

MUNICIPALITY OF SAN LORENZO
ADA Reasonable Modification Procedure

In accordance with the Americans with Disabilities Act, The Municipality of San Lorenzo is required to make reasonable modifications to policies, practices, and procedures to avoid discrimination and ensure that our transportation programs are accessible to all customers.

PUBLIC REQUEST PROCESS

- Requests should identify which transportation service the reasonable modification applies to.
- Requests should be as specific as possible and include information on why the requested modification is needed in order to allow the individual to use the transportation service.
- Requests should be made in writing or by email, but will be accepted by phone, if needed.
- Requests should be directed to Municipality of San Lorenzo, Transportation Office, PO Box 1289, San Lorenzo, Puerto Rico, 00754, . Phone requests should be made to 787-736-3511, Transportation Office.
- "On-the-spot" requests will be accepted for circumstances that may arise while utilizing the 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 makes the determination or request a decision of a supervisor dependent upon the situation.
- All requests/documentation will be maintained in a designated file at the Transportation Office for a minimum of six (6) years from date of request.

EXCEPTIONS

Any requests for reasonable modifications will be considered but the determination will take in account the following exceptions:

- Fundamental alteration of service (such as change in operational hours or requesting the driver to act as personal care attendant.)
- Direct threat to the health or safety of others (such as leaving vehicle unattended or in an unsafe operating position.)
- Not needed by the requestor to use the service.
- Undue financial or administrative burden.