

Monmouth County

Board of County Commissioners

DIVISION OF TRANSPORTATION

KATHLEEN LODATO

DIRECTOR

e-mail address

Kathleen.lodato@co.monmouth.nj.us



TRANSPORTATION LIASON

COMMISSIONER DIRECTOR

THOMAS A. ARNONE

e-mail address

Thomas.arnone@co.monmouth.nj.us

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 MONMOUTH COUNTY DIVISION OF TRANSPORTATION ADA COMMITMENT AND COMPLIANCE

The Monmouth County Division of Transportation is committed to ensuring that no person is excluded from participation in, or denied the benefits of, its services based on their disability as provided by the Americans with Disabilities Act.

The Monmouth County Division of Transportation's management and all supervisors and employees share direct responsibility for carrying out the Monmouth County Division of Transportation's commitment to the ADA. The Monmouth County Division of Transportation ensures accountability in this commitment by having all ADA complaints investigated by the appropriate ADA Coordinator.

ADA COMPLAINTS

If you wish to file an ADA complaint of discrimination regarding the Monmouth County Division of Transportation, please call (732) 431-7000 or e-mail the complaint as soon as possible, but no later than sixty (60) calendar days after the alleged violation, to adacoordinator@co.monmouth.nj.us. You may also use our online form for your convenience.

The ADA coordinators from the following departments will review these complaints:

- Kathleen West, County ADA Coordinator
1 East Main Street, Rm 223
Hall of Records
Freehold, NJ 07728
(732) 409-4898

Will conduct the investigation with guidance from Monmouth County's ADA consultant.

- The Monmouth County Office of Disabilities
3000 Kozloski Road
Freehold, NJ 07728
(732) 308-3770 ext. 7453

Will review the complaint and offer guidance that will ensure the proper referral to the ADA Federal Technical Assistance site at the Northeast ADA Center in Ithaca, New York. Telephone number (800) 949-4232. Website: <https://northeastada.org>.

All ADA complaints of discrimination received by the Monmouth County ADA Coordinator and the Monmouth County Division of Disabilities 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 Monmouth County ADA Coordinator and the Monmouth County Division of Disabilities will provide appropriate assistance (online and otherwise) to complainants who are limited in the ability to communicate in English or require other accommodation. Complainants will be requested to leave contact information for follow-up about their complaints.

The Monmouth County ADA Coordinator and the Monmouth County Division of Disabilities aim 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 Monmouth County Division of Transportation has a zero-tolerance policy on discrimination and will take appropriate corrective measures in all instances where a violation of Monmouth County Division of Transportation's non-discrimination policy has been established.

Once a complaint investigation is complete, complainants will receive a notice of finding via their preferred/available mode of contact (phone, e-mail, U.S. Post, etc.). If no contact information is provided, a note regarding the outcome of the investigation will be saved on file for a minimum of three years. Complainants can contact the Monmouth County Division of Transportation or the Monmouth County Division of Disabilities Customer Service at any time to check on the status of their complaint.

WHAT HAPPENS TO MY ADA COMPLAINT OF DISCRIMINATION REGARDING THE MONMOUTH COUNTY DIVISION OF TRANSPORTATION?

- Within 15 calendar days after receipt of the complaint, the ADA Coordinator, or her designee, will meet with the complainant to discuss the complaint and the possible resolutions.
- Within 15 days of that meeting, the ADA Coordinator, or her designee, will respond in writing and, where appropriate, in a format accessible to the complainant, such as large print, braille or audio tape. The response will explain the position of the County and offer options for substantive resolution of the complaint.
- If the response by the ADA Coordinator, or her designee, does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the following individual:

Teri O'Connor
Monmouth County Administrator
1 East Main Street
Hall of Records
Freehold, NJ 07728
(732) 431-7384

- Within 15 calendar days after receipt of the appeal, the County Administrator, or her designee, will meet with the complainant to discuss the complaint and possible resolutions.
- Within 15 calendar days after the meeting, the County Administrator, or her designee, will respond in writing and, where appropriate, in a format accessible to the complainant, with a final resolution to the complaint.

FILING A COMPLAINT DIRECTLY TO THE FEDERAL TRANSIT ADMINISTRATION

A complainant may choose to file a Title VI complaint with the Federal Transit Administration (FTA) by contacting the FTA at:

- Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TRC
1200 New Jersey Avenue, SE
Washington D.C. 20590

FURTHER QUESTIONS ABOUT THE MONMOUTH COUNTY DIVISION OF TRANSPORTATION ADA OBLIGATIONS

For additional information on Monmouth County Division of Transportation non-discrimination obligations related to ADA please call (732) 431-6480, or write to:

- The Monmouth County Division of Transportation
250 Center Street
Freehold, NJ 07728
Attn: Director Kathleen Lodato



AMERICANS WITH DISABILITIES ACT COMPLAINT FORM

The Monmouth County Division of Transportation is committed to ensuring that no person is denied access to its services, programs, or activities on the basis of their disabilities as provided by Title II of the Americans with Disabilities Act of 1990 ("ADA"). ADA complaints must be filed within 180 days from the date of the alleged incident.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, or if you would like to make a verbal complaint, please contact Monmouth County ADA Coordinator at (732) 409-4898.

Complainant:

Phone:

Street Address:

City, State, Zip Code:

Alt. Phone:

Person Preparing Complaint (if different from Complainant):

Date of Incident: _____

Please describe the alleged discriminatory incident, including the location(s), if applicable. Provide the names and titles of the Monmouth County Division of Transportation employees involved, if available.

Description of Incident continued:

Have you filed a complaint with any other federal, state, or local agencies? YES/NO (Circle One).

If so, list agency/agencies and contact information below:

Agency Name: _____



Street Address: _____

City, State and Zip Code: _____

Phone Number: _____

Agency Contact Name: _____

I affirm that I have read the above charge and that it is true to the best of my knowledge, information, and belief.

Complainant's Signature

Date

Print or Type Name of Complainant

Date Received: _____

Received By: _____