



Reasonable Modification Statement

In accordance with the Americans with Disabilities Act (ADA) and directives from the Federal Transit Administration, Ace Express Coaches will make every effort, to the maximum extent feasible, to ensure that a person with a disability has access to, and benefits from, its services. Ace Express Coaches will make reasonable modifications to its policies, programs, and procedures applicable to its transportation services, when necessary to avoid discrimination and ensure accessibility for people with disabilities. Reasonable modifications do have limitations; are not necessary to provide equal access to an Ace Express Coaches service and are not intended to:

- Cause a direct threat to the health and safety of others.
- Create undue financial and administrative burdens.
- Constitute a fundamental alteration to a service.

Considerations when making a reasonable modification request:

- Information on the reasonable modification process must be readily available to the public and must be accessible.
- Individuals requesting modifications shall describe what they need in order to use the service.
- Individuals requesting modifications are not required to use the term “*reasonable modification*” when making a request.
- Whenever feasible, requests for modifications shall be made and determined in advance (at least 24hrs), but flexibility is also needed to handle requests that are only practical on the spot. The transit manager will review all requests and provide the determination. For on-the-spot requests, the driver should contact dispatch. Dispatch will contact the transit manager.
- Where a request for modification cannot practicably be made and determined in advance (e.g., because of a condition or barrier at the destination of a paratransit or fixed route trip of which the individual with a disability was unaware until arriving), operating personnel of the entity shall make a determination of whether the modification should be provided at the time of the request. Operating personnel may consult with the entity's management before making a determination to grant or deny the request.
- Passengers can request reasonable modifications for all lines of service (Bustang, Pegasus, Snowstang, Outrider, etc.). Passengers making a request are not required to use the term “reasonable modification.”
- Documentation will be maintained regarding the request and the resulting action taken.



Public Information

The following statement will be posted on the website and the rider guide.

Passengers with disabilities may request modifications to current service procedures to access the service. To make a request, please call us at 1-800-900-3011 option 4 or email us at bustangdispatch@aceexpresscoaches.com. Please submit requests at least one day before the trip.

The request must identify the modification needed to use the service. Whenever feasible, please make the request in advance, before the modification is needed to access the service.

Within the scope of the ADA, and reasonable modification, if Ace Express Coaches denies a request it will make every effort, to the maximum extent feasible, to ensure that a person with a disability has access to, and benefits from, its services. To request reasonable modifications based on a disability please use the Reasonable Modification Form or contact Ace Express Coaches for assistance.