

## **PASSENGER ASSISTANCE AND REASONABLE MODIFICATIONS**

**S.E.A. provides door-to-door service.**

**Door-to-door service means from the van door to the passenger's home or office door.**

**-Drivers are not permitted to enter through the doorway to any home-Personal care attendant rides at no charge.**

- **Individuals needing a service accommodation or modification must notify SEA of the request when making a reservation.**
- **For more information regarding the reasonable modification policy or how to file a reasonable modification complaint, please contact Society for Equal Access at 330-343-3668**
- **SEA will do its best to accommodate all requests.**