



REASONABLE MODIFICATION FORM

Use this form to request a change to a Metro policy, practice, or procedure needed to access a Metro service, program, or activity.

You do not need to use the words “reasonable modification.” Describe the modification requested and provide the information needed for Metro to review the request.

NEED HELP OR ANOTHER FORMAT? Call 202.962.1100 (TTY 202.962.2033) or email ACCESS@wmata.com.

1 REQUESTOR INFORMATION

First name *	Last name *	
Phone (primary)	Phone (alternate)	
Street address		
City	State	ZIP
Email address		

Preferred contact: ☐ Primary phone ☐ Alternate phone ☐ Email ☐ Mail ☐ Other: _____

2 SERVICE AND ACCOMMODATION INFORMATION

Are you able to use the Metro service without this modification or accommodation? ☐ Yes ☐ No



Is there a specific service location that requires the modification or accommodation?

☐ Yes ☐ No

If yes, provide the location, station, stop, route, address, or other identifying information

Metro service, program, or activity involved:

☐ Metrobus ☐ Metrorail ☐ MetroAccess ☐ Station or facility ☐ Fare payment ☐ Other: ____

Date needed or incident date	Time	Location

3 MODIFICATION REQUESTED

Describe the modification or accommodation requested *

Explain why the modification is needed to access or use the Metro service, program, or activity *



4 COMMUNICATION AND ACCESS NEEDS

Preferred format or communication support:

- ☐ Standard print ☐ Large print ☐ Accessible electronic document ☐ Braille ☐ Audio
☐ ASL or other sign language ☐ Plain language ☐ Language assistance ☐ Other:

You may attach information that helps explain the request. Do not include more medical information than is necessary to describe the access need. Metro may contact you if additional information is needed.

5 SIGNATURE AND SUBMISSION

Please sign and date this form. A handwritten signature is not required when the form is submitted by email because the email submission represents the requestor's signature.

Signature		Date
EMAIL ACCESS@wmata.com	MAIL OR HAND DELIVERY Systemwide Accessibility 300 7th Street, SW Washington, DC 20024	TELEPHONE 202.962.1100

If the need arises during travel, ask an available Metro employee for assistance.