



11 US Route 206, Suite 100 · Augusta, NJ 07822  
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Andy Sharick, P.E., *Chairman of the Board*  
Richard C. Lecher, Ph.D., *President and Chief Executive Officer*

Janis M. Woerschling, *Chief Operating Officer*  
Karen L. Newburgh, CPA, *Chief Financial Officer*  
Mary Jo Smith, SHRM-SCP, *Chief Human Resources Officer*

### SCARC, Inc. ADA Reasonable Modification Policy

SCARC, Inc. recognizes that disabilities are as diverse as the individuals served and recognizes the need to make reasonable modifications to policies regarding assistance offered to passengers who may require additional assistance.

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, SCARC will endeavor to accommodate all reasonable modification requests for such assistance by following procedures outlined below:

1. Riders must inform SCARC of the need and specific type of additional assistance requested at the time transportation arrangements are made.
2. The Rider will advise the SCARC Transportation Coordinator of the specific rider need/request. The Transportation Coordinator will determine the resources required to accommodate the rider, evaluate the request, and report to the Director of Transportation whether the request is reasonable to perform.
3. If the Director of Transportation deems the service requested to be unreasonable to perform, or repeat on a regular basis, he/she must cite specific reasoning to support the finding and inform the Director of Community Services in charge of the rider's care.
4. If the Director of Community Services involved, and/or any SCARC Executive Staff involved, concur with the findings of the Director of Transportation, the rider must be so informed via phone call at least 48 hours before the requested transportation start date. The findings must also be communicated to the rider expeditiously by written correspondence.
5. Riders may appeal and such decisions by following established ADA grievance procedures. Complaints that a SCARC service or activity is not accessible to persons with disabilities should be directed to Richard C. Lecher, CEO at [rlecher@scarc.org](mailto:rlecher@scarc.org) or SCARC, Inc., 11 U.S. Route 206, Suite 100, Augusta, New Jersey 07822.

A Complainant may also file a complaint with the U.S. Department of Transportation by contacting the Department at: U.S. Department of Transportation, 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