

ADA Reasonable Modification Policy

Advance Transit operates its programs and services in compliance with Transportation for Individuals With Disabilities; Reasonable Modification of Policies and Practices (49 CFR Parts 27 and 37) to ensure that people with disabilities have equal access to our services. Any person who believes they have been aggrieved by any unlawful discriminatory practice under this act may file a complaint.

We provide reasonable modification of policy and practice upon request to ensure that our transportation services are accessible to people with disabilities.

This policy applies to all bus transportation services including fixed route, shuttle, and ADA complementary paratransit.

We will make reasonable modifications unless doing so:

1. Would fundamentally alter the nature of the program, service, or activity; or
2. Would result in a direct threat to the health or safety of others; or
3. Without the requested modification, the individual with a disability is able to fully use Advance Transit's services, programs or activities for their intended purpose.

Requests for reasonable modification may be made in advance by contacting Juanita Titus, Paratransit Program Manager by phone at 802-295-1824 (ext 203), or using TTY services; by email at jtitus@advancetransit.com; or in writing. You will be asked to provide your name, telephone number (or other contact information), the day and time of travel, the bus stop (s) you will need assistance with, and to describe what you will need in order to use the service. We will contact you via telephone or email for additional information. A decision will be made within two (2) business days of your request. You will be notified of our

decision by telephone, email, or in writing with one (1) business day of our decision.

It will not always be possible to make a request in advance. In the case where you did not understand the advance request procedure or there is an immediate need that you could not have known in advance, you may make the request of the driver. Such circumstances may include, needing assistance from the curb to the bus or the bus to the curb; needing to eat or drink something while on board due to your disability; or it is due to a temporary or weather related obstacle.

If you feel you have been wrongly denied you may file a complaint.

Advance Transit has established a process for riders to file a complaint under 49 CFR Parts 27 and 37. Any person who believes that she or he has been discriminated against on the basis of their disability may file a complaint by completing and submitting the agency's Complaint Form available at our administrative offices. Complaints shall be addressed to Van J. Chesnut, Executive Director. His contact information is by phone 802-295-1824 ext 201, by email at vchesnut@advancetransit.com, by mail at PO Box 1027, Wilder, Vermont 05088, or by visiting our administrative office at 120 Billings Farm Road, White River Junction, VT from 8:00 AM to 4:30 PM Monday through Friday.

For more information about Advance Transit programs and services, visit www.advancetransit.com. If information is needed in another format or language, please contact us at 802-295-1824 extension 203.