

Reasonable Modifications:



Breaking Through Barriers

What it is

- Reasonable – Common sense, using good judgment
- Modification – A change to an existing policy or procedure to help someone with a disability get where they are going.

What it isn't

- A fundamental change to the way you provide service.
- Additional help for someone already able to access the service.
- A direct threat to health or safety of others.
- Something that creates an undue burden of money or time.

TO MODIFY OR NOT? PART I: CRUNCH TIME



- You pick up several passengers from our stop at Nature Valley, and notice they are all eating granola bars. You get on the intercom and remind them that policy states that eating food is not allowed on the bus.

A passenger says, "My service animal is hungry, and I want to feed her on the bus. It's her lunchtime."



A.

Absolutely

B.

Absolutely not

C.

Fill out a form

D.

Run away



TO MODIFY OR NOT? PART II, REASONABLE BOOGALOO



- You pick up several passengers from outside a bank, and they all want to pay their fare with cash. You tell them to put the fare in the farebox and that you don't make change.

Here is my fare, but I have a disability that makes it difficult to use my hands. Can you put it in the farebox for me?

50:50



A.

Absolutely

B.

Absolutely not

C.

Fill out a form

D.

Deploy Muppets



Service Animal Pilot Program



The LTD Way

- 2 Questions, and a behavioral standard
- No certification, letter, or vest can substitute for the above
- Service Animals in training are allowed, but must still behave
- Pilot project began Jan. 1, 2018
 - Option 1, Is this a service animal, and what task are they trained to perform?
 - Option 2, A rider card with a paw print endorsement:
- The endorsement just means that I've already asked someone the two questions so drivers don't have to.



What we've learned

- Communication is key
- Humans and dogs both make mistakes
- Communication is key
- Sometimes people lie
- Communication is key
- The program is a tool, not a solution
- Communication is key



Do's and Don'ts

Do talk to me about starting a paw pass at your transit agency

Don't risk:

- Lawsuits
- Running afoul of the FTA or ADA
- Alienating your local disability community
- Making life difficult for your drivers





Q & A