

BCDOT Reasonable Modifications Policy

In accordance with the Americans with Disabilities Act (ADA) and directives from the Federal Transit Administration, the Charm City Circulator will make every effort, to the maximum extent feasible, to ensure that a person with a disability has access to, and benefits from, its services. The Charm City Circulator will make reasonable modifications to its policies, programs, and procedures applicable to its transportation services, when necessary to avoid discrimination and ensure accessibility for people with disabilities. Reasonable modifications do have limitations and are not intended to:

- Cause a direct threat to the health and safety of others
- Create undue financial and administrative burdens
- Constitute a fundamental alteration to transit services

Considerations when making a reasonable modification request:

- Individuals requesting modifications shall describe what they need to use the service by contacting the Charm City Circulator or emailing DOTCivilRights@baltimorecity.gov
- Individuals requesting modifications are not required to use the term “reasonable modification” when making a request.
- Whenever feasible, requests for modifications shall be made and determined in advance, before the Charm City Circulator is expected to provide the modified service by completing the [BCDOT ADA Request for Accommodation](#) form
- Where a request for modification cannot practicably be made and determined in advance, operating personnel shall decide whether the modification should be provided at the time of the request. Operating personnel may consult with management before deciding to grant or deny the request.

The request must identify the modification needed to use the service. Whenever feasible, please make the request in advance, before the modification is needed to access the service.

Within the scope of the ADA and reasonable modification, if the Charm City Circulator denies a request it will make every effort, to the maximum extent feasible, to ensure that a person with a disability has access to, and benefits from, its services. The Charm City Circulator and BCDOT strive to respond, in writing, to each request within 30 calendar days. All the information involved with this process will be kept confidential.