Comprehensive Connections
ADA Reasonable Modification Request Form/Policy

Requests for modifications to the policies, practices, or procedures of **Comprehensive Connections** 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 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:

_____

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Signature of ADA Passenger or Guardian Date

Once completed, please mail or email this form to:

Comprehensive Connections
ATTN: Reasonable Modification
16338 N IL Hwy 37
Mount Vernon, IL 62864
Email: ceo@compconnect.org

To request a modification by phone, please call the following number: (618) 242-1510

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.

Comprehensive Connections will strive to acknowledge and approve or deny requests within five (5) business days of receipt. All riders who are denied a request have the ability to appeal. For a copy of our Appeals Form please visit compconnect.org.

All information is kept confidential. All materials are available in accessible format.