



POLICY AND PROCEDURE ON REQUESTS FOR REASONABLE MODIFICATION BY PASSENGERS/RIDERS OF AGENCY BUSES AND PASSENGER VANS

Catholic Charities of the Archdiocese of Newark, Mount Carmel Guild Behavioral Health System, and Mount Carmel Guild Schools Corporation (collectively “the Agency”) recognize that disabilities are as diverse as the individuals they serve and recognize the need to make reasonable modifications to its policies regarding assistance offered to clients and consumers commuting on Agency operated buses and passenger vans (“riders”) 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, the Agency will endeavor to accommodate all reasonable modification requests for such assistance by following the procedures outlined below:

1. Riders must inform the manager overseeing the Agency program that is providing services or the Agency driver of the need and specific type of additional assistance requested at the time ride reservation is made.
2. Upon receiving the rider’s request, the Agency driver will advise the program manager of the specific rider’s need/request by no later than the end of that same business day. Upon being informed by the driver of the request, the program manager will log the information within the client information system and determine the resources required to accommodate rider by no later than the end of the business day.
3. The driver will evaluate the request and report to the program manager whether the request is reasonable to perform by no later than the end of the same business day when the request is received from the rider.
4. The program manager will determine if the rider’s request can be implemented by no later than the next business day after receiving such request. If the program manager 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 Agency’s in-house general counsel in writing of the determination.
5. If the general counsel concurs with the finding of the program manager, the rider must be so informed by the program manager via phone call as soon as possible, before the next scheduled or requested trip. The finding must also be communicated by the program manager to the rider expeditiously by written correspondence.
6. Riders may appeal any such decisions by following established ADA grievance procedures. Complaints that an Agency program, service or activity is not accessible to persons with disabilities should be directed to the Agency’s in-house general counsel at legal-dept@ccannj.org or 590 N. 7th Street, Newark, New Jersey 07107.

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