



TOWNSHIP OF MOUNT OLIVE

DEPARTMENT OF HEALTH

204 Flanders-Drakestown Road
P.O. Box 450
Budd Lake, NJ 07828
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Public Health
Prevent. Promote. Protect.

Reasonable Modification Procedure

Mount Olive Township recognized 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, Mt. Olive Township will endeavor to accommodate all reasonable modification requests for such assistance by following the procedures outlines below:

1. Riders must inform Mt. Olive Township the need and specific type of assistance requested at the time the ride reservation is made.
2. The Senior Transportation Coordinator will determine the resources required to accommodate the rider, and whether the request is reasonable to perform.
3. If the Senior Transportation Coordinator 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 Director of the Health.
4. If the Director of Health concurs with the finding of the Senior Transportation Coordinator, the rider must be so informed via telephone call at least 48 hours before the requested/scheduled trip. The findings also must be communicated to the riders expeditiously by written correspondence.
5. Riders may appeal any such decision by following established ADA grievance procedures. Complaints that a Township service or activity is not accessible persons with disabilities should be directed to the Assistant Business Administrator, Claudia Quinn, ADA Compliance Officer at P.O. Box 450 Budd Lake, NJ 07828.

A Complainant may also file a complaint with the U.S. 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