

NHDEC Reasonable Modification Statement

New Horizons Disability Empowerment Center (NHDEC) is committed to providing accessible, inclusive services for all customers. In accordance with the Americans with Disabilities Act (ADA) and Federal Transit Administration (FTA) guidelines, we will consider and make reasonable modifications to our policies, practices, and procedures, when necessary, to ensure equal access to our transportation services. To request a reasonable modification, please contact:

Mohave County 928-925-1124

Yavapai County 928-775-8870

What Are Reasonable Modifications?

Reasonable modifications are adjustments made to our policies, practices, or procedures to enable individuals with disabilities to access and use our transportation services effectively. These modifications are provided unless they would:

- Fundamentally alter the nature of our services.
 - Create a direct threat to the health or safety of others.
 - Result in an undue financial or administrative burden.
 - Be unnecessary for the rider to access our services.
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Examples of Reasonable Modifications

Some examples of reasonable modifications we may provide include, but are not limited to:

- Allowing a rider to board at a safer location if a regular stop is inaccessible.
 - Assisting passengers with securing mobility devices onboard vehicles.
 - Permitting food or drink on board if medically necessary for a disability.
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How to Request a Reasonable Modification

Passengers requiring a reasonable modification to access our services can submit a request in advance or during their trip if needed.

