



Greater Portland Transit District

Reasonable Modification Policy and Procedures

Rev. February 2026

PURPOSE

Ensure that METRO'S public transportation services are provided in as accessible a manner as possible to persons with disabilities and comply with applicable federal regulations (49 CFR Parts 27 and 37 – Transportation for Individuals with Disabilities; Reasonable Modification of Policies and Practices).

POLICY

METRO will provide reasonable accommodations to policies, practices, or procedures when the accommodations are necessary to avoid discrimination on the basis of disability unless making the modifications (1) would fundamentally alter the nature of the service, program, or activity, or (2) would result in undue financial and administrative burdens, or (3) without the requested modification, the individual with a disability is able to fully use the entity's services, programs, or activities for their intended purpose.

PROCEDURES

1. METRO will ensure information about this policy and process is readily available to the public, including individuals with disabilities. At a minimum, METRO will post this policy on its website, printed materials will reference its availability, postings will be placed at METRO's transit center and main office and staff will conduct outreach to appropriate groups and organizations. Materials will note that this policy can be made available in accessible formats. METRO's **Director of Marketing** is the lead staff member on this part of the procedure.
2. Persons with disabilities who would like to make a reasonable accommodation request are asked to complete the **Reasonable Modification Form** and submit to METRO'S Transit Operations Manager. METRO asks the following of individuals making a request:
 - a. Make request in advance of desired change in policy or practice;
 - b. Please be as specific as possible about how a current policy or practice creates a barrier to your use of METRO's public transit system;
 - c. Please recommend the reasonable modification you would like METRO to consider.

METRO will make every effort accommodate IMMEDIATE reasonable accommodation requests for situations in which a potential IMMEDIATE AND PRESENT barrier to using public transit. In these situations, passengers are asked to contact METRO at 207-774-0351.

3. Within three (3) business days, the **Transit Operations Manager** will review the request and make a determination as to whether METRO can grant the request. He/she will specify the exact nature of the accommodation on the Reasonable Modification Form. Within five (5) business days, the determination and action will be communicated to the requestor along with all appropriate personnel including dispatchers, bus operators, customer service staff and the Chief Transportation Officer.

4. Passengers are advised that METRO may deny reasonable accommodation requests on the following grounds:
 - a. The request would result in a fundamental alteration of the METRO'S services.
 - b. Fulfilling the request would create a direct threat to the health and safety of others, including (but not limited to) METRO personnel, other passengers or the general public.
 - c. The requested modification would not be necessary to permit the passenger to use METRO's services for their intended purpose in a nondiscriminatory fashion.

APPLICABLE RESOURCES

- Reasonable Modification Form
- METRO Complaint Form