

Reasonable Modification for Customers with Disabilities

Mountain Rides (MRTA) is committed to serving the needs of individuals with disabilities in accordance with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973. MRTA Reasonable Modification Processes are designed to guide MRTA staff to make reasonable modifications/accommodations to policies, practices, and procedures pertaining to fixed-route, demand response, and paratransit services necessary to avoid discrimination. The authority will grant requests for reasonable accommodations except where making accommodations would fundamentally alter the nature of the service, program, or activity or create a direct threat to the health or safety of others.

How to request a reasonable modification

The MRTA Director of Operations is the designated Reasonable Modification Coordinator. The coordinator is responsible for the administration of the reasonable modifications processes and maintaining documentation of requests and disposition of requests for modifications.

Contact Information:

Mountain Rides

Attn: Ben Varner

PO Box 3091

800 1st Ave N

Ketchum, Idaho 83340

(208) 788-7433 x105

ben@mountainrides.org

How to file a complaint

Any person wanting file a complaint or appeal a denial of a request for modification of policies and practice has 10 days from receiving the decision to do so. There are several ways to file a complaint or appeal:

- By mail: Mountain Rides, attn: Director of Operations, PO Box 3091, Ketchum, ID 83340
- By facsimile addressed to the Director of Operations at 866-554-1103
- By email to: ben@mountainrides.org
- By calling the Director of Operations directly at 208-788-7433 x105

All complaints will be investigated and responded to within ten (10) working days. Responses to complainants must be documented and include the reason for the response.

