



Reasonable Modification Request Process

In compliance with the U.S. Department of Transportation Americans with Disabilities Act (ADA) of 1990 (49 CFR Parts 27 and 37), and Section 504 of the Rehabilitation Act of 1973, as amended, Monterey-Salinas Transit (MST) 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 online at www.mst.org, or by calling 888-678-2871 (TTY/TDD 831-393-8111). Requests may also be made during the MST RIDES eligibility process. If needed, MST staff will provide assistance completing the request form.

1. The ADA Coordinator will contact the requestor within 10 business days of receipt of request for reasonable modification.
2. The ADA Coordinator will determine if the request can be accommodated within 30 days of receipt of request. If additional time is needed to make a determination, the requestor will be notified.
3. MST will inform the requestor whether the request can be accommodated as soon as a determination has been made. The complainant will have 5 business days from receipt of MST's response to file an appeal. If no appeal is filed, the complaint will be closed.
4. **MST 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.



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REASONABLE MODIFICATION REQUEST FORM

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

If you need assistance completing this form, contact MST at:
888-678-2871 • TTY/TDD 831-393-8111 • 711 Relay or email customerservice@mst.org.

Please submit this form in person or by mail to:

Monterey-Salinas Transit
Attn: Compliance Analyst / Reasonable Modification
19 Upper Ragsdale Dr., Suite 200
Monterey, CA 93940



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