



## ADA Reasonable Modification Request Form

Requests for modifications to the policies, practices, or procedures of the Coles County Council on Aging (CCCoA) 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 Paratransit 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:**

Coles County Council on Aging  
ATTN: Reasonable Modification  
11021 East County Rd., 800 North  
Charleston, IL 61920

Email: [contactus@lifespancecenter.org](mailto:contactus@lifespancecenter.org)

To request a modification by phone, please call the following number: 217-639-5150

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.

The CCCoA will strive to acknowledge and approve or deny requests within three (3) business days of receipt. All riders who are denied a request have the ability to appeal. For a copy of our Appeals Form and the complete Reasonable Modification Policy, please visit [www.dialaridetransit.org](http://www.dialaridetransit.org)

**All information is kept confidential. All materials are available in accessible format and in languages other than English upon request.**