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## **ABILITIES ADA REASONABLE MODIFICATION POLICY**

Abilities of Northwest Jersey, Inc. (hereafter referred to as "Abilities") recognizes that disabilities are as diverse as the individuals they serve and recognizes the need to make reasonable modifications to its policies, regarding assistance offered to passengers who may require additional assistance to use its services.

Under Title II of the ADA, state and local governments are required to make reasonable modifications to policies, practices and procedures where necessary to avoid discrimination.

For those riders who require additional assistance, Abilities will endeavor to accommodate all reasonable modification requests for such assistance by following procedures outlined below:

1. Riders must inform Abilities of the need and specific type of additional assistance requested at the time transportation arrangements are made.
2. The Abilities Logistics Team will advise the transportation staff and Program Supervisor of the specific rider need/request. The Logistics Team will log the information within the client information system (AWARDS) and determine the resources required to accommodate rider.
3. The Abilities Logistics Team will evaluate the request and determine whether the request is reasonable to perform.
4. If the Abilities Logistics Team deems the service requested to be unreasonable to perform or to repeat on a regular basis, he/she must cite specific reasoning to support the finding and inform the Corporate Compliance Officer.
5. If the Corporate Compliance Officer concurs with the finding of the Abilities Logistics Team, the rider must be so informed via phone call at least 48 hours before the requested/scheduled trip. The finding must also be communicated to the rider expeditiously by written correspondence.
6. Riders may appeal any such decisions by following established ADA grievance procedures. Complaints that the program, service or activity is not accessible to persons with disabilities should be directed to the Abilities Corporate Compliance Officer at 264 State Route 31, Washington, NJ 07882. Riders may also call 908-689-1118.

A Complainant may also file a complaint with the US Department of Transportation by contacting the Department at: US Department of Transportation, Office of Civil Rights,

Federal Transit Administration  
Office of Civil Rights  
Attention: Complaint Team  
East Building, 5th Floor – TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590

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