

May 18, 2025

BY EMAIL

Alyssa Pont, Deputy General Counsel
Zipline International, Inc.
alyssa.pont@flyzipline.com

Re: Request for Policy Modification – LED Light Discrimination

Dear Alyssa Pont,

Zipline currently has a policy of ignoring the discriminatory impacts of devices that use Light Emitting Diodes (“LEDs”) on individuals with disabilities.

28 C.F.R. § 36.302(a) states, “General. A public accommodation shall make reasonable modifications in policies, practices, or procedures, when the modifications are necessary to afford goods, services, facilities, privileges, advantages, or accommodations to individuals with disabilities, unless the public accommodation can demonstrate that making the modifications would fundamentally alter the nature of the goods, services, facilities, privileges, advantages, or accommodations.”

As an individual with multiple qualified ADA disabilities, I am frequently discriminated against by the use of LED devices because the special characteristics of LED light interfere with my ability to see, think, and concentrate, and interfere with my path of travel. Therefore, under 28 C.F.R. § 36.302(a), I am requesting the reasonable modification of Zipline’s policies, practices, and procedures to include consideration of the adverse and discriminatory impacts of LED devices on individuals with disabilities, including me, for all of Zipline’s goods, services, facilities, privileges, advantages, and accommodations.

Sincerely,

/s/ Mark Baker
Individual

/s/ Mark Baker
President

Soft Lights Foundation
www.softlights.org

mbaker@softlights.org