**Reasonable Accommodation/Modification Requests**

Effective July 13, 2015, the Federal Department of Transportation 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, including Metra, to make reasonable accommodations and modifications to policies, practices, and procedures to avoid discrimination, and to ensure accessibility to individuals with disabilities.

**What does a reasonable accommodation/modification do?**

A reasonable accommodation/modification will enable a person with a disability to fully use transit services.

**How can I make a reasonable accommodation/modification request?**

Individuals with disabilities may request a reasonable modification of Metra policies, practices, and procedures in order to accommodate a disability. Metra asks that requests be made in advance of planned travel by submitting a written request to either one of the following individuals.

James Ferneborg

Accessibility Project Manager

[jferneborg@metrarr.com](mailto:jferneborg@metrarr.com)

(312) 322 6766

David Rubino

Director of Station Services

[drubino@metrarr.com](mailto:drubino@metrarr.com)

(312) 322 4265

**What happens after I submit my request?**

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

**What is the basis for granting or denying a request?**

Requests are reviewed to determine if the reasonable accommodation/modification provides use or access to Metra’s transit services that the requestor otherwise would not have. Metra’s focus is on accessibility.

The Federal Department of Transportation has prescribed four (4) types of requests for accommodation/modification. 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;

4. The requestor would still be able to fully use the service provided by Metra without the modification.

**Where can I obtain more information?**

To obtain more information about Metra’s policies for reasonable accommodation/modification, including potential accommodations or reasons for declining requests, please visit [www.metrarail.com](http://www.metrarail.com) or call James Ferneborg at (312) 322 6766 or David Rubino at (312) 322 4265.

The Department of Transportation rule revision can be viewed at <http://www.fta.dot.gov/civilrights/12325.html>.