

Reasonable Modification Policy

Washington County Transportation Authority (WCTA) will make all reasonable modifications to policies, practices, and procedures to ensure that people with disabilities have an equal opportunity to enjoy all its programs, services and activities.

Anyone inquiring about a reasonable modification of policies, practices, or procedures to participate in a WCTA Shared-Ride, Door-to-Door, service, or activity, should contact Andrew Lukitsch, Compliance, Safety, Training Manager, at (724) 223-8747, or via mail at 50 E. Chestnut St, Washington, PA 15301, or via email at andrew@freedom-transit.org as soon as possible but no later than 72 hours before the scheduled event.

Anyone inquiring about a reasonable modification of policies, practices, or procedures to participate in a WCTA Fixed-Route, service, or activity, should contact Andrew Lukitsch, Compliance, Safety, Training Manager at (724) 223-8747, or via mail at 50 E. Chestnut St, Washington, PA 15301, or via email at andrew@freedom-transit.org as soon as possible but no later than 72 hours before the scheduled event.

In the case that an advanced request cannot be made, WCTA contractors/operators will decide based off the WCTA policy herein. A supervisor maybe contacted for assistance.

WCTA will follow its standard complaints process for any requests received. A determination will be made within 48 hours of the received request. Once a determination has been made, all responses will be sent to the client via email, phone call, or standard mail. (Reasonable modifications that require an investigation, or on-site visit may require more than 48 hours. In such a case Freedom Transit will communicate to the client until the reasonable modification determination has been made.)

The ADA does not require Washington County Transportation Authority to take any action that would (1) fundamentally alter the nature of WCTA's services, programs, or activities, (2) would create a direct threat to the health or safety of others, or (3) without the modification, the individual with a disability is able to fully use WCTA's services, programs, or activities for their intended purpose.

In any case in which WCTA denies a request for reasonable modification, WCTA shall take, to the maximum extent possible, any other actions to ensure that the individual with a disability receives the services or benefit provided by WCTA.

Complaints that a WCTA program, service or activity is not accessible to persons with disabilities should be directed to Ian Ramsey, Deputy Executive Director, at (724) 223-8747, or via mail at 50 E. Chestnut St, Washington, PA 15301, or via email at ian@freedom-transit.org.

Washington County Transportation Authority will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing reasonable modifications of WCTA policy.

WCTA offers ADA complementary paratransit service for riders who have an arrival and departure within $\frac{3}{4}$ of a mile of the fixed route but cannot access and/or use the fixed route bus.