



**Americans with Disabilities Act (ADA)
Reasonable Modifications Policy**

GO Westmoreland will make reasonable modifications to its policies, practices, or procedures when requested to do so by individuals with disabilities when such accommodations are necessary to avoid discrimination based on disability.

Requests for accommodations will be considered on a case-by-case basis and may be denied on one or more of the following grounds:

- Granting the request would fundamentally alter the nature of GO Westmoreland's service, programs, or activities;
- Granting the request could create a direct threat to the health or safety of the requestor or others;
- Granting the request would create an undue financial or administrative burden for the Agency; or
- Without such modification, the individual with a disability is otherwise able to fully use GO Westmoreland's services, programs, or activities for their intended purpose.

In determining whether to grant a requested modification, GO Westmoreland will be guided by the provisions of the United States Department of Transportation at 49 CFR Appendix E to Part 37.169.

Requests for reasonable modifications should be submitted by the public in the following manner:

- Please be as specific as possible and include information on why the requested modification is needed in order to allow the individual to use GO Westmoreland's services.
- Requests should be made in writing or by email, and will be accepted by phone if necessary. Requests should be directed to the Director of Operations, 41 Bell Way, Greensburg, PA 15601 or customerservice@westmorelandtransit.com.
- "On-the-spot" requests will be accepted for circumstances that may arise while utilizing GO Westmoreland's transportation services by making a request to the driver. Such requests should be made as soon as the circumstance is made known

to the requestor. The driver may make the determination or request a decision of a supervisor dependent upon the situation.

All requests/documentation shall be maintained in a designated file at the GO administrative offices for a minimum of five (5) years from the date of request.

Note: The WCTA offers all publications in alternate formats for people with disabilities. To request an alternate format, please call GO Westmoreland at 1-800-242-2706.