



Ben Franklin Transit Reasonable Modification Request Form

Name of Rider: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Telephone Number: _____

Email address: _____

If the request is made by someone else on behalf of the rider, please provide name, relationship to the rider, and telephone number:

Advocate Name: _____

Relationship to Rider: _____

Telephone Number: _____

1) Describe the rider's disability or disabilities.

If the rider has been determined ADA paratransit eligible by Ben Franklin Transit, please provide the riders ADA eligibility ID number: _____

If the rider does not have an ADA eligibility ID number, please attach some form of documentation verifying the rider's disability.

2) Describe the service policy or program that may need to be modified to allow the rider full access to the transit services provided.

3) How does the current service policy or program prevent the rider from using the transit service or program?

4) Please describe the specific modification to the current policy/procedure that you are requesting.

5) How would you like Ben Franklin Transit to respond to your request?

In writing to the address listed above

By email to the address listed above

If future communication regarding this request are needed in an alternate format, please indicate the appropriate format below:

large print (font size needed: _____)

Spanish

This form can be requested in large print or Spanish by calling (509) 735-5100 or by emailing ReasonableModifications@bft.org.

Please send the completed form and **any required documentation of disability** to:

ADA Coordinator
Ben Franklin Transit
1000 Columbia Park Trail
Richland, WA 99352

Electronic versions of the completed form and scans of required documentation of disability should be sent to ReasonableModifications@bft.org.

Ben Franklin Transit will provide a written response to your Request for a Reasonable Modification within twenty-one (21) days of its receipt. To check on the status of the request, call Ben Franklin Transit Customer Service at (509) 735-5100.