

# Reasonable Modification Request Form

Use this form to request a modification to current Pueblo Transit policies or procedures. Be specific and provide as much detailed information as possible. This will allow us to effectively process and evaluate your request.

Please include the following items in your request:

- Why, based on a disability, is the modification necessary?
- Provide a description of your limitation(s) and how it is affected by Pueblo Transit's current policies/procedures.

Name: \_\_\_\_\_

Date: \_\_\_\_\_

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

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

Modification request: \_\_\_\_\_

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Please send by one of the following:

Fax: 719-553-2724

Email: [transit@pueblo.us](mailto:transit@pueblo.us)

Mail:

Pueblo Transit  
350 Alan Hamel Ave.  
Pueblo, Co 81003

**All the information involved with this process will be kept confidential.**

# Reasonable Modification Statement

In accordance with the Americans with Disabilities Act (ADA) and directives from the Federal Transit Administration, Pueblo Transit will make every effort, to the maximum extent feasible, to ensure that a person with a disability has access to, and benefits from, its services.

Pueblo Transit will make reasonable modifications to its policies, programs, and procedures applicable to its transportation services, when necessary to avoid discrimination and ensure accessibility for people with disabilities.

In determining whether to grant a requested modification, Pueblo Transit will be guided by the provisions of United States Department of Transportation at 49 CFR Appendix E to Part 37.169

Reasonable modifications do have limitations and are not intended to:

- Granting the request would fundamentally alter the nature of Pueblo Transit'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 Pueblo Transit's services, programs, or activities for their intended purpose.

Considerations when making a reasonable modification request:

- Individuals requesting modifications shall describe what they need in order to use the service.
- Individuals requesting modifications are not required to use the term "reasonable modification" when making a request.
- Whenever feasible, requests for modifications shall be made and determined in advance, before the transportation provider is expected to provide the modified service, for example, during the paratransit eligibility process or through customer service inquiries.
- Where a request for modification cannot be made and determined in advance (e.g., because of a condition or barrier at the destination of a paratransit or fixed route trip of which the individual with a disability was unaware until arriving), operating personnel of the company shall make a determination of whether the modification should be provided at the time of the request.

Operating personnel may consult with Pueblo Transit management before making a determination to grant or deny the request. The request must identify the modification needed in order to use the service.

Whenever feasible, please make the request in advance, before the modification is needed to access the service. Within the scope of the ADA and reasonable modification, if Pueblo Transit denies a request it will make every effort, to the maximum extent feasible, to ensure that a person with a disability has access to, and benefits from, its services.

To request reasonable modifications based on a disability please use the Reasonable Modification Request Form, or contact Pueblo Transit's, [transit@pueblo.us](mailto:transit@pueblo.us) or submit the request in writing by mail: Pueblo Transit, 350 Alan Hamel Ave. Pueblo, CO 81003. Request will be reviewed with the City of Pueblo ADA Coordinator and will be kept confidential.

You may be asked to complete a request form. Pueblo Transit will review the request in accordance with its reasonable modification plan. All the information involved with this process will be kept confidential.