

Reasonable Modifications

Port Authority is committed to providing individuals with disabilities an equal opportunity to participate in and benefit from Port Authority's policies, practices and procedures.

Individuals may request **reasonable modifications** to avoid discrimination and ensure that our services and programs are accessible to individuals with disabilities.

To request a reasonable modification, contact Customer Service at **412-442-2000** (**412-231-7007 for TTY**), or complete the contact form at <https://portauthority.org/customerservice>, and ask that your request be sent to Port Authority's ADA Compliance Officer.

FREQUENTLY ASKED QUESTIONS (FAQs)

What is a reasonable modification?

A reasonable modification is a change or modification to afford a qualified individual with a disability equal access to Port Authority's programs or activities, unless modifications of policies, practices, and procedures would fundamentally alter the nature of the program, service, or activity; result in undue financial and administrative burdens to the agency; or create a direct threat to the health or safety of others.

How do I request a reasonable modification?

If you need to request a reasonable modification, contact Customer Service at **412-442-2000** (**412-231-7007 for TTY**), or complete the contact form at <https://portauthority.org/customerservice>, and ask that your request be sent to Port Authority's ADA Compliance Officer.

Does my request for a reasonable modification need to be in writing?

No, you do not need to put your request in writing, however, making a written request can be helpful documentation of the progress and resolution of your request. Additionally, you do not need to use the specific words "reasonable modification" when making your request.

When should I request a reasonable modification?

You may request a reasonable modification from Port Authority at any time. However, making the request in advance of a meeting, conference call, visit or trip will help ensure that we have appropriate time to review the request. For certain requests, such as

requests for sign language interpretation, Port Authority requests at least two week's advance notice.

Can someone request a reasonable modification on my behalf?

Yes, anyone can request a reasonable modification on behalf of an individual with a disability who seeks to participate in Port Authority programs, activities or service.

What will Port Authority do upon receiving my request for a reasonable modification?

Port Authority may contact you to obtain more information about your request and to better understand your needs. Additionally, Port Authority may review your request to determine whether:

- The requested modification will be effective in allowing you to access the activity, program or service in which you are seeking participation.
- The requested modification is reasonable, or an equally effective alternative to the requested modification is available.
- Providing you with the requested modification would fundamentally alter the nature of the program, service, or activity; result in undue financial and administrative burdens to the agency; or create a direct threat to the health or safety of others.

Port Authority may consult with you in an interactive process to determine on a case-by-case basis what accommodations can be made.

If Port Authority determines that your requested modification would fundamentally alter the nature of the program, service, or activity; result in undue financial and administrative burdens to the agency; or create a direct threat to the health or safety of others, your request may be denied. Port Authority is committed to taking, to the maximum extent possible, any other actions to ensure that the individual with a disability receives the services provided by Port Authority. However, in the unlikely event that your request is denied, Port Authority will work with you to identify an alternative accommodation that allows you to effectively participate in the program, activity, or service.

Can Port Authority request medical documentation from me after receiving my request for a reasonable modification?

No, Port Authority may not request medical documentation after receiving your request for a reasonable modification. Port Authority questions will be limited to understanding the barrier to your ability to participate in the program or activity in which you are interested, and the nature of the modification that will remove this barrier.

Can Port Authority charge me the cost of providing the reasonable modification?

No, you are not responsible for the cost of the modification Port Authority provides to you.

What are some examples of reasonable modifications?

There are many types of reasonable modifications. Some examples of how Port Authority provides reasonable modifications include:

- Arranging for qualified sign language interpreters.
- Producing print materials in braille.
- Producing print materials in large print.
- Allowing passengers to eat or drink on a bus or light rail vehicle due to a medical condition.
- Allowing a passenger to exit the vehicle in a safe location, even if it is not a designated stop, due to their stop being obstructed.
- Allowing a passenger to board with a child in an open stroller due to a medical condition of the child or caregiver.