

## Origin-to-Destination Service Policy

### ADA Complementary Paratransit Compliance

In accordance with **49 CFR §37.129** and guidance from the **Federal Transit Administration (FTA)** and **U.S. Department of Transportation (DOT)**, Saratoga Bridges provides **origin-to-destination** paratransit service to eligible individuals with disabilities.

**Service Definition:** Origin-to-destination means transportation from the rider's starting point to their final destination—not merely curb-to-curb.

### Reasonable Modification Policy for Paratransit Services

In accordance with guidance from the Federal Transit Administration (FTA), Saratoga Bridges is committed to ensuring that individuals with disabilities have equal access to transportation services. We will make reasonable modifications to policies, practices, or procedures when necessary to accommodate riders, unless doing so would:

- Fundamentally alter the nature of the service,
- Create a direct threat to health or safety, or
- Be unnecessary for the individual to use the service.

### Examples of Reasonable Modifications

Modifications may include, but are not limited to:

- Allowing food or drink on board for medical reasons (e.g., diabetes).
- Adjusting pickup or drop-off locations for safety or accessibility (e.g., avoiding steep driveways or inaccessible entrances).
- Permitting administration of medication or medical equipment use during transit, provided it does not pose a safety risk or burden.

### How to Request a Modification

To request a reasonable modification, please follow these steps:

1. **Be Specific** Clearly describe the modification you need and how it enables you to use the service.
2. **Request in Advance** Submit your request as early as possible, especially for recurring or long-term needs, to allow time for review and implementation.
3. **Contact Us** You may request a modification during:
  - The eligibility application process
  - Trip reservation
  - Filing a complaint or feedback

Requests can be submitted via phone (518-587-0723), or in writing (16 Saratoga Bridges Blvd, Ballston Spa, NY 12020). We will review each request promptly and respond with a decision or follow-up questions.