



Kim Keegan, Chair
Alexandra Horton, Vice Chair
Michelle Lauder
Alan P. Goode
Dan Elliott

Mike Whitten, Executive Director

Reasonable Modification Request Process

Requests for reasonable modifications may be broken into two categories. The first is policy based modifications which should be submitted to Executive Director via mail (110 Elm St. Manchester, NH 03101), email info@mtabus.org, or by calling 603-623-8801 ext. 5151. The second type are real-time service modifications which may be requested by calling MTA dispatch at 603-623-8801 ext. 5160 or asking the Bus Operator. The immediacy of the request determines the category, modifications needed day of or in the very near future are real time service modifications while policy modifications are broader system wide requests.

Examples of reasonable modifications include but are not limited to:

1. A passenger's request for assistance in snow and ice should be granted.
2. A passenger's request to be picked up or dropped off at home but not at the front door should be granted.
3. A passenger's request for a pickup on private property should be granted every reasonable effort should be made to gain access to such an area.
4. A passenger's request for an operator to position the vehicle to avoid obstructions should be granted.
5. A passenger's request for operators to handle the fare media should be granted (in a situation where a passenger cannot reach or insert a fare into the fare box).
6. A passenger's request to eat or drink aboard a vehicle (due to a medical condition) should be granted.
7. A passenger's request to board a vehicle separately from his or her mobility device should be granted.
8. A passenger's request to take medication while aboard a vehicle should be granted.
9. A paratransit passenger's request for special equipment can be denied so long as the requested equipment is not required by the ADA or DOT rules.
10. A passenger's request for an exclusive paratransit trip may be denied.
11. A passenger's request for service may be denied when the request would require the provide to travel outside of its service area or to operate outside of its operating hours.
12. Transportation agencies are not required to provide PCA services for a passenger with a disability.
13. A paratransit passenger's request for a driver to make an intermediate stop and wait for the passenger is OPTIONAL.
14. A passenger's request for the driver to provide service when a passenger with a disability cannot or refuses to pay the fare may be denied.
15. A passenger's request for a driver to take charge of a service animal may be denied.
16. A passenger's request for a driver to open an exterior door should be granted.
17. A passenger's request for a driver to follow a path that would expose the vehicle and its occupants to hazards may be denied.
18. A passenger's request to be picked up in a location that is difficult, but not impossible or impractical to access should be granted.
19. A passenger's request for a specific driver may be denied.





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20. A passenger's request for a driver to assist with packages may be denied.
21. A passenger's request not to ride with certain passengers may be denied.
22. A paratransit passenger's request for a driver to help him or her navigate an incline with the passenger's wheeled device should be granted.
23. A passenger's request to be assisted from his or her door to a vehicle during extreme weather conditions should be granted.
24. Where a passenger's request for assistance means that the driver will need to leave passengers aboard a vehicle unattended, this request should be granted as long as accommodating the request would not leave the vehicle unattended or out of visual observation for a lengthy period of time.
25. If a passenger needs assistance for a return trip when he or she did not need that assistance on the initial trip, the driver should provide such assistance.
26. A passenger's request for a telephone call 5 minutes (or another reasonable interval) in advance of the vehicle arrival should be granted.
27. Except in emergency situations, a passenger's request for a driver to lift the passenger out of his or her mobility device should be denied.

There are several classes of situations in which a request may legitimately be denied:

1. Granting the request would fundamentally alter the entity's services, programs, or activities.
2. Granting the request would create a direct threat to the health and safety of others.
3. Without the requested modification, the individual with a disability is able to fully use the entity's services for their intended purpose.

