

## WHAT IS A REASONABLE MODIFICATION?

A reasonable modification is a change or exception to a C-CARTS policy, practice, or procedure that allows individuals with disabilities to have equal access to programs, services, or activities. Reasonable modifications will be made, when necessary, for qualified individuals with disabilities, unless:

- Making the modification would fundamentally alter the nature of the program, service, or activity.
- Making the accommodation would create a direct threat to the health or safety of other passengers or participants.
- The individual with a disability is able to fully utilize C-CARTS services or activities without the accommodation being made.
- Granting the request would cause an undue financial and administrative burden.

## WHO IS ELIGIBLE?

Individuals who have a physical or cognitive disability that substantially limits one or more of their major life activities, have a record of impairment, or have been regarded as having such impairment are eligible.

## HOW DO I MAKE A REQUEST?

Requests for accommodation should be submitted using the form on the reverse. Alternative means of filing a request, such as personal interview or phone call will be made available for persons with disabilities

if unable to communicate their request in writing. The reasonable accommodation process begins as soon as the request for accommodation is received. You can mail it to the address on the form or drop it off in person at MTD's Operations and Administration office or Illinois Terminal.

## WHAT IS C-CARTS' PROCESS?

After requests for reasonable accommodation are processed, C-CARTS will then provide accommodations, where appropriate, in as short a time frame as reasonably possible. The time necessary to process a request will depend on the nature of the accommodation(s) requested and whether it is necessary to obtain supporting information. C-CARTS will respond to all requests within ten business days. As soon as a determination on a reasonable modification request has been made, that decision shall be promptly communicated to the individual. This notice will be in writing. If requested, additional forms of communication can be provided in addition to written response.

## WHAT IF MY REQUEST IS DENIED?

If a request is denied, this decision will be communicated in writing and will clearly state an explanation for the denial. This explanation shall include:

- specific reasons for the denial;
- any alternative accommodations that may create the same access to services, programs, or activities requested by the individual;
- the opportunity to appeal C-CARTS' decision on the request.

## HOW CAN I APPEAL A DECISION?

Any person who believes he or she has been discriminated against in obtaining a reasonable modification may file a formal appeal. To make a formal appeal, write to:

Managing Director  
Champaign-Urbana Mass Transit District  
1101 E University Ave  
Urbana, IL 61802

Appeals must be made within 60 days of receipt of written denial of reasonable modification request. All information pertinent to the individual's request should be included. All decisions shall be made within 30 days from receipt of the appeal request. Alternative means of filing an appeal will be made available for those persons with disabilities unable to communicate in writing.

## WHO DO I CONTACT FOR MORE INFORMATION?

C-CARTS' designated official responsible for processing reasonable modification requests is:

Special Services Manager  
Champaign-Urbana Mass Transit District  
1101 E University Avenue  
Urbana, IL 61802  
217.384.8188

You may contact the Special Services Manager for more information.

# REASONABLE MODIFICATION REQUEST

Please complete, detach, and mail to: Special Services Manager  
Champaign-Urbana Mass Transit District  
1101 East University Avenue  
Urbana, IL 61802

You may also deliver the completed form in person to the address above or to the Customer Service counter at Illinois Terminal at 45 East University Avenue in Champaign.

Date \_\_\_\_\_

Name \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Modification Requested \_\_\_\_\_

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*(continue on additional sheet(s) as needed)*



# REASONABLE MODIFICATION

*Policies, Practices, and Procedures Allowing Individuals with Disabilities to Have Equal Access to Programs, Services, and Activities*

**CHAMPAIGN COUNTY AREA  
RURAL TRANSIT SYSTEM**  
1101 East University Avenue  
Urbana, IL 61802  
217.344.4287

(detach here)