

## Reasonable Modification Policy

Rock Region METRO's Reasonable Modification Policy for Individuals with Disabilities outlines the process for reasonable modification of policies or practices to accommodate the special needs of persons with disabilities in order to allow them to fully utilize our services.

Effective July 1, 2015, METRO will consider requests for reasonable modification as follows:

- The individual requesting the modification will describe what they need in order to use the service.
- The individual requesting modification is not required to use the term "reasonable modification" when making a request.
- When feasible, requests for modifications will be made and determined in advance.
- Where a request for modification cannot practicably be made and determined in advance, operating personnel will make a determination of whether the modification should be provided at the time of the request.

Requests for modifications of policies and practices will not be approved if:

- Granting the request would create a direct threat to the health or safety of others.
- Granting the request would fundamentally alter the nature of METRO service, programs, or activities.
- Without the requested modification, the individual with a disability is able to fully use METRO services, programs, or activities for the intended purpose.

When possible, a request for a reasonable modification or accommodation shall be filed in advance to the assistant director of operations by email at [dbowers@rrmetro.org](mailto:dbowers@rrmetro.org), by telephone at 501-375-6717 or by mail at 901 Maple Street, North Little Rock, AR 72114. Requests may also be made during the METRO Links paratransit eligibility process and through customer service inquiries.