

Reasonable Accommodations

Passengers may request accommodations/modifications to current service procedures to access the service. The Middletown Transit District (MAT) will not charge additional fees for passengers requiring reasonable modifications

Examples of reasonable accommodations/modifications can include accessible materials; helping passengers insert money into fare boxes; allowing passengers to eat, drink or take medicine aboard a transit vehicle to avoid a medical problem; allow passengers to board a bus at a short, but safe distance from an inaccessible stop; and permitting passengers to board separately from their mobility devices when the passenger can control the movement of the device. If an issue arises on route that may require a reasonable accommodation, your driver will contact a supervisor for guidance.

Whenever feasible, requests for accommodations/modifications should be made in advance of when the accommodation/modification is to be provided by MAT. However, requests may be made to the bus operator during travel. The request should be as specific as possible and include information on why the accommodation/modification is needed in order to allow the individual to use MAT services. MAT will make every effort to communicate, verbally or in writing, determinations on requests for accommodations/modifications in advance of when the service will be needed.

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

U.S. Mail or Email

Middletown Transit District
Attn: Reasonable Modifications
91 N Main St
Middletown, CT 06457

Email address: ada-app@mtdct.org

Telephone: (860) 346-0212 x 104