



CONNECTICUT DEPARTMENT OF TRANSPORTATION

POLICY STATEMENT

POLICY NO. PT-26

May 11, 2023

SUBJECT: Public Transportation ADA Reasonable Modification Policy

The Connecticut Department of Transportation (CTDOT) will make reasonable modifications to policies, practices, and procedures to avoid discrimination and ensure that their programs are accessible to qualified individuals with disabilities and to respond to requests for reasonable modifications and accommodations. CTDOT will provide information to the public on the request process. This policy applies to CTDOT service providers, contractors, subcontractors, and sub-grantees that provide transportation services on behalf of CTDOT.

In the event CTDOT is unable to meet the request, it shall look for any other actions to ensure that the qualified individual with the disability is able to access the services and the programs offered by CTDOT or its service providers.

Exceptions include the following:

- Modifications that would cause a fundamental alteration of service so significant that it alters the nature of the service.
- Modifications that would cause a direct threat to the health and safety of others.
- Modifications that are not needed by the requester to use the service. Without the requested modification, the individual with a disability is able to fully use the entity's services, programs, or activities for their intended purpose.
- Modifications that would cause undue financial and administrative burden.

The term "qualified individual with a disability" means an individual with a disability who, with or without reasonable modifications to rules, policies, or practices; the removal of architectural, communication, or transportation barriers; or the provision of auxiliary aids and services, meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by a public entity, as defined in 28 CFR 35.104.

The term reasonable modification shall be interpreted in a manner consistent with the term "reasonable modifications" set forth in the Americans with Disabilities Act Title II regulations at 28 CFR 35.130(b)(7).

Eligibility Criteria

An individual is eligible to be considered to receive a reasonable modification if that individual has: a physical or mental impairment that substantially limits one or more of the major life activities of such individual, a record of such impairment, or been regarded as having such impairment.

Requesting a Reasonable Modification

Anyone seeking a reasonable modification must contact the service provider directly when possible; a list of service provider contacts is available at the following website [link](#). Requests shall be made in advance, when possible, prior to when the expected modification or accommodation is to be provided. Requestors do not need to use the term "reasonable modification" when making a request.

Requests can be made by another person on behalf of the person needing the modification. The request should provide a description of what is needed for the individual with a disability to use the services, or to participate in its programs. When possible, requests should be put in writing by email or using the service provider's online form. In the event the requester is unable to provide a written request, a verbal request can be made to the service provider's reasonable modification contact person. The service provider will then interview the individual to assist in converting a verbal request into writing.

When a reasonable accommodation is made, the service provider and the individual will engage in a good faith interactive process to determine what, if any, accommodation shall be provided. The individual and the service provider must communicate with each other about the request, the process for determining whether an accommodation will be provided, and the potential accommodations. Communication is a priority throughout the entire process.

Requests for modification may be denied only on one or more of the following grounds: 1) granting the request would fundamentally alter the nature of the entity's services, programs, or activities; 2) granting the request would create a direct threat to the health or safety of others; 3) without the requested modification, the individual with a disability is able to fully use the entity's services for their intended purpose.

If the service provider has not responded to your request, or if further assistance is needed, individuals may contact CTDOT either by email, phone, or mail as follows: Email: DOT.RMRequests@ct.gov ; Phone: (860) 594-2804; or Mail: ADA Reasonable Modification Review, Bureau of Public Transportation, 2800 Berlin Turnpike, Newington, CT 06111. When contacting CTDOT, individuals should indicate their name and contact information, the name of the service provider they are seeking the accommodation from, and a brief description of their request. Responses from CTDOT and referrals to the service provider will be given in the manner in which it was received, via email, by mail, or by phone; and documented internally for record-keeping purposes.

The service provider or CTDOT may contact the requester for additional information if needed. A request may be administratively closed if the requester cannot provide the requested information, or if the requestor no longer wants the modification.

Neither CTDOT, nor its service providers nor its subcontractors can charge an individual with a disability or any group of individuals with disabilities any costs associated with covering the costs for providing reasonable modifications or accommodations.

Effective Communication

CTDOT will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in CTDOT's programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments. Documents and information can be made available in accessible formats upon request by contacting Eric Smith, Director, Office of Equal Opportunity and Diversity, 2800 Berlin Turnpike, Newington, CT 06111, 860-594-2111 or Eric.D.Smith@ct.gov, at least 5 (five) days prior to the event or when services are needed. CTDOT will try to accommodate all requests when possible.

ADA Public Transit Service Complaints

Complaints related to public transit services not being accessible to persons with disabilities should be directed to Ernest Wright, ADA Coordinator for Public Transit Services, Bureau of Public Transportation, Office of Transit and Ridesharing, 2800 Berlin Turnpike, Newington, CT 06111, 860-594-3135 or Ernest.Wright@ct.gov.

Reference

Title II Americans with Disabilities Act/Section 504 Policy Notice
Title II ADA/504 Complaint Procedure
ADA/504 Complaint Form

For language assistance please contact, (860) 594-2109

如需更多信息或免费语言协助，请致电 (860) 594-2109

Per informazioni aggiuntive o assistenza linguistica gratuita, chiamare il numero (860) 594-2109.

Para obter mais informações, ou para auxílio gratuito em outro idioma, ligue para (860) 594-2109

Aby uzyskać dodatkowe informacje lub bezpłatną pomoc tłumacza, proszę dzwonić pod numer (860) 594-2109.

Для получения подробной информации или бесплатных услуг перевода звоните по телефону (860) 594-2109

Pou jwenn plis enfòmasyon, oswa asistans ak lang gratis, ranpri rele (860)594-2109.

لمزيد من المعلومات أو للحصول على مساعدة لغوية مجانية، يرجى الاتصال بالرقم (860) 594-2109.

Si vous souhaitez en savoir plus ou bénéficier d'une assistance linguistique gratuite, merci de composer le numéro suivant (860) 594-2109.

अधिक जानकारी या निःशुल्क भाषा संबंधी सहायता के लिए कृपया (860) 594-2109 पर कॉल करें।

추가 정보가 필요하거나 무료 언어 지원이 필요하시면 (860) 594-2109 로 전화하십시오.

Để có thêm thông tin hoặc hỗ trợ ngôn ngữ miễn phí, vui lòng gọi (860) 594-2109

(This policy supersedes Policy No. PT-26 dated September 23, 2021.)



Garrett T. Eucalitto
Commissioner