

## **EZ RIDE'S REASONABLE MODIFICATION POLICY UNDER THE AMERICANS WITH DISABILITIES ACT (ADA)**

EZ Ride recognizes that disabilities are as diverse as the individuals we serve and also recognizes the need to make reasonable modifications to our policies regarding the assistance offered to passengers who may require additional assistance to use our services.

Under Title II of the Americans with Disabilities Act of 1990 (ADA), EZ Ride is required to make reasonable modifications to its policies, practices and procedures, where necessary, to avoid discrimination against riders with disabilities.

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

1. Riders must inform the EZ Ride shuttle coordinator of the need and specific type of additional assistance requested at the time ride reservation is made;
2. Shuttle Coordinator / Dispatcher will log the information within the client information system and advise the Customer Service Supervisor of the specific rider need/request
3. Customer Service Supervisor will determine the resources required to accommodate the rider and instruct the driver when the request is reasonable to perform.
4. If Customer Service Supervisor 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 Assistant Executive Director.
5. If the Assistant Executive Director concurs with the finding, 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 decision by filing a complaint stating that an EZ Ride program, service or activity is not accessible to persons with disabilities and mail it to:

EZ Ride  
Executive Director  
Attn: ADA Compliance  
144 Park Place East  
Wood-Ridge, NJ 07075

A Complainant may also file a complaint with the U.S. Department of Transportation by contacting the Department at:

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