

Gateway Community Action Transportation Program Passenger Reasonable Modification Policy

Gateway Community Action Transportation program is committed to complying with all laws that protect qualified individuals with disabilities. When requested, Gateway Community Action Transportation program will enter into a good faith interactive process with passengers to determine whether there is a reasonable modification that would allow passengers with disabilities to access program benefits. Reasonable modifications for any known physical or mental disability will be provided to a qualified individual, provided the requested modification does not create an undue hardship for the program or pose a direct threat to the health or safety of others in the workplace and/or to the requesting client.

This policy is neither exhaustive nor exclusive. GCSO is committed to taking all other actions necessary to ensure equal opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws.

**Gateway Community Action Transportation Program
Request for Modification Form**

Name: _____

Phone #: _____

Address: _____

Date of Request: _____

What, if any, program benefit are you having difficulty accessing? _____

Please describe the limitation that is interfering with your ability to access program services.

Please list the modification(s) you are requesting.

If you are not sure what modification you need, please list any suggestions you may have about what options we can explore. _____

Please provide any additional information that you believe would be useful in processing your request for an modification. _____

Transportation Signature

Date

Website & Vehicle/Facility Notice

Gateway Community Action Transportation program is committed to entering into a good faith interactive process with passengers to determine whether there is a reasonable modification that would allow passengers with disabilities to access program benefits. To request a passenger modification request form, passengers should contact our dispatch desk at 800-927-1833 x3400 and ask for the Transit Coordinator, Scotty Back.