



ADA Reasonable Modification Policy

For Muskegon Area Transit System – Muskegon County, MI

United States Department of Transportation rules, as related to the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973, specifically require transportation agencies to make reasonable modifications to policies, practices, and procedures, as needed, to avoid discrimination and ensure that programs are accessible to individuals with disabilities.

Muskegon Area Transit System (MATS) is committed to providing equal access and opportunity to qualified individuals with disabilities. To ensure equality and fairness, MATS will make reasonable modifications, as determined appropriate. A reasonable modification is a change and/or exception to policies, practices, or procedures, where needed, to permit persons with disabilities to have equal access to programs, services, and activities.

An individual's request for a reasonable modification may be considered by MATS if: 1) that individual has a physical or mental impairment that substantially limits one or more of the major life activities of such individual, or 2) has a record of such impairment, or 3) has been regarded as having such impairment.

Exceptions to the requirement to provide reasonable modifications include, where:

- Making the modification would fundamentally alter the nature of the public transportation service
- Making the modification would create a direct threat to the health or safety of others
- The individual with a disability requesting the reasonable modification is able to fully use MATS service(s) without the modification being made
- Granting the request would cause an undue financial and/or administrative burden

Anyone who would like to request a modification of policies or procedures to participate in a MATS transportation service can call (231) 724-6420 or send their written request to:

Muskegon Area Transit System
ATTN: Reasonable Modification
2624 Sixth Street
Muskegon Heights, MI 49444

Please include as much information as possible in your request for a reasonable modification. Along with other information, provide answers to the following questions, where possible, in order to expedite consideration of the request.

1. Who needs the modification? Include name, phone number, and address.
2. What do you want MATS to do? Describe the change you want to see take place.
3. When is the modification needed? Is the change needed on a certain day or time?
4. Where will the modification take place? Include the street, intersection, or building name.
5. Why is the modification needed? Describe the circumstances that created the request.