



Reasonable Modification Request

A Reasonable Modification Request is a request to modify CAT's policies, practice, and procedures to allow access to CAT's programs. 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. Examples of reasonable modification can include, but not limited to the following:

General

- Have operator adjust the pick-up/drop-off location at a bus stop to avoid an obstructed bus stop
- Help rider with fare media
- Allow passenger with medical condition to eat/drink to avoid adverse health consequences

Paratransit

- Pick up at hard to maneuver spots
- Pick up at specific entrances
- Assist in extreme weather

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 equal access to transportation.

To make a request the passenger must:

- Submit a Reasonable Modification Form electronically through Collier Area Transit Website www.rideCAT.com available in the "Contact Us" page or a written form (Passenger Inquiry Form) available to you at the following locations:
 - Intermodal Transfer Station on the Collier County Government Complex at 3355 East Tamiami Trail, Naples, FL 34112; or
 - The CAT Operations Facility at 8300 Radio Road, Naples, FL 34104.

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:

Collier Area Transit – Transit Manager
8300 Radio Road
Naples, Florida 34104
Email: omar.deleon@colliercountyfl.gov

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

- Granting the request would fundamentally alter the nature of Collier Area Transit's Paratransit service, 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 Collier Area Transit 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, such as when making a reservation for Paratransit service, with the understanding that that these type situations are likely to be more difficult to accommodate than advance requests. Same day requests can be made by calling 239-252-7777 and request to speak to the Transit Manager, Omar De Leon.



Reasonable Modification Request Form

Modification Requested by:	
Date:	
Phone Number:	
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