



## REASONABLE MODIFICATION REQUEST FORM

Requests for modifications of Greater Hartford Transit District's policies, practices, or procedures to accommodate an individual with a disability may be made either in advance or at the time of the transportation service. Whenever feasible, requests for reasonable modifications shall be made and determined in advance. A reasonable modification related to the ADA Paratransit is a change or exception to a policy, practice, or procedure that allows people with disabilities to have equal access to transportation. Fill out this form with details about your modification request and how it relates to your disability.

<b>Modification Requested By:</b>	
<b>Date:</b>	
<b>Phone Number:</b>	
<b>Address:</b>	
<b>Email:</b>	
<b>Modification for (self, name of ADA Rider and ADA Identification Number):</b>	
<b>Date of trip for modification:</b>	
<b>Based on your (or designated passenger's) disability, why is the modification necessary?</b>	
<b>Describe your modification request for ADA Paratransit transportation.</b>	

\_\_\_\_\_  
Signature of ADA Passenger or Guardian

\_\_\_\_\_  
Date

**Once completed, please mail or email this form to:**

Director of ADA Paratransit  
One Union Place  
Hartford, CT 06103  
Email: [Pwilliams@ghtd.org](mailto:Pwilliams@ghtd.org)

Requests can also be made by calling 860-247-5329 ext. 3011

Requests for reasonable modifications may be denied on the following grounds:

- Granting the request would fundamentally alter the nature of Greater Hartford Transit District's service, programs, or activities;
- Granting the request could create a direct threat to the health or safety of the requestor or others;
- Granting the request would create an undue financial or administrative burden for the Agency; or
- Without such modification, the individual with a disability is otherwise able to fully use Greater Hartford Transit District's services, programs, or activities for their intended purpose.

All reasonable modification requests will be acknowledged within two (2) business days of receipt. The resolution and response to the person who submitted a request will be made within three (3) business days, and the response will explain the reasons for the resolution. In any case in which the District denies a request for a reasonable modification, the District will take to the maximum extent possible any other actions (that would not result in a direct threat or fundamental alteration) to ensure that the passenger with a disability receives the services or benefits provided by the District to use the complementary paratransit service. Examples of Reasonable Modification requests that are not reasonable requests that either modify regulations or fundamentally alter the service include but are not limited to: asking for service outside the service area, asking that a passenger's ride be a direct ride (complementary paratransit is a shared-ride service), and/or asking a driver to act as a personal care attendant.

**All information is kept confidential. All materials are available in accessible format and in languages other than English upon request.**

FOR OFFICE USE ONLY			
RECEIVED DATE:	RESPONDED DATE:	APPROVED/DENIED:	SIGNATURE:
NOTES REGARDING DECISION:			