



SITRAS ADA REASONABLE MODIFICATION POLICY

In accordance with Americans with disabilities Act, the Municipality of Ponce is required to make reasonable modifications to policies, practices and procedures to avoid discriminations and ensure that our transportation programs are accessible to all customers.

PUBLIC REQUEST PROCESS

- Requests should identify in which transportation service the reasonable modification applies to.
- Requests should be as specific as possible and include information on why the request modification is needed in order to allow the individual to use the transportation service.
- Requests should be made in hard copy or by e mail. Also will be accepted by phone if needed.
- Requests should be directed to Emilio Román; SITRAS System administrator. Phone request should be made to 787-813-5111.
- “On- the-spot”, the requests will be accepted for circumstances that may arise utilizing the transportation services by making a request to the driver. Such requests should be made as soon that circumstance is made known to the requestor. The driver may make the determination or request decision of a supervisor dependent upon the situation.
- All request/documentation will be maintained in a designated file at SITRAS offices for a minimum of five (5) years from the dates of request.

EXCEPTIONS

Any all requests for reasonable modification will be considered but the determination will take into account the following exceptions:

- Fundamental alteration of services (such as change in operational hours or requesting the driver to act as personal care attendant)
- Direct threat to the health or safety of others (such is leaving vehicle unattended or in an unsafe operating position)
- Not needed by the requester to use the service
- Undue financial or administrative burden