Township of Washington Reasonable Modifications

Washington Township 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, the Township of Washington will endeavor to accommodate all reasonable modification requests for such assistance by following procedures outlined below:

1. Riders must inform the Township of Washington of the need and specific type of additional assistance requested at the time ride reservation is made.
2. Reservationist will advise supervisor of the specific rider need/request. Supervisor will log the information within the client information system and determine the resources required to accommodate the rider.
3. The supervisor will evaluate the request and decide if the request is reasonable to perform.
4. If the 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 Business Administrator.
5. If the Township of Washington concurs with the finding of the supervisor, 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 a Township program, service or activity is not accessible to persons with disabilities should be directed to the Human Resources Manager, ADA Coordinator, 523 Egg Harbor Road, P.O. Box 1106, Turnersville, NJ 08012.

A Complainant may also filed 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