



## ADA Reasonable Modification Policy

Hobbs Express Transit service is committed to providing safe, reliable, accessible, and user-friendly services to our customers, including those with disabilities. To ensure equal and safe access to all riders, this policy outlines the procedure for receiving, processing, and responding to requests for reasonable modifications to Hobbs Express's policies or practices by persons with disabilities.

You may travel with your respirator, concentrator, and portable oxygen. Service animals are welcome on board buses and in our facilities. They must be kept under the control of the passenger. Public information is available in alternative formats upon request.

### Reasonable Modification Policy

It is Hobbs Express' policy to make reasonable modifications to its policies, practices, or procedures when requested to do so by individuals with disabilities when such accommodations are necessary to avoid discrimination on the basis of disability.

Requests for accommodations will be considered on a case-by-case basis and may be denied on one or more of the following grounds:

- Granting the request would fundamentally alter the nature of the Hobbs Express Transit service, programs, or activities;
- Granting the request could create a direct threat to the health or safety of the requestor or others;
- Granting the request would create an undue financial or administrative burden for the Agency; or
- Without such modification, the individual with a disability is otherwise able to fully use the Hobbs Express service, programs, or activities for their intended purpose.

In determining whether to grant a requested modification, Hobbs Express Transit will be guided by the provisions of United States Department of Transportation at 49 CFR Appendix E Part 37.169.

When choosing among alternatives for accommodations, Hobbs Express Transit will give priority to those methods that offer services, programs and activities to qualified individuals with disabilities in the most integrated setting appropriate for the needs of the individual(s) with disabilities. In any case in which Hobbs Express Transit denies a request for an accommodation, Hobbs Express will attempt to ensure that the individual with a disability receives the services or benefits provided by Hobbs Express Transit by other means that comport with this policy. Hobbs Express will not charge additional fees for passengers requiring reasonable modifications.

### Process for Requesting Modifications/Accommodations for Individuals with Disabilities

Requests for modifications of the Hobbs Express policies, practices, or procedures to accommodate an individual with a disability may be made either in advance or at the time of the transportation service. Hobbs Express Transit is best able to address and accommodate a request when customers make their requests for modifications in advance. The process for making a request is as follows:

- Individuals requesting modifications shall describe what they need in order to use the service, and why this assistance is necessary.
- Whenever feasible, requests for modifications shall be made and determined in advance, before Hobbs Express is expected to provide the modified service, for example through customer service inquiries. Hobbs Express will review your request and will make every effort to communicate in advance whether or not the requested modification can be made.
- Where a request for modification cannot practicably be made and determined in advance, operating personnel shall make a determination of whether the modification should be provided at the time of the request. Operating personnel may consult with Hobbs Express management before making a determination to grant or deny the request.
- Requests for modification of the Hobbs Express policies and practices may be denied on one or more of the following grounds:
  - Granting the request would fundamentally alter the nature of the Hobbs Express Transit service, programs, or activities;
  - Granting the request could create a direct threat to the health or safety of the requestor or others;
  - Granting the request would create an undue financial or administrative burden for the Agency; or
  - Without such modification, the individual with a disability is otherwise able to fully use the Hobbs Express Transit services, programs, or activities for their intended propose.

### **Making a Request**

Please call (575) 397-9290 to make a request for reasonable modification/accommodation before using the service, if at all practicable. Written requests can be submitted online to [jfletcher@hobbsnm.org](mailto:jfletcher@hobbsnm.org) or [jpennington@hobbsnm.org](mailto:jpennington@hobbsnm.org) or mailed to Hobbs Express, 200 East Broadway, Hobbs, NM 88240.

**Designated employee for compliance:** Hobbs Express Transit has designated the Transit Director, as the employee responsible for ensuring compliance of this policy and for administering the prompt and equitable resolution of any related complaints. Contact information is set forth below.

**Complaint Process and Contact Information:** Complaints regarding the administration of or compliance with this policy shall be made in writing either by letter or email addressed to the Hobbs Express Program Director, or by completing and returning the Title VI or Discrimination Complaint Form.

All complaints will be handled in accordance with the Hobbs Express Title VI and Discrimination Complaint Process. Hobbs Express will make every effort to make a prompt and equitable resolution of any complaint. The Agency's response to any Title VI complaint will be in writing and will include the Agency's decision and the reason(s) therefore.

### **Contact the Hobbs Express Transit Director**

Jan Fletcher  
Phone: 575-397-9207  
Email: [jfletcher@hobbsnm.org](mailto:jfletcher@hobbsnm.org)  
Mail: Hobbs Express  
Attn: Jan Fletcher  
200 East Broadway  
Hobbs, NM 88240

