**Requests for Reasonable Modification**

County Connection is committed to providing safe, reliable and accessible transportation services for people in Contra Costa County.  To ensure equality and fairness, County Connection 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.

You may make a request by phone, email, fax or mail**.** Please contact the General Managers office at**:**

County Connection

2477 Arnold Industrial Drive

Concord CA, 94519

Phone: (925) 680-2049

Fax: (925) 687-7306

Requests for Reasonable Modifications may also be made by downloading, printing and submitting the form at the following link. [link to Reasonable Modification Request Form here]

Please note, a request for a reasonable modification will not be considered if it would:

* Fundamentally alter County Connection’s services or programs
* Create a direct threat to the health or safety of others
* Not be necessary to use County Connections services
* Cause an undue financial and administrative burden

**Complaint Procedure:**

Any person who wishes to file a complaint regarding a request for Reasonable Modification that was denied or alleging any action prohibited by the Americans with Disabilities Act (ADA) may do so by phone, fax, email or in writing:

Customer Service

County Connection

2477 Arnold Industrial Drive

Concord CA 94520

Phone: (925) 676-7500

Fax: (925) 687-7306

Email: [customerservice@countyconnection.com](mailto:customerservice@countyconnection.com)

Complaint form: [link to Reasonable Modification Complaint Form here]