



ADA Reasonable Modification Policy

In accordance with the Americans with Disabilities Act, the Puerto Rico Highway and Transportation Authority (PRHTA) is required to make reasonable modifications to policies, practices, and procedures to avoid discrimination and ensure that our transportation programs are accessible to all customers.

REASONABLE MODIFICATION

PRHTA supports a number of public transportation services in Puerto Rico, both urban and rural. Each transportation provider has a reasonable modification policy. The best and quickest method to request a reasonable modification is to contact the transportation provider directly. There are no restrictions on when a customer can request a reasonable modification, although written requests are encouraged as soon as the need is identified.

EXCEPTIONS

Any and all requests for reasonable modifications will be considered, but the determination will take into account the following exceptions:

1. Fundamental alteration of service (such as change in operational hours or requesting the driver to act as personal care attendant)
2. Direct threat to the health or safety of others (such as leaving vehicle unattended or in an unsafe operating position)
3. Not needed by the requester to use the service
4. Undue financial or administrative burden

PUBLIC REQUEST PROCESS

1. Requests should identify which transportation service the reasonable modification applies to.
2. Requests should be made directly to the transportation provider.
3. Requests should be as specific as possible and include information on why the requested modification is needed in order to allow the individual to use the transportation service.
4. "On-the-spot" requests will be accepted for circumstances that may arise while utilizing the transportation services by making a request to the driver. Such requests should be made as soon as the circumstance is made known to the requestor. The driver may make the determination or request a decision of a supervisor dependent upon the situation.
5. All requests/documentation will be maintained in a designated file at the transportation providers' offices for a minimum of five (5) years from date of request.

