



Reasonable Modification Request

A Reasonable Modification Request is a request that is out of the ordinary to the current service, which would result in a modification to our policies, practices, and/or procedures to allow program accessibility. The reason for the policy is to ease the use of the system, where the nature of an individual's disability may not prevent a public transit system from providing full access to their service upon request. The requested modification may be denied if it is found to be a financial and/or administrative burden on the system as well as altering the nature of the service.

To make a request the passenger must:

- Submit a Reasonable Modification Form electronically through Collier Area Transit Website www.colliertransit.com available in the "Contact Us" page or a written form (Passenger Inquiry Form) available to you at the following locations:
 - Intermodal Transfer Station on the Collier County Government Complex at 3355 East Tamiami Trail, Naples, FL 34112; or
 - The CAT Operations Facility at 8300 Radio Road, Naples, FL 34104.

When feasible requests for modifications shall be made and determined in advanced of the requested trip. Cases in which advanced request and determination is not feasible will be handled at a case by case basis, with the understanding that that these type situations are likely to be more difficult to accommodate than advance requests.

