



**COLLIN COUNTY TRANSIT
REQUESTS FOR REASONABLE
MODIFICATION OR ACCOMMODATION
POLICY**

How To Submit A Request:

Customers needing to make a modification or accommodation request may do so by contacting the City of McKinney at collincountytransit@mckinneytexas.org or the Denton County Transportation Authority Customer Service at 940.243.0077 or send an email to info@dcta.net.

Request Reviews

The City of McKinney and DCTA staff will review requests for reasonable modifications and accommodations. Requests will be denied if it will:

- a) Fundamentally alter the nature of the entity's transit services
- b) Create a direct threat to the health and safety of others
- c) Without the requested modification, the individual with a disability is able to fully use the transit agency's services, program or activities for their intended purpose
- d) Granting the request would cause an undue financial or administrative burden

If none of these conditions are present, the request will be approved. In the event that a request is denied, the City of McKinney and DCTA will consider any other actions to ensure that the individual with a disability receives service.

The City of McKinney and DCTA will respond to a request within 15 calendar days to notify receipt of the request. Staff will respond with a decision to the request within 45 calendar days thereafter.

Appeal Process

The customer shall have 10 calendar days from the date of the denial notice to submit to DCTA a written request for an appeal. He or she (or their representative) shall include a written explanation as to why they believe their request should be approved.

A customer who disputes the basis for denial may request an appeal hearing in writing DCTA at:

DCTA
Appeal Panel
P. O. Box 96
Lewisville, TX 75057
(972) 221-4601 (fax)

DCTA will notify the individual, in writing, of the Appeal Panel's ruling on all appeals. This notification will outline the ruling and supporting reason(s). A decision will be provided to the appellant within 30 days from the appeal request date. Appeal Panel will have the final say on all appeals.