

REASONABLE MODIFICATION

THE CITY OF PLEASANTVILLE 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 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 the **CITY OF PLEASANTVILLE** will endeavor to accommodate all reasonable modification requests for such assistance by following procedures outlined below.

1. Riders must inform **THE CITY OF PLEASANTVILLE** of the need and specific type of additional assistance requested at the time the ride reservation is made. This request must be made within 24 hours of the scheduled ride.
2. Reservationist will advise the clerk of any specific need or request. The clerk will log the information and determine the resources required to accommodate the rider.
3. The clerk will evaluate the request and determine whether the request is reasonable to perform.
4. If the service requested is deemed to be unreasonable to perform or to repeat on a regular basis, the clerk must cite specific reasoning to support the finding and inform the reservationist immediately at the time the request is made.
5. If the unreasonable request is for a regularly scheduled trip, the **CITY OF PLEASANTVILLE** must inform the rider via a phone call at least 48 hours before the scheduled trip and must offer other alternatives, if available. 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 a County program, service or activity is not accessible to persons with disabilities should be directed to the Atlantic County Transportation Unit at (609) 645-5910.

A complainant may also file a complaint with the US Department of Transportation by contacting the Federal Transit Administration, Office of Civil Rights, ATTN: Complaint Team, East Building, 5th Floor – TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590.