



BEN FRANKLIN TRANSIT

Reasonable Modification Request Form

Name of Rider: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Telephone Number: _____

Email Address: _____

If the request is being made by someone else on behalf of the rider, please provide their 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 rider's 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 is 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
7019 W. Okanogan Place
Kennewick, WA 99336

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.