



Reasonable Modification Policy and Request Form

In accordance with the Americans with Disabilities Act and the Federal Transit Administration, Mountain Metropolitan Transit (MMT) will make every effort to ensure that people with disabilities are able to access its services.

If you would like a reasonable accommodation for MMT's services, please complete the Reasonable Modification Application. You may also reach out to the Civil Rights Administrator at 719-385-7433 or transitinfo@coloradosprings.gov to discuss your request. When making your request, please describe what you need in order to access MMT's services. Providing as many details as possible will help MMT in determining what, if anything, can be done to honor your request.

Reasonable Modification requests may be denied if they involve any of the following:

- They cause a direct threat to the health and safety of others
- They create an undue financial and/or administrative burden
- They cause a fundamental alteration in service
- They are not necessary in providing equal access to MMT's service

It is highly recommended that you make your reasonable modification request well in advance needing it. Depending on the nature of the request, it may take up to 30 days to process and determine what, if any, accommodations can be made. MMT will provide a response to the requestor once a determination has been made.

If you require assistance or have questions about Reasonable Modifications or need this form in an accessible format, such as Braille, please contact the Civil Rights Administrator at 719-385-7433 or transitinfo@coloradosprings.gov.

For MMT Staff Only
Date Received: _____

Name: _____

Address: _____

Phone: _____ Email: _____

Reasonable Modification Request (attach a second sheet if necessary):

Please send this form to Mountain Metropolitan Transit in one (1) of the following ways:

Mail: ATTN: Civil Rights Administrator
1015 Transit Dr.
Colorado Springs, CO 80903

Email: transitinfo@coloradosprings.gov

Fax: 719-385-5419

Last Updated: December 10, 2023