



Cabarrus County Transportation Service

Reasonable Modification Request

A Reasonable Modification Request is a request that is out of the ordinary to the current service, which would result in a modification to Cabarrus County Transportation Services (CCTS) policies, practices, and/ or procedures to allow program accessibility. The reason for the policy is to ease the use of the system, where the nature of an individual's disability may prevent a public transit system from providing full access to their service upon request. 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 access to transportation.

To make a request the passenger must:

- Submit a Reasonable Modification Form electronically through Cabarrus County Transportation Services Website (<https://www.cabarruscounty.us/Government/Departments/Consolidated-Human-Services-Agency/Transportation>) available in the "Contact Us" page or a written form (Passenger Inquiry Form) available to you at the following locations:
 - Cabarrus County Transportation Services- HHS building at 1303 S. Cannon Blvd. Kannapolis NC 28083

If completing the request manually, please fill the form below with details about your modification request and how it relates to your disability. Once you complete the form please mail or email it to:

Cabarrus County Transportation Services- Transportation Manager Charles Ratliff
1303 S. Cannon Blvd Kannapolis NC 28083
Email: crratliff@cabarruscounty.us

Request for reasonable modifications may be denied on the following grounds:

- Granting the request would fundamentally alter the nature of Cabarrus County Transportation Services, programs, or activities;
- Granting the request could create a direct threat to the health or safety of the requestor or others;
- Granting the request would create an undue financial or administrative burden for the Agency; or
- Without such modification, the individual with a disability is otherwise able to fully use Cabarrus County Transportation Services, programs, or activities for their intended purpose.

When feasible requests for modifications shall be made and determined in advanced of the requested trip. Cases in which advanced request and determination is not feasible will be handled at a case by case basis, with the understanding that these type of situations are likely to be more difficult to

Reasonable Modification Request Form- Cabarrus County Transportation Services

accommodate than advance requests. Same day requests can be made by calling 704-920-2246 and request to speak to the Transportation Manager, Charles Ratliff.

Modification Requested By:	
Date:	
Phone Number:	
Home Address:	
Email Address:	
Modification for (self, name of ADA rider and ADA identification number):	
Date(s) of trip for modification:	
Based on your (or designated passenger's) disability, why is the modification necessary?	
Describe your modification request for ADA Paratransit transportation.	

Signature of ADA Passenger or Guardian

Date