

WNCSource Transportation ADA Reasonable Modification Request Form

Requests for modifications to the policies, practices, or procedures of WNCSource Transportation in order to accommodate an individual with a disability may be made either in advance or at the time of the transportation service. Whenever feasible, requests for reasonable modifications shall be made and determined in advance. A reasonable modification related to the service is a change or exception to a policy, practice, or procedure that allows people with disabilities to have equal access to transportation. Please provide details about your modification request and how it relates to your disability.

Reasonable modification requests can be made by using this form, contacting us by phone, email, or in person. To request a modification by phone, please call: (828) 698-8571.

Modification Requested By: _____

Date: _____

Address: _____

Phone: _____ Email Address: _____

Modification for (Name) _____

Date of Trip: _____

Describe the modification request for ADA demand response transportation including why the modification is necessary:

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 request to this form. Once completed, please mail, or email this form to:

WNCSource Transportation
ATTN: Bobby Kimmons
PO Box 685
Hendersonville, NC 28793-0685

Email: Bkimmons@wncsource.org

Requests for reasonable modifications may be denied on any of the following grounds:

1. It is a fundamental alteration to the nature of the program, service, or activity
2. It is a direct threat to the health or safety of others
3. It is not a requirement by the requester to use the service
4. The modification creates an undue financial or administrative burden. WNCSource Transportation will strive to acknowledge and approve or deny requests within three (3) business days of receipt.

All riders who are denied a request have the ability to appeal. All information is kept confidential. All materials are available in accessible format and in languages other than English upon request.

7/17/25