

Pretzel City Area Transit ADA Reasonable Modification Request Form

Requests for modifications to the policies, practices, or procedures of Pretzel City Area Transit in order 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.

Modification Request By: _____ Date: _____

Address: _____ Phone: _____

Modification for (Name) _____ Date of Trip: _____

Describe the modification request for ADA demand response transportation including why the modification is necessary:

Signature of ADA Passenger or Guardian

Date

Once completed, please mail or email this form to:

Program Compliance Oversight Manager
ATTN: Reasonable Modification
314 W Stephenson St
Freeport, IL 61032
Email: cdplanner@cityoffreeport.org

To request a modification by phone, please call the following number: (815) 599-5804

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

1. It is a fundamental alteration to the nature of the program, service, or activity,
2. It is a direct threat to the health or safety of others,
3. It is not a requirement by the requester to use the service, or
4. The modification creates an undue financial / administrative burden.

Pretzel City Area Transit will strive to acknowledge and approve or deny requests within three (3) business days of receipt. All riders who are denied a request have the ability to appeal. For a copy of our Appeals Form and the complete Reasonable Modification Policy, please visit www.pretzelcitytransit.com.

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