

## REQUESTS FOR REASONABLE MODIFICATION

### Reasonable Modification Regulations

On March 13, 2015 as part of the Federal Register Vol. 80, No. 49 (80FR13253), the Federal Department of Transportation issued a Final Rule effecting 49 CFR Parts 27 and 37: Transportation for Individuals With Disabilities; Reasonable Modification of Policies and Practices. The purpose behind this final rule is, "...specifically to provide that transportation entities are required to make reasonable modifications/accommodations to policies, practices, and procedures to avoid discrimination and ensure that their programs are accessible to individuals with disabilities."

### Requirements

Federal funding recipients must make reasonable accommodations in policies, practices, or procedures when necessary to avoid discrimination on the basis of disability unless recipients can demonstrate that making the accommodations would fundamentally alter the nature of the service, program, or activity or result in an undue financial and administrative burden. This requirement applies to both fixed-route and paratransit services.

### Reasonable Modification: Examples

#### General

- Have operator pull up a reasonable distance from obstructed bus stop
- Help passenger with fare media
- Allow passenger with medical condition to eat/drink to avoid adverse health consequences.

#### Paratransit

- Pick up at hard to maneuver spots
- Pick up at specific entrances
- Assist in extreme weather

\*please note this list is not exhaustive and only includes some of the most common modification requests



## Reasonable Modification: What it is not?

### 1. Fundamental alteration of service

- Specific vehicle requests
- Exclusive rides
- Personal Care Attendant (PCA) functions like carrying packages, staying with unattended passengers
- Operating outside service area or hours

### 2. Direct threat to the health and safety of others

- Exposing the vehicle to a hazards (reversing down a narrow alley, striking overhead objects, etc.)
- Leaving vehicle unattended for a lengthy period

### 3. Not needed by the requester to use the service

- Request for a specific driver

### 4. Undue financial/administrative burden

- Asking not to ride with a particular passenger

## **Procedures for Requests for Reasonable Accommodation**

**Whenever feasible, requests for modifications shall be made in advance, before the requested modification is expected to be provided.** To request an accommodation please contact Mark Therrien, Executive Director of Paratransit Services by mail, email, or phone listed below:

Mark Therrien  
RI Public Transit Authority  
705 Elmwood Avenue  
Providence, RI 02907

[MTherrien@RIPTA.com](mailto:MTherrien@RIPTA.com)  
401-784-9500 ext. 1152

RIPTA and the RIdE Program acknowledge that, due to the unpredictable nature of transportation, some requests for reasonable modification may be made during transportation. As such, an operating supervisor or dispatcher shall make a determination of whether the modification should be provided at that time.