



# REASONABLE MODIFICATION EXERCISE

## Scenario 1

Julia is 70 years old, a regular transit customer, has a disability and uses a scooter. She is liked by many of the drivers, is always pleasant and appreciative for everything your drivers do to assist. Julia lives alone and has no relatives in the area and is fully dependent on your transit system.

Julia prefers sitting on her scooter instead of transferring to a seat while riding the bus, however, the driver explains that it is much safer if she transfers to a seat and offers to assist. Even though she is able to transfer to the seat she prefers to remain on the scooter, and she understands it is her right to do so under the ADA. Julia is making her weekly trip to the salon, however, where she goes is located on a busy street that is currently under construction.

When the driver arrives to the salon, Julia requests to be dropped off in the alley next to the salon rather than pulling up to the curb like usual. The driver must decide where to drop off and is unsure if the vehicle can around in the alley or even exit by driving forward. Nonetheless, Julia has a difficult time maneuvering the scooter around all the construction debris that is on the sidewalk in front of the salon.

The same driver is assigned to pick up Julia when she is finished with the appointment and is the last passenger of the day. She asks the driver to make an unscheduled stop to the bank to make a deposit and for the driver to wait in the parking lot and then take her back home. The driver is concerned that providing this trip could push him into overtime, because it is already at the end of the day and still has paperwork to complete when returning to the agency.

**Beginning with picking up Julia for her trip to the salon and ending with the driver checking out at the agency at the end of their shift, list the “reasonable modification” requests Julia made and the decisions your agency would make regarding those requests. Explain your rationale.**



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## Scenario 2

Your driver is scheduled to pick up William, a 30-year-old passenger who uses an electric wheelchair. When the driver lowers the lift and wants William to drive forward onto the platform, William states that he wants to back onto the platform instead. Once onboard, William states that he does not want to wear the shoulder harness and lap belt as part of the restraint system, indicating that his power chair has a seatbelt, and the chair will be secured to the floor of the bus.

When arriving to his destination, William requests that the driver provide assistance opening the outside door of the building, explaining that there is no automatic push button entrance and is difficult to open the door on his own. When being picked up for his return trip home, William requests to be dropped off at the corner instead of at the entrance to his apartment building, because he wants to go to the convenience store before going home. The corner does not have a good place to deploy the lift in order for William to get off, however, he tells the driver that Sharon, another driver for your agency, drops him off in the street – which is wide with limited traffic and he will not have to cross the street.

**Beginning with picking up William for his first destination and ending with your decision regarding his drop off at the end of this ride, describe his requests for “reasonable modification” and the decisions your agency would make regarding those requests. Explain your rationale.**



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### Scenario 3:

Your transit agency's policy states that all passengers going to the city mall will be picked-up and dropped-off at the main entrance. Mary is a customer with a disability and uses a manual wheelchair. She has an appointment with her optometrist, who is located directly inside of the rear entrance of the mall. When Mary scheduled her ride, she explained that her doctor's office was located at the rear mall entrance and requested an accommodation to be dropped off at that door instead of the main entrance.

The mall is very expansive, and if dropped off at the main entrance, she would have to wheel herself through the entire mall just to get to the doctor's office. Mary was a no-show for her scheduled return trip home from the mall. The driver waited for the allotted five minutes at the front entrance of the mall, and when she did not come out, the driver left without contacting dispatch. Mary called about 30 minutes later wondering when the bus would arrive and has been waiting at the rear entrance since her scheduled pickup time. Dispatch radioed the driver who indicated Mary had been a no show. The driver said it would be at-least an hour before he could get back to the mall. Mary was furious because she had been where she was supposed to be at the time she was supposed to be picked up. Now it would be an hour and a half until she could go home.

**Beginning with the first call to schedule her ride, what are the "reasonable modifications" requested by Mary; what decisions were made by the agency; where did communications break down; whose responsibility is it for the missed ride; and what will the agency do to handle the situation?**



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### Scenario 4:

John is an older gentleman in his late 70's who is a frequent rider on your transit system. He states that he has a disability and his wife occasionally rides along as his PCA. He does not use any mobility devices or hearing aids; he does wear glasses but appears to be able to see pretty well. When John schedules his ride, he notifies dispatch that his wife would ride along as his PCA. Your driver notices that John's wife rides as his PCA, and not just for doctor's appointments; it seems random. The agency thinks that John and his wife are trying to scam the system so she can ride for free.

When the bus arrives, John asks for the lift to be deployed so he can use it to board the bus. John has never requested to use the lift and appears to be walking fine and perfectly capable of using the steps. His wife uses the regular bus entrance. The bus driver is curious about John's disability and wonders if he has a disability at all. When the driver gets to their stop at the shopping center, there is another vehicle ahead of them and must wait in order to situate the vehicle to safely deploy the lift. It is taking a longer time than expected and the driver asks John if he can use the steps. John insists on using the lift but does not provide any explanation as to why. The driver is getting frustrated and is already running late for his next pickup.

When a driver comes back for their return trip home, they have several packages in a shopping cart. The agency does have a policy that allows drivers to help carry packages for anyone with a disability who needs assistance as long as the total weight of the packages is under 20 pounds and can be carried in one trip. John asks the driver if they can assist with getting the packages from the cart and on to the bus while his wife returns the cart to the shopping center. Again, John asks the driver to deploy the lift so he can board the bus.

When the bus arrives at their home, John asks the driver to carry the packages to the door of the house. There are not many packages and they are not heavy, so the driver does not understand why John's wife, the PCA, cannot carry the packages, also indicating she has not been assisting John all day.

**Beginning with the first call to schedule his ride, what are the "reasonable modifications" requested by John; what decisions were made by the agency; what are the driver's responsibilities; what are the PCA's responsibilities? What kind of communication needs to happen at the transit agency? Provide the rationale for your answer.**