

Marshalltown Municipal Transit (MMT) Reasonable Modification Policy

MMT follows all requirements of the American with Disabilities Act (ADA) including amendments to clarify existing rules under 49 CFR Part 27 and 37 implemented on July 13, 2015. Per the new guidelines, MMT has established the following policy and procedures for considering reasonable modifications to MMT policies and practices.

MMT will consider requests for reasonable modifications as follows:

All requests for reasonable modifications shall be managed by the Transit Administrator in coordination with MMT Paratransit services and through existing MMT customer service inquiries

Whenever feasible, requests for modifications will be made and determined in advance, before MMT is expected to provide the modified service.

Requests may be made during the Paratransit eligibility process

Requests may be made through customer service inquiries

MMT can take up to 21 days to process ADA applications and any ADA Reasonable Modification requests.

The individual requesting the modifications will describe what they need in order to use the service.

The individual requesting modification is not required to use the term “reasonable modifications” when making a request.

Where a request for modifications cannot practicably be made and determined in advance (because of a condition or barrier at the destination of a Paratransit or fixed route trip of which the individual with a disability was unaware until arriving), operating personnel will make a determination of whether the modifications should be provided at the time of the request. Operators will make a determination in accordance with existing MMT policies and procedures. Operators will consult with MMT staff for a final determination to grant or deny the request.

Requests for modifications of policies and practices may be denied only on one or more of the following grounds:

Granting the request would fundamentally alter the nature of MMT service, programs, or activities

Granting the request would create a direct threat to the health or safety of others

Without the requested modification, the individual with a disability is able to fully use MMT services, programs, or activities for their intended purpose

In determining whether to grant a requested modification, MMT will be guided by the provisions of the United States Department of Transportation 49 CFR Appendix E to Part 37.169

In any case in which MMT denies a request for a reasonable modification, MMT will take, to the maximum extent possible, any other actions (that would not result in a direct threat or fundamentally alter) to ensure that the individual with a disability receives the services or benefit provided by MMT.

A “Request for Reasonable Modifications” form can be accessed and filed by the following:

Complete and submit the online form by clicking on this web site link: ([Download PDF Form Here](#))

Paratransit customers can contact the MMT at 641-754-5719

Request and submit a form at the MMT office (905 E Main Street).

For more information, please contact the MMT office at 641-754-5719, M-F, 7AM-6:00PM.