

## 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:**

Senior ADA Paratransit Eligibility Coordinator

One Union Place

Hartford, CT 06103

Email: [rmrequests@ghtd.org](mailto:rmrequests@ghtd.org)

Requests can also be made by calling 860-247-5329 ext. 3005

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 three (3) business days of receipt. The resolution and response to the person who submitted a request will be made within ten (10) 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:			



**If information is needed in another language, contact 860-247-5329 x3011**

**French**

Si des renseignements sont nécessaires dans une autre langue, composez le 860-247-5329, poste 3011.

**Serbo Croatian**

Ako su vam potrebne informacije na drugom jeziku, nazovite 860-247-5329 x3011

**Portuguese**

Se precisar de informações em outro idioma, ligue para 860-247-5329, ramal 3011.

**Italian**

Se avete bisogno di informazioni in un'altra lingua, telefonate al numero 860-247-5329 int. 3011.

**Polish**

Jeżeli istnieje zapotrzebowanie na te informacje w innym języku, prosimy o kontakt na numer telefonu 860-247-5329 wewn. 3011.

**Russian**

Если Вам необходима информация на другом языке, пожалуйста, обращайтесь по номеру телефона 860-247-5329, доб. 3011.

**Spanish**

Si necesita información en otro idioma, llame al 860-247-5329, extensión 3011.

**Chinese**

如需其他语言的信息，请致电 860-247-5329 x3011

**Vietnamese**

Nếu cần thông tin bằng ngôn ngữ khác, hãy gọi 860-247-5329 x3011

**Korean**

다른 언어로 기재된 정보가 필요하신 경우, 860-247-5329 x3011로 연락해 주시기 바랍니다.

**Hindi**

यदि जानकारी अन्य भाषा में चाहिये, 860-247-5329 x3011 संपर्क करें

**Arabic**

في حالة الاحتياج للمعلومات بلغة أخرى، يرجى الاتصال على رقم 860-247-5329، داخلي 3011

**Gujarati**

જો બીજી ભાષામાં માહિતી લેવાની જરૂર હોય, તો 860-247-5329 x3011 પર સંપર્ક કરો.