



City of Marion, IN Transit System (MTS) ADA Reasonable Accommodation Frequently Asked Questions (FAQs)

2015 Americans With Disabilities Act (ADA) Rule Changes:

The US Department of Transportation (DOT) has revised the rules under the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973. The revised rules provide for public transit organizations to make reasonable modifications and accommodations to policies, practices, and procedures to avoid discrimination, and to ensure accessibility to individuals with disabilities.

What does a reasonable modification/accommodation do?

A reasonable modification/accommodation will enable a person with a disability to fully use Marion Transit's services.

How do I make a reasonable modification/ accommodation request?

Individuals with disabilities may request a reasonable modification of Marion Transit's policies, practices, and procedures in order to accommodate a disability. Marion Transit asks that a written request be made in advance using Marion Transit's Reasonable Modification Request form.

Where do I obtain a Reasonable Modification Request form?

There are several ways to obtain a Reasonable Modification request form:

- Send an email to: jedwards@cityofmarion.in.gov
- Send a request by mail to the Marion Transit Department, 520 East 6th Street, Marion, IN 46953
- Call the Marion Transit Office at: (765) 668-4405

What happens after I submit my written reasonable accommodation request?

A written reply will be sent within ten (10) business days. The written response will communicate the decision regarding the requested reasonable modification - accommodation, and the reason(s) for the decision.

What's the basis for accommodating or denying a request?

Requests are reviewed to determine if the reasonable modification/accommodation provides use or access to MTS' transit services that the requestor otherwise would not have. MTS's focus is on accessibility, as distinct from convenience. The DOT has prescribed four (4) types of requests for modification or accommodation that may be declined. Requests may be declined if:

1. It fundamentally alters the nature of the service, program or activity;
2. It creates a direct threat to the health or safety of others;
3. It results in undue financial and administrative burden; or,
4. The requestor would still be able to fully use the service provided by MTS without the modification.

What happens after I submit my written reasonable modification/accommodation request? A written reply will be sent within ten (10) business days. The written response will communicate the decision regarding the requested reasonable accommodation, and the reason(s) for the decision.

What kinds of requests can be accommodated?

Here are some examples of accommodations that can be made for customers with disabilities:

1. Customers requiring medication while in transit or at an event; this includes administering insulin or conducting a finger stick blood test;
2. Customers requiring food related to medical conditions, such as a person with diabetes needing a high-sugar snack or covered drink to control low blood sugar;
3. Customer request to stop ahead of or behind a bus stop due to an obstruction (e.g. parked car or construction) when it is safe to do so, for either boarding or exiting a bus;
4. Customer request to board before other passengers who are non-disabled; or
5. Customer request for a convenience stop due to lack of curb cuts or accessible path of travel,

What kinds of requests will be denied?

Here are some examples of accommodations that will be denied:

1. Customer flagging a bus to pick up in-between bus stops;
2. Customer request for bus operator to perform personal care attendant functions;
3. Customer request for partial wheelchair securement;
4. Customer request to use lap and shoulder belt without wheelchair securement;
5. Boarding a customer whose service animal is not under control; or,
6. Boarding a customer whose wheelchair is being used to transport only possessions

Can I make a request for a Reasonable Modification/Accommodation on the bus?

Requests can be made to Bus Operators if you are unable to make requests in advance. Service may be delayed as your request is considered. Please indicate if you have already made a written request. The Marion Transit representative may need to confirm the request with appropriate persons.