



Reasonable Accommodation Policy

The Americans with Disabilities Act provides protection for all people with disabilities, requiring that individuals with disabilities be provided with the same rights and services as the general public. To this end, Academy will provide assistance to passengers who may require more than the assistance of mobility aids (i.e., walker, cane, braces, etc.).

For those passengers who may require additional assistance, the following procedures apply:

The passenger must inform Academy in advance of the day of service, specifying the type of assistance requested.

The Academy staff must log the information in the trip request and inform a supervisor immediately of the request.

If the request is not clearly understood by the supervisor, the customer will be contacted to clarify the request. If required to make a decision on the reasonableness of the request with certainty, a supervisor should conduct a field visit to further clarify.

Management will review the request and any reports developed by supervisors prior to the day of service to determine whether the request is reasonable and how the request shall be handled.

Whether the request is accepted or denied, the customer will be informed by Academy prior to the day of service. If the request is denied, specific reasoning supporting the decision shall be written.

Prior to the day of service, management will provide instruction to the assigned driver about the requested assistance and how to meet the request.

If the passenger does not agree with the decision about denial of the request, an appeal may be made in writing. The appeal will be reviewed by Academy.