



## **Reasonable modification of policies and procedures**

ABQ RIDE is committed to the Americans with Disabilities Act (ADA) and works diligently to comply with all applicable rules and regulations issued by the United States Department of Transportation (USDOT) and the Federal Transit Administration (FTA). ABQ RIDE provides reasonable modification to policies and procedures to customers with disabilities to ensure they can effectively use the agency's transit services.

If you would like to request a modification to our policies or procedures due to a disability, please clearly describe what you need in order to use ABQ RIDE bus and/or paratransit services. ***When feasible, please make any requests for modifications in advance*** by contacting:

ABQ RIDE Customer Service  
505-243-7433

Or you can contact us through the City's 311 service by phone or online at <http://www.cabq.gov/311>.

Where you cannot request a modification in advance, such as if a barrier or condition exists on a bus or Sun Van service about which you are unaware in advance, ABQ RIDE will make a determination at that time. The driver or other employee may contact an ABQ RIDE dispatcher or supervisor for instructions if they are unsure whether a request can be granted.

A request for modification may be denied for one or more of the following reasons:

- Granting the request would fundamentally alter the nature of ABQ RIDE's services, programs, or activities;
- Granting the request would create a direct threat to the health or safety of others;
- Without the requested modification, the individual with a disability is able to fully use ABQ RIDE's services, programs, or activities for their intended purpose.

For more information, to make a request or to file a complaint regarding a failure to provide a reasonable modification to policies and procedures, please contact:

ABQ RIDE Customer Service  
505-243-7433

Or you can contact us through the City's 311 service by phone or online at <http://www.cabq.gov/311>.