

This page is an insert to the ClasTran brochure.

Requests for Reasonable Modifications

Policy: In accordance with the Americans with Disabilities Act (ADA) and directives from the Federal Transit Administration, ClasTran 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. ClasTran 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.

Reasonable modifications do have limitations and are not intended to:

- Cause a direct threat to the health and safety of others
- Create undue financial and administrative burdens
- Constitute a fundamental alteration to a service
- Not necessary to provide equal access to ClasTran service

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, through customer service inquiries, or through the entity's complaint process.
- Where a request for modification cannot practicably 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 entity shall make a determination of whether the modification should be provided at the time of the request. Operating personnel may consult with the entity's 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 ClasTran 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.

Procedure: To request reasonable modifications based on a disability please use the Reasonable Modification Request Form, or contact ClasTran’s Operations Manager for assistance.

Richard Abel
Operations Manager
ClasTran
205-325-8787, ext. 722
rabel@clastran.com
www.clastran.com

You may be asked to complete a request form. ClasTran will review the request in accordance with its reasonable modification plan. ClasTran strives to respond, in writing, to each request within 15 calendar days.

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



Reasonable Modification Request Form

In determining whether to grant a requested modification, ClasTran will be guided by the provisions of the Americans with Disabilities Act (ADA) as amended and the United States Department of Transportation (DOT) regulations in conjunction with the guidance provided in Appendix E of Title 49 CFR Part 37.

Please fill out all pertinent parts of this application and return with any supporting documentation.

Email: rael@clastran.com

Fax: 205-325-8788

U.S. Mail: Attn: Richard Abel
Operations Manager
ClasTran
PO Box 10386
Birmingham, AL 35202-0386

For questions or information:
205-325-8787
info@clastran.com
Between 8:00 a.m. and 5:00 p.m.

First Name: _____ **Middle Initial:** _____ **Last Name:** _____

Date of Birth: _____ **Email Address:** _____

Primary Phone: _____ **Is this a mobile phone?** Yes No

Secondary Phone: _____ **Is this a mobile phone?** Yes No

Describe any modifications to ClasTran's policies, practices, or procedures that would enable you (an individual with disabilities) to access the service.

If the request is denied, would you still be able to use the service?

Yes

No