

REQUESTS FOR REASONABLE MODIFICATION OF POLICIES & PROCEDURES

Individuals with disabilities may request reasonable modification/accommodation of SORTA's policies, practices and procedures when modifications are necessary to avoid discrimination and ensure SORTA's services are accessible to individuals with disabilities. Requested modifications/accommodations will be granted unless they would result in a direct threat to safety, would constitute a fundamental alteration in the service, or are not necessary for the individual to access SORTA's services.

Requests for reasonable modifications/accommodations should be made in advance whenever possible. If it is not feasible to make the request in advance, the request may be made to the vehicle operator, who will make a good faith attempt to accommodate the request unless it would pose a direct threat or constitute a fundamental alteration of the service. The vehicle operator may communicate with a supervisor before granting or denying the request.

Requests for modification/accommodation should be directed to SORTA's Director of ADA & Accessible Services:

Lisa Aulick
602 Main Street
Suite 1100
Cincinnati OH 45202

If the requested modification/accommodation is denied, the individual may file a complaint with Ms. Aulick, who will promptly investigate the complaint and provide the individual with a written explanation for the denial.