

# The Board of Chosen Freeholders of the County of Monmouth

DIVISION OF TRANSPORTATION

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DEPARTMENT OF HUMAN SERVICES

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## REASONABLE MODIFICATION POLICY

The Monmouth County Division of Transportation recognizes that disabilities are as diverse as the individuals they serve and recognizes the need to make reasonable modifications to its policies, regarding assistance offered to passengers who may require additional assistance to use its services.

Under Title II of the ADA, state and local governments are required to make reasonable modifications to policies, practices and procedures where necessary to avoid discrimination.

For those riders who require additional assistance, the Monmouth County Division of Transportation will endeavor to accommodate all reasonable modification requests for such assistance by following procedures outlined below:

1. Riders must inform the intake department of the Monmouth County Division of Transportation of the need and specific type of additional assistance requested at the time ride reservation is made.
2. The intake department will advise the office manager/scheduler of the specific rider need/request. The office manager/scheduler will log the information within the client information system and determine the resources required to accommodate rider.
3. The office manager/scheduler will evaluate the request and report to the Director of Transportation whether the request is reasonable to perform.
4. If the Director of Transportation deems the service requested to be unreasonable to perform or to repeat on a regular basis, he/she must cite specific reasoning to support the finding and inform the client via phone call at least 48 hours before the requested/scheduled trip. The findings must also be communicated to the rider expeditiously in writing.
5. Riders may appeal any such decisions by following established ADA grievance procedures. Complaints that a County program, service or activity is not accessible to persons with disabilities should be directed to The Monmouth County Division of Transportation attention Director Lodato. Mail you completed appeal to 250 Center Street Freehold, N.J. 07728 or if you wish to e-mail or fax your appeal please call 732-431-6480 and an e-mail address will be provided to you.

A Complainant may also file a complaint with the US Department of Transportation by contacting the Department at: US Department of Transportation, Office of Civil Rights,

Federal Transit Administration  
Office of Civil Rights  
Attention: Complaint Team  
East Building, 5th Floor – TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590