

Hunterdon County

Reasonable Modification Protocol

The Americans with Disabilities Act provides protection for all people with disabilities to be provided with the same rights and services as the public. To this end, policies have been passed to make adjustments to Paratransit and Community Transit in reference to assistance offered to passengers who may require more than assistance of their mobility aids (i.e. walker, cane, braced, etc.)

For those passengers who require additional assistance, we must follow the procedures outlined below:

1. The passenger must inform reservationist at the time of booking their trip of any special requests/ needs they have.
2. The reservationist will document the requests into the database in the client's file. The reservationist will then inform management of the request.
3. Management will then schedule an appointment with the passenger to assess the request in person and document their determination.
4. If their modification request alters the services, we provide then the reservationist will contact the Transportation Coordinator for the county for further options to help their request to travel with us.
5. 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 ADA Coordinator, within 30 days of the alleged violation of the ADA. Click the link below for the grievance form and mail to Hunterdon County, County Administrator, PO Box 2900, Flemington NJ 08822

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