

REASONABLE MODIFICATIONS/ACCOMMODATIONS POLICY FOR INDIVIDUALS WITH DISABILITIES

Effective Date: September 1st, 2018

Revision Date: January 2nd, 2020

It is the Municipality of Carolina's (AMGC) Intermodal Transportation System (SITRAC) policy to make reasonable modifications to its policies, practices, or procedures when requested to do so by individuals with disabilities when such accommodations are necessary to avoid discrimination on the basis of disability.

Requests for accommodations will be considered on a case-by-case basis. In determining whether to grant a requested modification, SITRAC will be guided by the provisions of United States Department of Transportation at 49 CFR Appendix E to Part 37.169.

When choosing among alternatives for accommodations, SITRAC will give priority to those methods that offer services, programs and activities to qualified individuals with disabilities in the most integrated setting appropriate for the needs of the individual(s) with disabilities. In any case in which SITRAC denies a request for an accommodation, SITRAC will attempt to ensure that the individual with a disability receives the services or benefits provided by AMGC by other means that comport with this policy.

REASONABLE MODIFICATIONS/ACCOMMODATIONS REQUESTING PROCESS

Requests for modifications of SITRAC's policies, practices, or procedures to accommodate an individual with a disability may be made either in advance or at the time of the transportation service. SITRAC is best able to address and accommodate a request when customers make their requests for modifications in advance. The process for making a request is as follows:

- Individuals requesting modifications shall describe what they need in order to use the service and why this assistance is necessary.
- Individuals requesting modifications are not required to use the term “reasonable modification” when making a request. SITRAC's personnel will determine if the request represents a reasonable modification and proceed in accommodating the request accordingly.
- Whenever feasible, requests for modifications shall be made and determined in advance, before SITRAC is expected to provide the modified service. SITRAC will review the request and will make every effort to communicate in advance whether or not the requested modification can be made.
- Where a request for modification cannot practicably be made and determined in advance, operating personnel shall make a determination of whether the modification should be provided at the time of the request. Operating personnel may consult with SITRAC's management before making a determination to grant or deny the request.

Please call **787-757-2626**, Exts. **8204** or **8498** during business hours to make a request for reasonable modification/accommodation before using the service, if at all practicable. You may also submit a written request by mail, at the following address:

MUNICIPALITY OF CAROLINA
SITRAC OFFICE
PO Box 8
Carolina, PR 00986-0008

REASONS TO DENY REASONABLE MODIFICATIONS / ACCOMMODATIONS REQUESTING

Requests for modification of SITRAC's policies and practices may be denied on one or more of the following grounds:

- Granting the request would fundamentally alter the nature of SITRAC's programs, or activities;
- Granting the request could create a direct threat to the health or safety of the requestor or others;
- Granting the request would create an undue financial or administrative burden for the Municipality; or
- Without such modification, the individual with a disability is otherwise able to fully use SITRAC's, services, programs, or activities for their intended purpose.

If SITRAC's personnel determines to deny a request for a reasonable modification, will communicate the decision to the individual who requested the modification. If the individual does not agree with the denial determination, they may appeal the decision.

REASONABLE MODIFICATIONS/ACCOMMODATIONS COMPLAINT PROCESS

Any individual who believes has been discriminated against in obtaining a reasonable modification may file a complaint process. Complaints regarding the administration of or compliance with this Policy must be made in written form, and sent either by email to **ltavarez@carolina.pr.gov** or mail it to the following address:

**MUNICIPALITY OF CAROLINA
HUMAN RESOURCES DEPARTMENT
EQUAL EMPLOYMENT OPPORTUNITY OFFICE
PO Box 8
Carolina, PR 00986-0008**

The individuals can request the *Discrimination Complaint Form* in the Equal Employment Opportunity Office of the Municipality of Carolina, located on the 3rd floor of the City Hall. Also, the *Form* is available to download on the Municipality's website <https://www.municipiocarolina.com/>.

All complaints will be handled in accordance with AMGC's Title VI and ADA Complaint Procedures found at <http://www.municipiocarolina.com>. AMGC will make every effort to make a prompt and equitable resolution of any complaint. The response to any discrimination complaint will be in written form and will include the Municipality's decision and the reason(s) therefore.

DESIGNATED EMPLOYEE FOR COMPLIANCE OF REASONABLE MODIFICATIONS/ACCOMMODATIONS REQUESTS

SITRAC has designated the Executives I assigned to the program, as the employees responsible for ensuring compliance of this Policy. Contact information is as follows:

787-757-2626 Exts. 8204 or 8498

**MUNICIPALITY OF CAROLINA
SITRAC OFFICE
PO Box 8
Carolina, PR 00986-0008**

REASONABLE MODIFICATIONS/ACCOMMODATIONS RECORD RETENTION

SITRAC will maintain all records related to reasonable modification requests and denials for at least three (3) years.