



REASONABLE MODIFICATION / ACCOMODATION INFORMATION FOR SIOUX AREA METRO (SAM)

Sioux Area Metro (SAM) is required to provide reasonable modification/accommodations to its policies, procedures and practices to ensure that individuals with disabilities can access SAM transportation services in accordance with the Americans with Disabilities Act (49 CFR 37.169). This request can be made in advance or on-the-spot, depending upon the circumstance. Please note, a request can be denied by SAM when it is a direct threat to the health or safety of others or presents a fundamental alteration to the services provided by SAM.

The request from the individual with a disability should be specific and include information on why the requested modification is needed to access SAM's transportation services.

Requests for Fixed Route Service Modifications may be sent to:

SAM Operations Manager
500 East 6th Street
Sioux Falls, SD 57103
Email:
Phone: (605) 231-6903

Requests for Paratransit Service Modifications may be sent to:

SAM Paratransit Manager
500 East 6th Street
Sioux Falls, SD 57103
Email: tlanham@siouxfalls.org
Phone: (605) 978-6911

Complaints regarding requested service modifications may be sent to:

SAM General Manager
500 East 6th Street
Sioux Falls, SD 57103
Email: rhartman@siouxfalls.org
Phone: (605) 978-6901