



March 27, 2015

DOT's Reasonable Modification Requests (ADA Regulations)

1. A passenger's request for assistance in snow and ice **should be granted**.
2. A passenger's request to be picked up or dropped off at home but not at the front door **should be granted**.
3. A passenger's request for a pickup on private property **should be granted**— every reasonable effort should be made to gain access to such an area.
4. A passenger's request for an operator to position the vehicle to avoid obstructions **should be granted**.
5. A passenger's request for operators to handle the fare media **should be granted** (in a situation where a passenger cannot reach or insert a fare into the fare box).
6. A passenger's request to eat or drink aboard a vehicle (due to a medical condition) **should be granted**.
7. A passenger's request to board a vehicle separately from his or her mobility device **should be granted**.
8. A passenger's request to take medication while aboard a vehicle **should be granted**.
9. A paratransit passenger's request for special equipment **can be denied** so long as the requested equipment is not required by the ADA or DOT rules.
10. A passenger's request for an exclusive paratransit trip **may be denied**.
11. A passenger's request for service **may be denied** when the request would require the providee to travel outside of its service area or to operate outside of its operating hours.
12. Transportation agencies **are not required** to provide PCA services for a passenger with a disability.
13. A paratransit passenger's request for a driver to make an intermediate stop and wait for the passenger is **OPTIONAL**.
14. A passenger's request for the driver to provide service when a passenger with a disability cannot or refuses to pay the fare **may be denied**.
15. A passenger's request for a driver to take charge of a service animal **may be denied**.
16. A passenger's request for a driver to open an exterior door **should be granted**.
17. A passenger's request for a driver to follow a path that would expose the vehicle and its occupants to hazards **may be denied**.
18. A passenger's request to be picked up in a location that is difficult, but not impossible or impractical to access **should be granted**.
19. A passenger's request for a specific driver **may be denied**.

20. A passenger's request for a driver to assist with packages **may be denied**.
21. A passenger's request not to ride with certain passengers **may be denied**.
22. A paratransit passenger's request for a driver to help him or her navigate an incline with the passenger's wheeled device **should be granted**.
23. A passenger's request to be assisted from his or her door to a vehicle during extreme weather conditions **should be granted**.
24. Where a passenger's request for assistance means that the driver will need to leave passengers aboard a vehicle unattended, this request **should be granted as long as accommodating the request would not leave the vehicle unattended or out of visual observation for a lengthy period of time**.
25. If a passenger needs assistance for a return trip when he or she did not need that assistance on the initial trip, **the driver should provide such assistance**.
26. A passenger's request for a telephone call 5 minutes (or another reasonable interval) in advance of the vehicle arrival **should be granted**.
27. Except in emergency situations, a passenger's request for a driver to lift the passenger out of his or her mobility device **should be denied**.

There are several classes of situations in which a request may legitimately be denied:

1. Granting the request would fundamentally alter the entity's services, programs, or activities.
2. Granting the request would create a direct threat to the health and safety of others.
3. Without the requested modification, the individual with a disability is able to fully use the entity's services for their intended purpose.

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