



Washington County Transportation Authority

Reasonable Modifications to Policies, Practices, and Procedures: Washington County Transportation Authority (WCTA) will make all reasonable modifications to policies, practices, and procedures to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services and activities.

Anyone inquiring about a reasonable modification of policies, practices, or procedures to participate in a WCTA Shared-Ride, Door-to-Door, service or activity, should contact Tammy Sullivan, Transportation Operations Supervisor, at 724-223-8747, or via mail at 50 E. Chestnut St, Washington, PA 15301, or via email at tammy@freedom-transit.org as soon as possible but no later than 72 hours before the scheduled event.

Anyone inquiring about a reasonable modification of policies, practices, or procedures to participate in a WCTA Fixed-Route, service or activity, should contact Tammy Sullivan, Transportation Operations Supervisor, at 724-223-8747, or via mail at 50 E. Chestnut St, Washington, PA 15301, or via email at tammy@freedom-transit.org as soon as possible but no later than 72 hours before the scheduled event.

In the case that an advanced request cannot be made, WCTA contractors/operators will make a determination based off the WCTA policy herein. A supervisor maybe contacted for assistance.

WCTA will follow its standard complaints process for any requests received. A determination will be made within 48 hours of the received request. Once a determination has been made, all responses will be sent to the client via, email, phone call, or standard mail.

The ADA does not require Washington County Transportation Authority to take any action that would (1) fundamentally alter the nature of WCTA's services, programs or activities, (2) would create a direct threat to the hearth or safety of others, or (3) without the modification, the individual with a disability is able to fully use WCTA's services, programs, or activities for their intended purpose.

In any case in which WCTA denies a request for reasonable modification, WCTA shall take, to the maximum extent possible, any other actions to ensure that the individual with a disability receives the services or benefit provided by WCTA.

Complaints that a WCTA program, service or activity is not accessible to persons with disabilities should be directed to Ian Ramsey, Deputy Director, at 724-223-8747, or via mail at 50 E. Chestnut St, Washington, PA 15301, or via email at ian@freedom-transit.org.

Washington County Transportation Authority will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing reasonable modifications of WCTA policy.

WCTA offers ADA complementary paratransit service for those who have an origin and destination within $\frac{3}{4}$ of a mile of the fixed route but cannot access and/or utilize the fixed route bus.