

# **Atlantic County Transportation Unit Policies & Procedures**

SECTION	SUBSECTION	EFFECTIVE	REPLACES
1	12	DEC 2018	April 2004

**SECTION:** GENERAL

**SUBSECTION:** ADA REQUESTS FOR REASONABLE ACCOMMODATIONS

**PURPOSE:** To insure that any/all persons with disabilities be provided equal access to all services available and provided by the Atlantic County Transportation Unit (ACTU.)

**POLICY:** 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 when necessary to avoid discrimination. It is the policy of Atlantic County Government and the Atlantic County Transportation Unit (ACTU) to comply with all Americans with Disabilities Act (ADA) regulations pertaining to the fair and equal treatment of any/all persons with disabilities, that may request a reasonable accommodation to the regular services of the transportation programs provided by the ACTU.

**PROCEDURE:** Passengers requiring additional assistance or accommodation with any of ACTU's services, beyond the current operations of the "door to door" passenger assistance regularly provided, should do the following:

- Identify any requested trip specific accommodation(s) during the trip booking process, a minimum of 48 hours in advance of the travel date. Trip reservations are made at 609-645-5910.
- The need for recurring or long term accommodation(s) should be made by calling 609-645-5918, or emailing us at [ACTU@AClink.org](mailto:ACTU@AClink.org).
- All passenger requests for additional accommodations will be obtained and considered by a Supervising Omnibus Operator or Asst. Supervising Omnibus Operator, with the findings discussed directly with the Unit's Director of Transportation.
- Should the Supervising Omnibus Operator or Asst. Supervising Omnibus Operator determine that the requested accommodation is unreasonable, or poses a safety concern to either the passenger, or other occupants of the vehicle, the Unit's Director of Transportation will observe the specific request, conditions, and

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concerns, and discuss the matter with Atlantic County Administration prior to a final determination being made.

- If the agency concurs with the finding of the ACTU the rider must be so informed via phone call at least 48 hours before the requested/scheduled trip. The finding will be communicated to the rider expeditiously by written correspondence.
- 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:

**Atlantic County Division of Intergenerational Services  
Attn.: Cristine Chickadel, ADA Monitor  
101 S. Shore Road  
Shoreview Bldg.  
Northfield, NJ 08225  
Phone: 609-645-7700 x4386 or [chickadel\\_cristine@aclink.org](mailto:chickadel_cristine@aclink.org)**

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

Federal Transit Administration  
Office of Civil Rights  
Attn: Complaint Team  
East Building, 5<sup>th</sup> Floor-TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590