



## ADA Reasonable Modification Policy

### Harbor Transit

United States Department of Transportation rules, as related to the Americans with Disabilities Act (ADA) and section 504 of the Rehabilitation Act of 1973, specifically require transportation agencies to make reasonable modifications to policies, practices, and procedures, as needed, to avoid discrimination and ensure that programs are accessible to individuals with disabilities.

Harbor Transit is committed to providing equal access and opportunity to qualified individuals with disabilities. To ensure equality and fairness, Harbor Transit will make reasonable modifications, as determined appropriate. A reasonable modification is a change and or exception to polices, practices, or procedures, where needed, to permit persons with disabilities to have equal access to programs, services, and activities.

An individual's request for a reasonable modification may be considered by Harbor Transit if: 1. That individual has a physical or mental impairment that substantially limits one or more of the major life activities of such individual. 2. Has a record of such impairment. 3. Has been regarded as having such impairment.

Exceptions to the requirement to provide reasonable modifications include, where:

- Making the modification would fundamentally alter the nature of the public transportation service.
- Making the modification would create a direct threat to the health and safety of others.
- The person with a disability requesting the reasonable modification is able to fully use Harbor Transit's service without the modification being made.
- Granting the request would cause an undue financial and or administrative burden.

Anyone who would like to request a modification of policies or procedures can call Harbor Transit at (616) 842-3220 ext.5 or send their written request to:

Harbor Transit  
Attn: Reasonable Modification  
440 North Ferry Street  
Grand Haven, MI 49417

Please include as much information as possible in your request for a reasonable modification. Along with other information, provide answers to the following questions, where possible, in order to expedite consideration of the request.

1. Who needs the modification? Include name, phone number, and address.
2. What do you want harbor Transit to do? Describe the change you want to see take place.
3. When is the modification needed? Is the change needed on a certain day or time?
4. Where will the modification take place? Include the street, intersection or building name.
5. Why is the modification needed? Describe the circumstances that created the request.