

Requests for Reasonable Accommodations

Pace has always reviewed and made reasonable accommodations when requested. This Reasonable Accommodation Policy formalizes this practice.

Pace makes reasonable accommodations/modifications to its policies, practices and procedures when such accommodations are necessary to avoid discrimination on the basis of disability. However, a request for an accommodation will not be granted if granting the request would: fundamentally alter the nature of the service, program or activity; create a direct threat to anyone; the individual(s) requesting the accommodation can fully use the service without the requested modification; or result in an undue financial or administrative burden.

The procedures described herein regarding reasonable accommodations apply to all services operated by Pace, including, but not limited to, fixed route services, ADA Paratransit services, Dial-a-Ride services and Vanpool services. Pace recognizes there may be requests for reasonable accommodations related to other programs or activities offered by Pace. Requests for reasonable accommodations for these programs and activities will be handled in accordance with this policy.

Pace's Deputy Executive Director of Revenue Services is the designated position who coordinates Pace's efforts in regard to reasonable accommodations. Requests for reasonable accommodations should generally be made in advance. However, when the request cannot be made in advance, the operating personnel who receive the request (driver, call taker or dispatcher) shall contact the lead dispatcher or dispatch manager for a decision. The decision of that lead dispatcher or dispatch manager is final for the individual trip in question. However, the person making the request for a reasonable accommodation can refer the matter to the Deputy Executive Director for review in regard to future trips where such a request is anticipated.

As stated, requests for reasonable accommodations are made in advance of service as much as possible. Send requests for reasonable accommodations in writing to:

Pace
Deputy Executive Director, Revenue Services
550 West Algonquin Road
Arlington Heights, IL 60005

Requests for reasonable accommodations may also be emailed to Passenger.Services@pacebus.com. For inquiries, questions or comments call (847)364-7223. For information in Spanish call (847)228-3575.

The individual requesting a reasonable accommodation must give his/her name, address, and phone number. The request itself must clearly state the Pace policy, practice or procedure for which a reasonable accommodation is being requested. Further, it must clearly explain what modification is being requested and why. The request for a 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 is granted unless one of the following situations exists:

1. Granting the request fundamentally alters the nature of Pace's service or services, programs, or activities.
2. Granting the request creates a direct threat to the health or safety of the driver or anyone else.
3. The individual can fully use the service, program or activity as intended without the requested modification.
4. Granting the request results in an undue financial or administrative burden.

In the event that a request for a reasonable accommodation is denied, Pace will work with the individual or individuals making the request to identify and implement alternative actions, steps or modifications that can be taken to ensure that the individual receives the service or benefit sought.

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