

Reasonable Modification Policy & Procedure

Policy

Ready Rides will make reasonable modifications/accommodations to policies, practices, and procedures to avoid discrimination and ensure that their programs are accessible to individuals with disabilities.

Procedures for Accommodating Reasonable Modification

1. All requests for reasonable modification (fixed route, paratransit, or facilities) will be processed in the following manner. Requests may be submitted via e-mail to info@ReadyRides.org, or written mail to:
Ready Rides
Attn: Tahja Fulwider
P.O. Box 272
Northwood, NH 03261
Or by phone at (603) 244-8719
2. All requests will be logged into a Reasonable Modification /Accommodation spreadsheet noting the requestor's name, date, contact information, and specific modification request being made.
3. Information regarding requesting reasonable modifications will be available on the organization's website (www.ReadyRides.org).
4. Individuals requesting modifications will be asked to supply sufficient detail within the request so that Ready Rides staff may effectively evaluate the request. Individuals are not required to use the term "reasonable modification" when requesting modifications or accommodations.

5. Whenever feasible, requests for modifications shall be made in advance, before the requested modification is expected to be provided in service. Ready Rides acknowledges that, due to the unpredictable nature of transportation, some requests for reasonable modification may be made while in transit. As such, operating personnel shall make a determination of whether the modification should be provided at that time.
6. All requests for modifications (reasonable or otherwise) will be assigned to the Ready Rides Coordinator for review and evaluation. Prior to determination, the Coordinator will consult with volunteer drivers regarding requests for reasonable modification.
7. Note that some requests for reasonable accommodations may be submitted during the paratransit eligibility process or through other customer service inquiries, and as such, operating personnel are trained and are empowered to determine whether the request should be granted at the time of the request or whether the request needs to be escalated to the Coordinator before making a determination to grant or deny the request.
8. Training regarding these procedures will be provided to Ready Rides volunteers who interact with the public; specifically, office assistants, dispatchers.

All reasonable modification requests will be acknowledged within 3 business days of receipt. The resolution and response to the person who submitted a request will be made timely, within 15 business days, and the response must explain the reasons for the resolution. The response must be documented in the Reasonable Modification/Accommodation log Complaint Response Procedures

1. Complaints may be submitted via email to info@ReadyRides.org , or written mail to:
Ready Rides
Attn: Coordinator
P.O. Box 272 Northwood NH 03261
or by phone at (603) 244-8719.
2. All complaints will be logged into a Reasonable Modification/ Accommodation spreadsheet noting the complainant name, date, contact information and specific complaint being made as well as the original request for modification associated with the complaint.
3. All complaints will be reviewed by the Coordinator prior to going to the Ready Rides Board
4. All complaints will be acknowledged within 3 business days of receipt. The resolution and response will be made timely, within 15 business days, and the response must explain the reasons for the determination. The response must be documented in the Reasonable Modification/Accommodation log, referencing the original request for modification. Any complaint responses requiring more than 15 business days for resolution must be reviewed by the Ready Rides Board and documented as to why the resolution requires additional time for full resolution.

Reasonable Modification Request Point of Contact

The point of contact for Reasonable Modification Requests at Ready Rides is:

Tahja Fulwider, Volunteer Coordinator
(603) 244-8719
info@ReadyRides.org

Requests may be reviewed by the following Ready Rides staff:
Volunteer Coordinator

Denying Request for Modification Requests for modification of Ready Rides's policies and practices may be denied only on one or more of the following grounds:

Granting the request would fundamentally alter the nature of Ready Rides's services, programs, or activities;
Granting the request would create a direct threat to the health or safety of others (including drivers and other passengers, but not including the requesting party); Without the requested modification, the individual with a disability is able to fully use Ready Rides'S services, programs, or activities for their intended purpose; or In the case of recipients of federal financial assistance, granting the request would cause an undue financial and administrative burden.

If Ready Rides denies a request for a reasonable modification, Ready Rides shall take, to the maximum extent possible, any other actions (that would not result in a direct threat or fundamental alteration) to ensure that the individual with a disability receives the services or benefit provided by Ready Rides