



## REASONABLE MODIFICATIONS/ACCOMMODATIONS POLICY FOR INDIVIDUALS WITH DISABILITIES

The Metropolitan Bus Authority AMA, is committed to providing safe, reliable, accessible, and user-friendly services to our customers, including those with disabilities. To ensure equal and safe access to all riders, this policy outlines the procedure for receiving, processing, and responding to requests for reasonable modifications to AMA's policies or practices by persons with disabilities.

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

### Process

- Individuals requesting modifications shall describe what they need in order to use the service.
- Individuals requesting modifications are not required to use the term "reasonable modification" when making a request.
- Whenever feasible, requests for modifications shall be made and determined in advance, before AMA is expected to provide the modified service, for example, during the paratransit eligibility process, through customer service inquiries, or through AMA's complaint process.
- 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 AMA's management before making a determination to grant or deny the request.
- Requests for modification of AMA's policies and practices may be denied only on one or more of the following grounds:
  - Granting the request would fundamentally alter the nature of services, 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 METRO's services, programs, or activities for their intended purpose.



## **REASONABLE MODIFICATIONS/ACCOMMODATIONS REQUESTING PROCESS**

Requests for modifications of AMA'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. AMA 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.

Please call **787-294-0500**, exts. 1400 or 1402 during business hours to make a request for reasonable modification/accommodation before using the service, via email: [servicioalciudadano@ama.pr.gov](mailto:servicioalciudadano@ama.pr.gov). You may also submit a written request by mail, at the following address:

**Oficina de Servicio al Ciudadano  
PO Box 195349  
Rio Piedras, PR 00919**

If AMA'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 [servicioalciudadano@ama.pr.gov](mailto:servicioalciudadano@ama.pr.gov) or mail it to the following postal address:

**Oficina de Servicio al Ciudadano  
PO Box 195349  
Rio Piedras, PR 00919**

**Autoridad Metropolitana de Autobuses  
Ave de Diego #37  
Rio Piedras, PR**

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