



Township Of Mahwah

DEPARTMENT OF SENIOR AND HUMAN SERVICES
Municipal Offices: 475 Corporate Drive
P.O. Box 733 • Mahwah, NJ 07430

Alicia Duroy, CTRS, CDP, x213

Director of Senior and Human Services

aduroy@mahahtwp.org

Tel: 201-529-5757

Fax: 201-529-9982

Transportation: 201-529-2691

Kendall Poland, x277

Senior Center Coordinator

KPoland@mahahtwp.org

Marthina Suazo, x285

Transportation & Human Services

MSuazo@mahahtwp.org

TOWNSHIP OF MAHWAH ACCESS TRANSPORTATION REASONABLE MODIFICATION

The **Township of Mahwah** 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 Mahwah** will endeavor to accommodate all reasonable modification requests for such assistance by following procedures outlined below:

1. Riders must inform the Access Transportation Department of the need and specific type of additional assistance requested at the time ride reservation is made.
2. Reservationist will advise the Director of the specific rider needs/request. The Senior Clerk of Human Services will log the information within the client information system and determine the resources required to accommodate rider.
3. The Senior Clerk will evaluate the request and report to the Director of Senior and Human Services, whether the request is reasonable to perform.
4. If the Director of Senior and Human Services 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 of the Director of Senior and Human Services, 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.
5. If the Business Administrator concurs with the finding of the Director of Senior and Human Services, 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 complaint procedures. Complaints that a County program, service or activity is not accessible to persons with disabilities should be directed to:

Manager, Local Programs
NJ Transit HQ
Local Programs and Minibus Support
One Penn Plaza East
Newark, NJ 07105

A Complainant may also file a complaint with the U.S. Department of Transportation by contacting the Department of Transportation, Office of Civil Rights,

Federal Transit Administration
Office of Civil Rights
Attn: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590