



## Attachment A Valley Metro Reasonable Modification Request Form

Name of rider: \_\_\_\_\_

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

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone number: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Email address: \_\_\_\_\_

If the request is being made by someone else on behalf of the rider, please provide name, relationship to the rider, and telephone number:

Advocate name: \_\_\_\_\_

Relationship to rider: \_\_\_\_\_

Telephone number: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

1. Describe the rider's disability or disabilities.

If the rider has been determined ADA paratransit eligible by Valley Metro, please provide the riders ADA eligibility ID number: \_\_\_\_\_

***If the rider does not have an ADA eligibility ID number, please attach some form of documentation verifying the rider's disability.***

2. Describe the service policy or program that may need to be modified to allow the rider full access to the transit services provided.

3. How does the current service policy or program prevent the rider from using the transit service or program?



4. Please describe the specific modification to the current policy/procedure that you are requesting.

5. How would you like Valley Metro to respond to your request?

- In writing to the address listed above
- By email to the address listed above

If future communications regarding this request are needed in an alternate format, please indicate the appropriate format below:

- large print (font size needed: \_\_\_\_\_)
- Spanish

This form can be requested in large print or Spanish by calling 602-253-5000; TTY 602-251-2039; or emailing [csr@valleymetro.org](mailto:csr@valleymetro.org).

Please send the completed form **and any required documentation of disability** to:

Manager, Accessible Transit Services  
Valley Metro  
4600 E. Washington Street  
Phoenix, AZ 85034

Electronic versions of the completed form and scans of required documentation of disability should be sent to [ReasonableModifications@valleymetro.org](mailto:ReasonableModifications@valleymetro.org).

Valley Metro will provide a written response to your Request for a Reasonable Modification within seven (7) days of its receipt. To check on the status of the request, call Valley Metro Customer Service at (602) 253-5000; TTY: (602) 251-2039.