

Mat Trans
Reasonable Accommodation Policy

Mat Trans will make reasonable accommodations/modifications to its policies, practices and procedures when such accommodations are necessary to avoid discrimination based on disability. The procedures described herein regarding reasonable accommodations apply to the transit services provided by Mat Trans, McCormick County Senior Center (MCSC) and include the all programs and service lines within the transportation department. Requests for reasonable accommodations are to be made in advance, as often as possible, and should be sent in writing by mail or email to:

McCormick County Senior Center
PO Box 684
1421 South Main Street
McCormick, SC 29835
864-465-2626

Attn: Josh Bentley, Associate Director
joshbentley@mcsc.mat.org

For inquiries, questions or comments about this policy, call Josh Bentley at 864-465-2626.

As stated, requests for reasonable accommodations 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 Mat Trans Transit Department for a decision. The decision of the Mat Trans Manager is final for the individual trip in question.

The individual requesting a reasonable accommodation must give his/her name, address, and phone number. The request itself must clearly state Mat Trans policy, practice or procedure for which a reasonable accommodation is being requested. Furthermore, 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 will be granted unless one of the following situations exists:

1. Granting the request fundamentally alters the nature of Mat Trans services, programs, and or activities,
2. 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),
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 an event that a request for a reasonable accommodation is denied, Mat Trans 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. Mat Trans recognizes that requests for reasonable accommodations may come through the Mat Trans complaint process. Mat Trans handles any complaint that is in fact a request for a reasonable accommodation in accordance with this policy.