



## **Dallas Area Rapid Transit**

### **REASONABLE MODIFICATIONS**

It is DART's goal to operate a safe, efficient, and effective transportation system that provides mobility and accessibility to persons with disabilities, including individuals who use adaptive devices or mobility aids.

DART is committed to making reasonable modifications/accommodations to policies, practices, and procedures to avoid discrimination on the basis of disability, and ensure access to programs, benefits, and services.

Whenever feasible, requests for modifications/accommodations should be made in advance of when the modified service is being requested to be provided by DART. The request should be as specific as possible and include information on why the requested modification is needed in order to allow the individual to use DART's services. DART will make every effort to communicate determinations on requests for modifications in advance of when the service will be needed verbally or in writing.

To request a modification/accommodation pursuant to the Americans with Disabilities Act, or to obtain information about procedures to file a complaint, contact DART's Diversity Department by one of the methods listed below:

#### **U.S. Mail or Email**

Attn: ADA Compliance Officer  
Dallas Area Rapid Transit  
Diversity Department  
P. O. Box 660163  
Dallas, Texas 75266-7217

Email address: ADA@DART.org

#### **Telephone**

DART Diversity Department (214) 749-3366  
For deaf or hearing impaired, please call through Relay Texas at 711  
(<http://www.relaytexas.com>)