

## Reasonable Modification Request Process

In compliance with the USDOT Americans with Disabilities Act (ADA) of 1990 (49 CFR Parts 27 and 37), and Section 504 of the Rehabilitation Act of 1973, as amended, Brunswick Transit System, Inc. (BTS) makes reasonable modifications to its policies, practices, and procedures to avoid discrimination and ensure that its programs are accessible to individuals with disabilities. Requests may be submitted by completing a Reasonable Modification request form. If needed, BTS staff will provide assistance completing the request form.

### REASONABLE MODIFICATION REQUEST FORM

<b>Section I:</b>				
Name:				
Address:				
Telephone (Home/Cell):			Telephone (Work):	
Email:				
Do you require an accessible format?	Large Print		Audio Tape	
	TTY/TDD		Other	
<b>Section II:</b>				
For which MST service are you requesting a reasonable modification? Check all that apply:				
Shally Shuttle [ <input type="checkbox"/> ]		Dial-A-Ride [ <input type="checkbox"/> ]		Paratransit services [ <input type="checkbox"/> ]
<b>Section III:</b>				
Please explain the modification you request in as much detail as possible:				

1. BTS will contact the requester within 10 business days of receipt of reasonable modification request.
2. BTS will inform the requester whether the request can be accommodated within 30 days. The requester will have 5 business days from receipt of BTS's response to file an appeal.
3. **BTS is not required** to make modifications to our policies, practices, and procedures if the modification:
  - 1) Would fundamentally alter our service;
  - 2) Would create a direct threat to the health or safety of others;
  - 3) Is not needed by the passenger to access our services; or
  - 4) Would place an undue financial or administrative burden on the transit agency.

If you need assistance completing this form, contact BTS at:  
 910-253-7800 • TTY/TDD 800-735-2962 • 711 Relay or email [trandolph@brunswicktransit.org](mailto:trandolph@brunswicktransit.org).

**Please submit this form in person or by mail to:**

Brunswick Transit System, Inc.  
 Attn: Reasonable Modification  
 5040 Main Street  
 Shallotte, NC 28470

