



Ocean County Department of Transportation Services

Ocean Ride

THE AMERICANS WITH DISABILITIES ACT (ADA)

The Americans with Disabilities Act of 1990 (ADA) is landmark federal legislation that opens up services and employment opportunities to the millions of Americans with disabilities. The ADA affects access to employment; state and local government programs and services; transportation, and access to places of public accommodation such as businesses, non-profit service providers; and telecommunications.

The Ocean County Department of Transportation Services is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis on their disability as provided by the Americans with Disabilities Act. The Ocean County Department of Transportation Services management, and all supervisors and employees share direct responsibility for carrying out the Department's commitment to the ADA. The Department's Program Coordinator, Laurette Marshalleck, will ensure accountability in this commitment, and supports all parts of the organization in meeting their respective ADA obligations. Laurette Marshalleck coordinates internally with all appropriate offices in the investigation of complaints of discrimination, and takes a lead role in responding to requests for information about the Transportation Department's civil rights obligations and operations.

POLICY

The County shall not, in any of its programs, services, activities and facilities:

- deny a qualified individual on the basis of disability, the opportunity to participate in and benefit from programs, services and activities, including volunteer opportunities, that are not equal to that afforded to others;
- otherwise limit or separate a qualified individual on the basis of disability in the enjoyment of any right, privilege, advantage or opportunity enjoyed by other individuals.

This policy does not require the County to undertake an action that would pose an undue financial or administrative burden or fundamentally alter the nature of programs, services and activities.

ELIGIBILITY CRITERIA AND SAFETY REQUIREMENTS

Ocean County Department of Transportation Services will not impose or apply eligibility or safety criteria that screen out or tend to screen out an individual on the basis of disability or any class of individuals on the basis of disabilities from fully and equally enjoying any program, service, or activity, unless such criteria can be shown to be necessary for the provision of programs, services, or activities

It is the responsibility of the ADA Program Coordinator in any situation where eligibility and safety standards may limit or exclude the participation of individuals on the basis of disabilities to:

- Review the standards and their application;
- Ensure that mitigating measures are used to reduce the hazard or threat to the safety of individuals with disabilities and other participants in the program; and
- Provide for the participation of individuals with disabilities to the greatest extent possible.

INTEGRATED SERVICES

Ocean County Department of Transportation Services shall administer all programs, services, and activities in the most integrated setting appropriate to the needs of qualified individuals with disabilities. This policy does not prohibit the establishment of separate programs for individuals with disabilities. However, it prohibits the County from requiring qualified individuals with disabilities to participate in separate rather than integrated programs.

SURCHARGES

Ocean County Department of Transportation Services will not impose surcharges on an individual with a disability, any group of individuals with disabilities, their families, companions, or organizations representing them for the provision of reasonable accommodation, communication aids and services, reasonable modification to policies, practices and procedures, the removal of structural barriers, or any other costs associated with the participation of individuals with disabilities in the County's programs, services and activities.

SIGNIFICANT ASSISTANCE

Ocean County Department of Transportation Services shall not give significant assistance, either financial or in-kind, to any organization that discriminates against individuals on the basis of a disability. It is the County's responsibility to investigate any situation in which discrimination against individuals on the basis of disability may have occurred and take appropriate action, either to see that the discriminatory action is remedied or to recommend that the County's assistance be terminated.

Ocean County Department of Transportation Services, in the selection of procurement contractors, may not use criteria that subject qualified individuals to discrimination on the basis of disability.

The Ocean County Department of Transportation Services and Ocean County Employee Relations Department shall be responsible for the oversight, dissemination, coordination, and enforcement of procedures related to this policy.

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

ADA COMPLAINTS

If a person wishes to file an ADA complaint of discrimination with The Ocean County Department of Transportation Services, please call (732) 736-8989, ext. #5919 or write to: Attn: ADA Program Coordinator, The Ocean County Department of Transportation Services, P.O. Box 2191, 1959 Route 9, Toms River, NJ 08754-2191.

What Happens to ADA Complaints of Discrimination to The Ocean County Department of Transportation Services?

The Ocean County Department of Transportation Services shall provide prompt and equitable resolution to all complaints.

All ADA complaints of discrimination received by The Ocean County Department of Transportation Services are routed to local area management for prompt investigation and resolution. All complaints received will be investigated, so long as the complaint is received within 180 days from the date of the alleged discrimination. The Ocean County Department of Transportation Services will provide appropriate assistance (online and otherwise) to complainants who are limited in their ability to communicate in English or require accommodation. Complainants will be requested to leave contact information for follow-up about their complaints.

The Ocean County Department of Transportation Services aims to complete investigations into all complaints received, within 90 days of receipt. In instances where additional information is needed to complete an investigation, the investigator will contact the complainant using the contact information provided. Failure of the complainant to provide contact information or any requested additional information may result in a delay in resolution, or the administrative closure of the complaint. The Ocean County Department of Transportation Services has a zero tolerance policy on discrimination and will take appropriate corrective measures in all instances where a violation of The Ocean County Department of Transportation Services non-discrimination policy has been established.