



REASONABLE MODIFICATION POLICY

According to the “Americans with Disabilities Act” (ADA) the Puerto Rico Integrated Transportation Authority (PRITA) must implement reasonable modifications to its policies, practices, and procedures, to avoid any type of discrimination and make sure our transportation programs are accessible to all.

REASONABLE MODIFICATION:

PRITA supports public transportation services in Puerto Rico and each transportation service provider has its reasonable modification policy. Therefore, the most effective way to request reasonable modification is by contacting the service provider directly. Although there are no restrictions as of when one person may request such modification, we encourage users to make a written request as soon as the necessity is identified.

EXCEPTIONS:

Every reasonable modification request must be evaluated, but the determination will consider the following exceptions:

1. Fundamental Alteration- A change so significant it alters the nature of the service.
2. Direct Threat- A significant risk to the health of others.
3. Not Needed- Without the requested modification, the individual with disability is able to fully use the entities services, programs, or activities for their intended purpose.
4. Undue Burden- Accommodation requested may be unreasonable depending on facts and circumstances of each individual case.

REASONABLE MODIFICATION REQUEST PROCESS:

1. The request must identify the specific transportation service that requires the reasonable modification.
2. The request must be addressed directly to the transportation provider.
3. The request must be as specific as possible and include the reasons why the modification is necessary to allow the person to use the transportation service.
4. Request for modification in circumstances that may emerge while using the transportation service are allowed and must be addressed directly to the driver. Such request must be made as soon as the requester identifies the need for such modification. Depending on the situation, drivers can make the decision or ask their supervisor.
5. Requests and documentation must be filed in a designated archive in the transportation provider offices for at least five (5) from the date of the request.