



Reasonable Modification Policy

The Borough of Keyport 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 American 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 Borough of Keyport will endeavor to accommodate all reasonable modification requests for such assistance by following procedures outlined below:

1. Riders must inform the Borough of Keyport of the need and specific type of additional assistance requested at the time ride reservation is made.
2. Office staff will advise bus operator of the specific rider need/request and will log the information within the client information system. The bus operator will determine the resources required to accommodate the rider.
3. Office staff will report to the Director for a determination whether the request is reasonable to perform.
4. If the Director 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 Borough Administrator.
5. If the Borough Administrator concurs with the finding of the Director. 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 program, service or activity is not accessible to persons with disabilities should be directed to the Borough Administrator at 732-739-3900 or administrator@keyportonline.com

A Complainant may also file a complaint with the US Department of Transportation at:

US Department of Transportation
Federal Transit Administration, Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590