

## Reasonable Modification Request



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North Central Area Transit is committed to providing equal access and opportunity in all programs, services and activities. North Central Area Transit recognizes that in order to have equally effective opportunities and benefits, individuals with disabilities may need reasonable modification to policies and procedures. NCAT will adhere to all applicable federal and state laws, regulations and guidelines with respect to providing reasonable modifications to afford equal access to programs for persons with disabilities. NCAT will take appropriate steps to ensure that persons with disabilities, including persons who have hearing, vision or speech impairments, have an equal opportunity to participate.

Anyone who requires an auxiliary aid, service, or alternate format for effective communication or an accommodation in policies or procedures to participate in a program, service, activity, or public meeting may request a reasonable modification by completing this form. Requests should be made as early as possible to allow time to arrange for the accommodation. If you require assistance completing this form or need an alternate format, contact NCAT.

### Requester's Information

Modification Requested By: \_\_\_\_\_ Date: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Preferred way to be contacted:  Email  Mail  Telephone  In Person  Other \_\_\_\_\_

Modification Requested For: \_\_\_\_\_ Date of Trip: \_\_\_\_\_

Please describe specifically the reasonable modification(s) requested and reason for your request. Also, describe any alternative suitable modifications. This will allow us to effectively process and evaluate your request. Attach additional pages, if needed.

*Requests will be processed as quickly as possible. Timing may vary depending on the nature complexity of the request.*

Please send form or any additional information to:  
North Central Area Transit | Attn: Transit Director  
1784 Chessie Lane | Ottawa, IL 61350  
833-433-6228 | [ncat@ridencat.com](mailto:ncat@ridencat.com)  
TTY and Voice Users Dial 711

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The U.S. Department of Transportation issued a Final Rule under the Americans with Disabilities Act of 1990 (ADA) and Section 504 of the Rehabilitation Act of 1973 effective July 13, 2015. Per this final rule, NCAT is required to make reasonable modifications or accommodations to our policies and practices to ensure the individuals with disabilities have equal access to NCAT's transit programs and services.

North Central Area Transit is committed to providing equal access and opportunity to qualified individuals with disabilities in all programs, services and activities. NCAT recognizes that in order to have equally effective opportunities and benefits, individuals with disabilities may need reasonable modification to policies and procedures. NCAT will adhere to all applicable federal and state laws, regulations and guidelines with respect to providing reasonable modifications to afford equal access to programs for persons with disabilities. North Central Area Transit does not discriminate on the basis of disability in admission to, participation in, or receipt of services and benefits under any program or activity and will take appropriate steps to ensure that persons with disabilities, including persons who have hearing, vision or speech impairments, have an equal opportunity to participate.

The purpose of the reasonable modification policy is to offer equal and effective opportunities and access to public transportation services for persons with disabilities and full compliance with the provisions of the American with Disabilities Act of 1990, Title II, and Section 504 of the Rehabilitation Act of 1973.

Modification Requests Submittals: An individual requesting a modification will describe what they need in order to use NCAT's service. Individuals should state their impending trip date within their request, if possible. NCAT can take up to 21 days to process reasonable modification requests.

Requests should be submitted in writing by completing the Reasonable Modification Request Form by emailing [ncat@ridencat.com](mailto:ncat@ridencat.com) or by calling NCAT at 833-433-6228.

Requests for Reasonable Modifications of NCAT policies and practices may be denied on one or more of the following grounds:

- Granting the request would fundamentally alter the nature of NCAT's transit service, programs, or activities;
- Granting the request would create a direct threat to the health and safety of others;
- Without the requested modification, the individual with a disability is able to fully use NCAT's services, programs, or activities for their intended purpose; and/or
- The modification created an undue financial and/or administrative burden.

If you would like to file a grievance regarding denied requests for modifications, please review the Discrimination Complaint Procedures, complete the Discrimination Complaint Form and submit to:

North Central Area Transit | Attn: Transit Director

1784 Chessie Lane | Ottawa, IL 61350

833-433-6228 | [ncat@ridencat.com](mailto:ncat@ridencat.com)

TTY and Voice Users Dial 711

For more information on NCAT's Title VI and American's with Disabilities programs, please refer to our Non Discrimination Policies and Procedures at [www.ridencat.com](http://www.ridencat.com) or contact us using the information above.