

## **Americans with Disabilities Act (ADA) Notice**

Northwestern Stage Lines, which operates 5311f funded routes in Washington, Oregon and Idaho, is committed to providing accessible transportation services that comply with the Americans with Disabilities Act (ADA), as well as state laws and regulations. We ensure that individuals with disabilities have access to and can benefit from all of our services, programs, and activities.

### **Accessible Service**

Our fleet includes ADA-compliant vehicles equipped with wheelchair lifts or ramps. Drivers are trained to assist passengers with disabilities, including helping with boarding, securement, and communication of travel information.

### **Requesting Reasonable Accommodations**

Northwestern Stage Lines provides reasonable accommodations within its policies and procedures to ensure that all passengers have equal access to services. Passengers who need a reasonable accommodation or assistance are encouraged to make requests in advance, preferably at least 48 hours prior to travel.

### **ADA Complaints**

To report accessibility concerns, please contact:

#### **ADA Coordinator**

Northwestern Stage Lines

Phone: 800-366-6975

Email: [ada@busnws.com](mailto:ada@busnws.com)

Mailing Address: PO Box 566, Rexburg ID 83440

If you believe you have been discriminated against based on disability, you may file a complaint directly with Northwestern Stage Lines at the contact information above. You may also file a complaint with the Federal Transit Administration (FTA) at:

### **Federal Transit Administration Office of Civil Rights**

1200 New Jersey Avenue SE

Washington, DC 20590

Phone: 888-446-4511

Email: [FTA.ADAAssistance@dot.gov](mailto:FTA.ADAAssistance@dot.gov)

Northwestern Stage Lines is proud to serve all passengers and is dedicated to ensuring safe, reliable, and inclusive travel for everyone.