

# ADA Complaint and Reasonable Modification Request Form

Rides is committed to providing safe, reliable, courteous, accessible and user-friendly services to its customers. To ensure equality and fairness, RMTD is committed to making reasonable modifications to its policies, practices and procedures to avoid discrimination and ensure programs and services are accessible to individuals with disabilities. Complaints regarding ADA Policy can be made by using this form, contacting us by phone, or by using our online ADA Complaint and Reasonable Modification Request Form.

**Preferred Contact Method (select one):**  Email  Phone  US Mail

**First Name:** \_\_\_\_\_ **Last Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

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

**Primary Telephone:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**Briefly describe your ADA complaint or your reasonable modification complaint in order to use the bus service :**

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Please send this form via US Mail, or email using the contact information below. You may attach any written materials or other information that you think is relevant to your complaint to this form.

## RMTD Chief Operation Officer Contact Information

### US Mail

ATTN: Chief Operation Officer  
Rides Mass Transit District  
30 Veterans Drive  
Harrisburg, IL 62946

### Phone

618-253-8761  
Ext. 500310

### Email

[coo@ridesmtd.com](mailto:coo@ridesmtd.com)