



## **Palmetto Breeze / Easy Breeze Paratransit**

### **Reasonable Accommodation Policy**

Lowcountry Regional Transportation Authority (LRTA) dba Palmetto Breeze will make reasonable accommodations/modifications to its policies, practices, and procedures when such accommodations are necessary to avoid discrimination on the basis of disability.

The procedures described herein regarding reasonable accommodations apply to the transit services operated by Palmetto Breeze and include Fixed Routes, Commuter Routes, Demand Response Routes, Coordinated Transportation and Easy Breeze Paratransit.

Requests for reasonable accommodations are to be made in advance, whenever possible, and should be sent in writing by mail or email to:

LRTA dba Palmetto Breeze  
ATTN: Mobility Manager  
P.O. Box 2029  
Bluffton, SC 29910  
[kmorales@palmettobreezetransit.com](mailto:kmorales@palmettobreezetransit.com)

For inquiries, questions, or comments about this policy,  
call Palmetto Breeze at (843)757-5782 and press option #3.

As stated, requests for reasonable accommodation should generally be made in advance. When the request cannot be made in advance, the operating personnel who receive the request (driver, call taker or dispatcher) shall contact the Palmetto Breeze Mobility Manager for a decision. The decision of the Mobility Manager is final for the individual trip in question.

The individual requesting reasonable accommodation must give his/her name, address, and phone number. The request itself must clearly state the Palmetto Breeze policy, practice, or procedure for which reasonable accommodation is being requested. Furthermore, it must clearly explain what modification is being requested and why. The request for reasonable

accommodation does not have to use the specific words “reasonable modification;” however, it must be clear what is being requested. The request for the reasonable accommodation will be granted unless one of the following situations exists:

- Granting the request fundamentally alters the nature of the Palmetto Breeze services, programs, or activities.
- Granting the request creates a direct threat to the health or safety of the driver or anyone else. (e.g. Exposing the vehicles to operational hazards, leaving a vehicle unattended for a period of time.)
- The individual can fully use the service, program or activity as intended without the requested modification.
- Granting the request results in an undue financial or administrative burden.

In an event that a request for a reasonable accommodation is denied, Palmetto Breeze will work with the individual(s) making the request to identify and implement alternative actions, steps or modifications that could be taken to ensure that the individual receives the service or benefit sought for future transportation.

Palmetto Breeze recognizes that requests for reasonable accommodation may come through the Palmetto Breeze complaint process. Palmetto Breeze handles any complaint that is in fact a request for reasonable accommodation in accordance with this policy.