



Ocean County Department of Transportation Services

# Ocean Ride

## **REASONABLE MODIFICATIONS POLICY AND PROCEDURES**

The Ocean County Department of Transportation Services (Ocean Ride) 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 Americans with Disabilities Act (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 Ocean County Department of Transportation Services will endeavor to accommodate all reasonable modification requests for such assistance by following procedures outlined below:

1. Riders must inform Ocean Ride of the need and specific type of additional assistance requested at the time ride reservation is made.
2. The Reservationist will advise Dispatcher of the specific rider need/request. Dispatcher will log the information within the client information system and determine the resources required to accommodate rider.
3. The Dispatcher 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 Dispatcher.
5. If Ocean Ride concurs with the finding of the Dispatcher, the rider must be so informed via phone call at least 48 hours before the requested/scheduled trip. The finding must also be communicated to the rider expeditiously by written correspondence.
6. 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 Laurette Marshalleck, Program Coordinator at (732) 736-8989, ext. #5919.

Ocean County Department of Transportation Services will make reasonable modifications to policies, practices and procedures when necessary to provide equal opportunity to qualified individuals with disabilities, including applicants, participants, members of the public and companions, unless making the modification would fundamentally alter the nature of the program, service, or activity.

Ocean County Department of Transportation Services has adopted the following procedures for addressing requests for reasonable modifications of County policies, practices, or procedures made by individuals with disabilities in order to participate in County programs, services and activities.

Requests for modifications that have no or little cost and pose no administrative burden, such as assistance in filling out a form for an individual who does not write because of a disability, providing a chair to an individual with a mobility disability who has difficulty standing in line, providing documents in Braille or Large Print, or obtaining a qualified Sign Language Interpreter, may be granted by the County agency responsible for the program, service or activity.

Individuals seeking/requesting more complex modifications should submit their request in writing to:

**Attn: ADA Program Coordinator**

**OceanRide**

**Ocean County Department of Transportation Services**

**1959 Route 9, P.O. Box 2191**

**Toms River, NJ 08754-2191**

**(732) 736-8989, ext. #5919**

**Toll-Free 1-(877) 929-2082 (Southern Ocean County)**

*Dial 711 for NJ Relay System (for the hearing impaired)*

*If information is needed in another language, contact (732) 736-8989, ext. #5919.*

The request should contain the name, address and telephone number of the individual requesting the modification, location, service, activity or facility where the accommodation is required and a description of why the accommodation is needed.

The request can be submitted in any written format. However, it is recommended that the "Accommodation Request Form" (see attachment) is used. Alternative means of filing a request, such as personal interviews, phone calls, or taped requests, will be made available for persons with disabilities if unable to communicate their request in writing. This form is available by contacting the above ADA Program Coordinator. Alternative means of filing a request will be made available, upon request.

If the modification is granted, the individual will be notified within 15 days of receipt of the request and no further action will be required by the individual. The request will then be implemented by Ocean County Department of Transportation Services. Should the modification request be denied, the individual will be notified in writing of the decision, along with his or her rights to file a grievance under the Ocean County Department of Transportation Services in a format acceptable to the individual. A copy of that procedure will be included in the correspondence to the individual.

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

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**ACCOMMODATION REQUEST FORM**

**ACCOMODATION REQUEST INFORMATION**

Ocean County Department of Transportation Services does not discriminate on the basis of disability in admission to, or operation of its programs, services, activities or facilities. This form may be used by individuals and their companions with a disability seeking access to transportation services, an activity or facility.

Name: \_\_\_\_\_ Telephone: \_\_\_\_\_

Address: \_\_\_\_\_ Date: \_\_\_\_\_

\_\_\_\_\_

The program or facility to which I am requesting access is located at: \_\_\_\_\_

I am requesting the following accommodation(s):

- Wheelchair Access
- Sign Language Interpretation
- Written Material in Alternate Format (Large Print, Computer Disc)
- Written Material in Braille
- Reader
- Modification of Policy Procedures
- Other

Please provide any other details or information necessary to process this request.

\_\_\_\_\_  
\_\_\_\_\_

**PLEASE RETURN THIS FORM TO:**

ADA Program Coordinator  
Ocean County Department of Transportation Services  
1959 Route 9, P.O. Box 2191  
Toms River, NJ 08754-2191

**ADDITIONAL QUESTIONS MAY BE DIRECTED TO  
OCEAN COUNTY EMPLOYEE RELATIONS DEPARTMENT OFFICE**

Ocean County Employee Relations Department  
101 Hooper Avenue, P.O. Box 2191  
Toms River, NJ 08754-2191  
(732) 929-2028, Fax: (732) 506-5110