

# **Palm Tran Connection**

## ***Reasonable Modification* Statement**

Palm Tran Connection is committed to making its transportation services accessible to people with disabilities, in accordance with the Americans with Disabilities Act (ADA) and guidance from the Federal Transit Administration (FTA). We will make reasonable changes to our policies, programs, and procedures when needed to ensure equal access and prevent discrimination.

Anyone can request a reasonable modification if they believe a current policy or procedure needs to be changed so they can use Palm Tran Connection services. You do not need to use the words "reasonable modification". When making a request, please provide your contact information and explain what assistance or change is needed so we can better serve you.

Palm Tran Connection will review each request and respond as quickly as possible. Determinations to grant or deny a requested modification shall be guided by the provisions of Appendix E or 49 CFR Parts 27 and 37.

### When to make a request

- Whenever possible, please make your request in advance of your trip
- If a request cannot be made in advance (for example, due to an unexpected barrier at the end of your trip), staff will evaluate the request at the time of service. Staff may contact a supervisor or dispatcher before making a decision

### Limits on reasonable modifications

Palm Tran Connection may not be able to grant a request if it would:

- Cause a direct threat to the health and safety of others
- Create undue financial and administrative burdens
- Constitute a fundamental alteration to a service

You can submit your request by email, fax, or regular mail. For your convenience, a Reasonable Modification Request Form is provided on the other side of this page. A response will be mailed to the address on file.