PROTESTS**

If a request for reasonable modification is denied, the requester has the right to appeal the decision by following LANTA's ADA appeal procedures. Copies are available upon request. Also, a copy of the ADA appeal procedures will be included with the written decision of denial. LANTA will take, to the maximum extent possible, any other actions that may be available to them to ensure that the individual with a disability receives the

services or benefits provided by LANTA that would not result in a direct threat or fundamental alteration.

### **REFUSAL OF SERVICE & NON-DISCRIMINATION**

In accordance with LANTA's Disruptive Behavior Policy, LANTA can refuse to provide service to an individual with disabilities if that individual engages in violent, seriously disruptive, or illegal conduct, or represents a direct threat to the health or safety of others. However, LANTA will not refuse to provide service to an individual with a disability solely because the individual's disability results in an appearance or behavior that may offend, annoy, or inconvenience LANTA staff/employees or other persons.

*The reasonable modification process and use information will be made readily available to the public. ADA-accessible formats will be provided upon request.*