

REASONABLE MODIFICATION

The Cerebral Palsy League, Inc. recognizes that disabilities are as diverse as the individuals we serve and recognizes the need to make reasonable modifications for passengers who may require additional assistance to use CPL Transportation Services.

For those riders who require additional assistance, The Cerebral Palsy League, Inc. will provide all reasonable modification requests by following procedures outlined below:

1. Riders will inform Program Director of the need and specific type of additional assistance required during the intake process
2. The Program Director will evaluate the request and determine whether the request is reasonable to perform.
3. If the Program Director 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 and refer the issue to the Manager of Transportation to be evaluated.
4. If the Manager of Transportation concurs with the findings of the Program Director. The rider must be informed via phone within 1 week following the intake. The finding must also be communicated to the rider by written correspondence.
5. Riders may appeal any such decisions by following established ADA grievance procedures. Complaints that, a service or activity is not accessible to persons with disabilities should be directed to Cerebral Palsy League's Executive Director

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