

## **REASONABLE MODIFICATION FOR CUMBERLAND COUNTY WORKFORCE DEVELOPMENT TRANSPORTATION**

The Cumberland County Department of Workforce Development Transportation service recognizes that disabilities are as diverse as the individuals they serve and recognizes the need to make reasonable modification 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, the Cumberland County Department of Workforce Development will endeavor to accommodate all reasonable modification requests for such assistance by following procedures outlined below:

1. Riders must call to inform the Cumberland County Department of Workforce Development Transportation Coordinator of the need and specific type of additional assistance requested at (856) 696-5660 x3010.
2. The Transportation Coordinator will log the information and determine the resources required to accommodate the rider.
3. The Transportation Coordinator will evaluate the request and report to the Executive Director whether the request is reasonable to perform.
4. If the Executive Director deems the service requested to be unreasonable to perform or to repeat on a regular basis, she must cite specific reasoning to support the finding and inform the Cumberland County ADA Coordinator.
5. If the ADA Coordinator concurs with the finding of the Executive Director, the rider must be so informed via phone call. 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 Cumberland County ADA Coordinator, 164 W. Broad Street, Bridgeton, NJ 08302.

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, 5<sup>th</sup> Floor – TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590