

**Concord Area Transit (CAT)
Reasonable Modification of Policies &
Procedures for Individuals with Disabilities**

Concord Area Transit (CAT) is committed to the Americans with Disabilities Act (ADA) and complies with all applicable rules and regulations issued by the United States Department of Transportation (USDOT) and the Federal Transit Administration (FTA). CAT provides reasonable modification to policies and procedures to customers with disabilities to ensure they can effectively use the agency's transportation services.

Individuals requesting a modification should contact the Transportation Director at 603-225-3295 or TTY/TDD Relay 1-800-735-2964 or 7-1-1 in advance and clearly describe what they need in order to use CAT bus and paratransit services:

- Who needs the modification – (Name, phone number, address, e-mail address)
- What do you want CAT to do – (Describe the change you want to see take place)
- When is the modification needed – (Is the change needed on a certain day or time)
- Where will the modification take place–(Include the street or intersection or building name)
- Why is the modification needed–(Describe the circumstances that created the request)

Where a request for modification cannot be made and determined in advance, such as if a barrier or condition exists on fixed route or paratransit service where an individual with a disability is unaware, a determination will be made at that time.

For more information, to make a request, or to file a complaint regarding a failure to provide a reasonable modification to policies and procedures, please contact:

Concord Area Transit
P.O. Box 1016
Concord NH, 03302-1016
tpaige@bm-cap.org
603-225-3295
TTY/TDD Relay 1-800-735-2964 or 7-1-1

Please contact the Transportation Director at 603.225.3295 (voice) or TDD/TTY
1.800.735.2964 or 7-1-1 if information is needed in another language or a different format.