



Passaic County Paratransit operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964, as amended. Any person who believes that she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint in writing to Passaic County Paratransit. To file a complaint, or for more information on Passaic County Paratransit's obligations under Title VI write to: 1310 Route 23 North, Wayne, NJ 07470 or visit <https://passaiccountynj.org/paratransit>

Transportation services provided by this agency are in whole or part funded through federal funds received through NJ TRANSIT and as an individual you also have the right to file your complaint to both Passaic County Paratransit as well as the Federal Transit Administration. Complaints may also be filed with the Federal Transit Administration in writing and may be addressed to: Title VI Program Coordinator, East Building, 5th Floor – TCR, U.S. Department of Transportation, Federal Transit Administration, Office of Civil Rights, 1200 New Jersey Avenue, SE, Washington, DC 20590 If information is needed in another language, contact 973-881-4402

El Condado de Passaic opera este programa y servicio sin que ninguna persona sea excluida por su raza,color u origen de acuerdo al Titulo VI de los derechos Civiles de 1964 y sus enmiendas. Toda persona que sienta haber sido agraviada por alguna practica discriminatoria illegal bajo el Titulo VI, puede presentar una denuncia por escrito al Condado de Passaic. Para presentar una denuncia o para mas informacion sobre las obligaciones de Passaic County Paratransit bajo el Titulo VI escriba a:1310 Route 23 North, Wayne, NJ 07470 O visite: <https://passaiccountynj.org/paratransit>

Los servicios de Transporte proporcionados por esta Agencia son financiados en su totalidad o en gran parte con fondos recibidos a traves de NJ TRANSIT y usted como persona tiene el derecho a presentar su denuncia a ambos Passaic County Paratransit como la Administracion de Transito Federal. Denuncias tambien pueden ser completadas a la Administracion Federal de Transito por escrito a: Title VI Program Coordinator, East Building, 5th Floor-TCR, U.S. Department of Transportation, Federal Transit Administration, Office of Civil Rights 1200 New Jersey Avenue, SE, Washington, DC 20590.

Si necesita informacion en otro idioma, contacte 973-881-4402.

Si l'information est nécessaire dans une autre langue, contactez 973-881-4402

Se sono necessarie informazioni in un'altra lingua, contattate 973-881-4402

Se a informação é necessária em outro idioma, entre em contato com 973-881-4402

Wenn Informationen in einer anderen Sprache benötigt wird, wenden Sie 973-881-4402

Если информация необходима на другом языке, обратитесь 973-881-4402

Jeśli informacja jest potrzebna w innym języku, skontaktuj 973-881-4402

Ak je potrebné informácie v inom jazyku, kontaktujte 973-881-4402

માહિતી અન્ય ભાષામાં જરૂરી છે, તો, 973-881-4402 નો સંપર્ક

जानकारी किसी अन्य भाषा में की जरूरत है, 973-881-4402 संपर्क

Rúguǒ xīnxī shì xūyào yǐ lìng yī zhǒng yǔyán, qǐng liánxì 973-881-4402

F Anformte gong-geub bol eon-eoleul binan , jeonche yeonlagcheo 973-881-4402

إنظر إن ندد إس انفورمتي إف language، كونتاك 973-881-4402

Indien die inligting is nodig in 'n ander taal, kontak 973-881-4402

**THIS NOTICE IS POSTED ON ALL VEHICLES, OFFICES AND WEBSITE**



## **Passaic County's Title VI Complaint Procedure**

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by County of Passaic (hereinafter referred to as "the Authority") may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Passaic County investigates complaints received no more than 180 days after the alleged incident. The Authority will process complaints that are complete. Any persons claiming discrimination has the right to request all documents regarding the complaint process in their native language. Those requests will be made directly to Passaic County Transportation.

Once the complaint is received, the Authority will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The Authority has 90 days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 90 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 120 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 120 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

**The Title VI Complaint Procedure instructions are in the User's Guide and on the website.**



## PASSAIC COUNTY'S TITLE VI COMPLAINT FORM

Note: The following information is needed to assist in processing your complaint.

A. Complainant's information: Date: \_\_\_\_\_

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

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

City/State/Zip Code: \_\_\_\_\_

Telephone Number (Home): \_\_\_\_\_

Telephone Number (Work): \_\_\_\_\_

Email Address: \_\_\_\_\_

Accessible Format Requirements? (Select One or More)

- Large Print
- TDD
- Audio Tape
- Other

B. Person discriminated against (if someone other than complainant):

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

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

City/State/Zip Code: \_\_\_\_\_

Telephone Number (Home): \_\_\_\_\_

Telephone Number (Work): \_\_\_\_\_

Email Address: \_\_\_\_\_

Relationship to the person for whom you are complaining: \_\_\_\_\_

Please explain why you have filed for a third party: \_\_\_\_\_

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

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.

- Yes
- No





F. Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? List all that apply.

Federal Agency \_\_\_\_\_  
Federal Court \_\_\_\_\_  
State Agency \_\_\_\_\_  
State Court \_\_\_\_\_  
Local Agency \_\_\_\_\_

If you have checked above, please provide information about a contact person at the agency/court where the complaint was filed.

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Address: \_\_\_\_\_  
City/State/Zip Code: \_\_\_\_\_  
Telephone Number (Home): \_\_\_\_\_  
Telephone Number (Work): \_\_\_\_\_  
Email Address: \_\_\_\_\_

G. Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

Signature \_\_\_\_\_ Date \_\_\_\_\_  
Attachments: Yes \_\_\_\_\_ No \_\_\_\_\_

H. Submit form and any additional information to:

Ahmet Akdag, Division Director  
Passaic County Paratransit  
1310 Route 23 North  
Wayne, NJ 07470



This list shall include the date that the transit-related Title VI investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to the investigation, lawsuit, or complaint.

**Log of Passaic County’s Transit-Related Title VI Investigations, Complaints, and Lawsuits**

As of January 2025, there have been no on-going investigations, lawsuits or complaints.

	<b>Date (Month, Day, Year)</b>	<b>Summary (include basis of complaint: race, color, or national origin)</b>	<b>Status</b>	<b>Action(s) Taken</b>
<b>Investigations</b>				
1.				
2.				
<b>Lawsuits</b>				
1.				
2.				
<b>Complaints</b>				
1.				
2.				



## **Passaic County's Public Participation Plan**

Passaic County complies with Federal Transit Law 49 United States Code (USC) Chapter 53, Section 5307 (d)(1)(I) by developing a locally written process for soliciting and considering public comment before raising a fare or carrying out a major service reduction. In addition, the following public outreach and participation plan meets the requirements of U.S. DOT Order 5610.2(a), Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, FTA C 4703.1 Environmental Justice.

Passaic County employs several means to communicate to the general public regarding the activities it performs including LEP (limited-English proficient) and minority populations. The communication activities may focus in different mediums depending on the program or population affected. These include but are not limited to:

### **Public Information and Notifications**

Passaic County publishes notices, brochures and tables regarding Passaic County's proposals and programs, including how the public can obtain information and make comments, where meetings are to take place, and other applicable information. The notices for public input are posted 30 days in advance so the public has time to consider proposals and make comments. The notice methods include:

- Press releases to local and state media
- Customer newsletters (print and e-mail)
- E-mail blasts and alerts via text or e-mail
- Website links and articles
- On bus advertising with interior cards, exterior bus banners
- Spanish translation services and translated materials including critical notifications and forms such as Title VI notice and application forms

### **Meeting Locations**

Passaic County meets with the public in locations that have convenient access to transit and are centrally located so that anyone in its service area can attend meetings and receive information about any Passaic County activities that will impact them, especially LEP and minority populations. Meetings are held at several different times of the day for easier access. All public meeting locations will be accessible to those with disabilities. If notified five (5) days prior to the meeting, language or hearing interpreters will be made available.

### **Public Meeting Forums**



On critical issues such as major service changes and all fare changes, Passaic County conducts public meetings that utilize one-on-one interviews with customers. Passaic County staff will prepare proposals in sufficient detail and make available prior to the meeting for interested individuals. If the proposal involves service changes, maps are made available. Since each customer can be affected differently than another customer, obtaining comments this way allows for an individualized response to an individual need. Passaic County staff will conduct personal interviews and transcribe oral comments if written comments are not possible. Meetings will have sign-up sheets available and if no one is in attendance, staff will wait for 10 minutes and then announce the reason for the meeting, a statement that no one is in attendance and close the meeting. Customers are also able to leave audio messages on an advertised phone number prior to the advertised deadline for public feedback and the comments are transcribed for Passaic County's analysis along with all public feedback received. The public comments are presented at the County Commissioner meetings so that they are part of the decision-making process.

### **Website**

Passaic County's website provides round-the-clock information on the transit system, including fare structures, route schedules and maps. Any changes in service, such as weather anomalies, traffic reroutes, or holiday hours, are made available on the site. Passaic County press releases and customer newsletters are published on the site. The site has Google Translation software for on demand translation to Spanish.

### **Community Events**

Passaic County staff members regularly participate in community events that are not specific to public transit such as ethnic festivals, arts and music events, or events that promote a specific community or district. Passaic County staffers man a display booth and provide information on public transit activities and review customer feedback.

### **Information Tables**

When Passaic County wants to advise the public of specific projects that will have a direct impact on riders, Passaic County staff will conduct personal interviews at the major downtown transit center and transcribe oral comments or assist customers with computer surveys to receive customer input.

### **Outreach to Community Groups**



Passaic County meets with community groups and social service agencies to listen to community concerns on the effects of fare changes to low-income and minority populations. Passaic County has associations with the Senior Citizen and Disabled Resident Transportation Advisory Board, all of which assist LEP persons.

### **Jurisdictional Meetings**

Passaic County conducts an extensive outreach program with jurisdictions throughout its service area. Over 30 meetings annually are conducted to gather meaningful feedback on current transit needs issues, offer information about the services Passaic County provides, and enhance relationships with our stakeholders.

### **Passaic County's Language Assistance Plan**



## County of Passaic

### Language Assistance Plan (LAP) to Address Service to Individuals with Limited English Proficiency

**Passaic County** is responsible for the management of the County's Paratransit system. The County is the primary recipient of funds from the Federal Transit Administration (FTA) for the purpose of sub-recipients within the County receiving their FTA funds for transportation through the County. This Language Assistance Plan (LAP) applies to **Passaic County** services and to the public services of the sub-recipients.

This document has been prepared to conform to the Limited English Proficiency (LEP) requirements identified in the U.S. Department of Transportation's implementing regulations, and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency." This document is also consistent with Title VI of the Civil Rights Act of 1964 and the U.S. Department of Justice's guidelines on self-assessment, which are contained in the Language Access Assessment and Planning Tool for Federally Conducted and Federally Assisted Programs (May 2011).

**Passaic County** uses information obtained in a Four Factor Analysis to determine if the specific language services provided are appropriate. This analysis helps **Passaic County** communicate effectively with persons with LEP or low-literacy. The Four Factor Analysis considers the following components:

- 1) The number or portion of LEP persons eligible to be served or likely to be encountered by **Passaic County**.
- 2) The frequency with which LEP persons come into contact with **Passaic County**.
- 3) The nature and importance of **Passaic County** activities, is to transport residents for medical appointments, dialysis, chemo, radiation and other life sustaining services.
- 4) The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

Passaic County plans to play the main role to meet the needs of all LEP persons. The resources used in this effort will be to monitor changes as new census information becomes available and evaluate and update the language and assistant plan.

**Factor #1: Description of the Limited English Proficient Population(s) Served**

**Table 1: Languages at the County Level**

<b>Language Spoken</b>	<b>Number That Speak English Less Than “Very Well” (Estimate)</b>	<b>Percentage That Speak English Less Than “Very Well” (Estimate)</b>
<b>Spanish</b>	<b>86,523</b>	<b>48.5%</b>
<b>Other Indo-European Languages</b>	<b>13,725</b>	<b>36.6%</b>
<b>Asian and Pacific Island Languages</b>	<b>4,426</b>	<b>36.9%</b>
<b>Other Languages</b>	<b>5,132</b>	<b>30.8%</b>

Source: American Community Survey, 5-Year Estimates, 2023. It is noted that this data categorizes Limited English Proficiency as persons who speak English “less than very well”, which includes residents who speak English “well”, while LEP is generally considered persons who speak English “not well” or “not at all.” This definition artificially inflates the LEP person’s entire total.

**Geographic Distribution of Total Population with Limited English Proficiency**

At the time of the 2023 American Community Survey, 5 Year Estimates, **Passaic County** had a total population 5 years of age or older of 485,220. Of this population, 49.6 percent speak only English, while the remaining 50.4 percent speak other languages, either in addition to or instead of English. In **Passaic County**, 44.9 percent of the total population 5 years of age or older represent the LEP population; that is, English is not their primary language and they speak English “not well” or “not at all.” This compares to the State LEP population of 13.5 percent.

**Distribution of Population with Limited English Proficiency by Language or Language Group**

Much like the State overall, the largest share of the LEP population in **Passaic County** speaks Spanish as their primary language. Statewide, 45.3 percent of the LEP population ages five (5) and older are Spanish speaking. In **Passaic County**, 36.7 percent of the LEP population ages five (5) and older speak Spanish as their primary language.



## **Factor #2: Frequency of Use by the Limited English Proficient Populations**

Individuals with limited English proficiency inquire about use and are affected by service that **Passaic County** provides on a daily basis. Operational services include ADA paratransit service. Individuals with limited English proficiency also come into contact with **Passaic County** by calling the customer service telephone line, visiting the facility, and using the website. A significant part of the development of **Passaic County**'s Language Assistance Plan is the assessment of major points of contact, which include, but are not necessarily limited to, the following:

- Riding paratransit buses
- Communication with customer service staff
- Printed Passaic County Paratransit outreach materials
- Passaic County Website
- Public meetings and events
- Passaic County Paratransit reservation agents
- Local news advertising (print)
- Service-related posters in **Passaic County**

### **Employee Survey**

As of January 2025, no survey has been conducted to understand the frequency with which LEP riders come into contact with Passaic County services. In the future it is a possibility that we will have the opportunity to conduct survey.

### **Community Partner Survey**

As of January 2025, no survey has been conducted to understand the extent to which our community partners come into contact with LEP populations. Community partners are those who are either directly or indirectly affected by the plan, or recommendations of the plan. The community partners include the Passaic County Board of Social Services and the Passaic County Department of Senior Services. In the future it is a possibility that we will have the opportunity to survey.

### **Rider Input Survey**

As of January 2025, no survey has been conducted to understand passenger proficiency with the English language and what language they primarily speak at home. In the future it is a possibility that we will have the opportunity to survey.

## **Factor #3: Importance of Passaic County Paratransit to People's Lives**

There are several Passaic County Human Services programs along with educational and cultural organizations within the Passaic County service area that focus on outreach to LEP individuals.



Services provided by Passaic County transportation that are most likely to encounter LEP individuals are the demand response Paratransit system which serves primarily senior and disabled persons. No surveys have been conducted at this point in time. In the future it is a possibility that we will have the opportunity to survey.

### **Providing Language Assistance for Relevant Programs, Activities and Services**

**Passaic County** utilizes the services of an in-house Paratransit staff member who is fluent in Spanish. The staff member provides rider information in Spanish at the **Passaic County** telephone information line, and translates all informational flyers, notices, and other information for **Passaic County**.

Informational presentations involving access to public transportation for the LEP populations have been conducted to inform agencies on services available to their target populations, which include the LEP populations. **Passaic County** will conduct public and individual interaction with agencies and the ridership directly to determine LEP needs. **Passaic County** will ensure outreach communications are in languages that meet LEP thresholds and that interpreters are available for presentations. **Passaic County** will advertise in newspapers that are widely read by the LEP organizations that we are trying to reach and work with nonprofits of a given LEP group.

### **Training Passaic County Staff**

#### **Title VI**

**Passaic County** staff at all levels are aware of the need to reach out and provide information to LEP persons who rely on the transit services **Passaic County** manages. In order to ensure that new staff members understand this need, supplemental training will be provided as part of **Passaic County** employee orientation and annual training programs.

Particular attention will be given to the training of staff who receive requests. Additionally, staff who receive and respond to passenger requests for service changes, complaints, and other needs, shall be trained to openly receive the information from LEP and low-literacy riders, and distribute the information to the appropriate section of Passaic County or to the operator of the transit service. **Passaic County** staff and the operator of the **Passaic County** transit systems should be trained so that they may recognize the specific needs of each LEP community, and how to assist transit-dependent LEP or low-literacy persons in using the service and having their requests or complaints addressed. This training will be implemented by the following means:

- Orientation and initial training for new employees, and ongoing training, will include information on serving LEP persons, with retraining for bus personnel at least one time per year.



- The Training Coordinator for [agency name] will conduct research on and implement training resources (videos, handouts, presentations, etc.) described in the DOT guidance on LEP implementation.
- Dispatchers, street supervisors, customer service personnel, receptionists, and management staff will take part in ongoing training, with at least one training session per year on the topic of serving LEP persons.
- An agenda will be provided on the day/date of the training.
- Sign-in sheets will be kept on record of the participants of the training.
- Certificates of completion of the training will be created and handed out to staff completing the training.
- Refresher trainings will be conducted annually.

### **Providing Notice to Limited English Proficient Persons**

As a matter of policy, all vital documents related to **Passaic County** services will be printed in English and Spanish. Service changes to brochures and flyers, which advertise service adjustments and emergency information, will also be printed in both English and Spanish. A running log of all LEP outreach activities to date will be kept with the notices and translated copies kept in file.

While **Passaic County** has the greatest capabilities to assist LEP persons who speak Spanish, there may be instances when activities will necessitate the provision of information and notices in languages other than English or Spanish. For example, if activities conducted affect a community in which there is a large population of LEP individuals who speak other Indo-European languages or Asian languages, **Passaic County** may rely on other county resources for translation services.

### **Outcomes - Monitoring, Evaluating and Updating the Plan**

**Passaic County** is working to acquire LEP and spoken language data so that accurate profiles of transit riders could be established and measures could be taken to reach out to the LEP population to plan accordingly.

To ensure this LAP will continue to be implemented successfully, **Passaic County** will develop a committee to evaluate all information received from surveys, focus group meetings, outreach efforts, staff contact and trainings. The committee will review the plan annually for updates as needed, while also developing new concepts for implementation in the next plan. The committee will monitor the following statistics, at minimum:

- Statistics kept on LEP contacts



- Annual review of local Census data
- Ongoing collaboration with community partners
- Effectiveness and usage of written translated documents
- Assessment of the Civil Rights Act Title VI Program

**Factor #4: Resources and Costs for LEP Outreach**

**Passaic County** has committed resources to improving access to its services and programs for LEP persons. Today, bilingual information (English/Spanish) is being developed for a number of mediums. To date, the costs associated with these efforts fit within **Passaic County’s** marketing and outreach budget. Costs are predominantly associated with material production.

Following the Four Factor Analysis, **Passaic County** concluded that there are currently extensive outreach materials for the languages spoken by persons with Limited English Proficiency in the service area. Based on all aspects of the Four Factor Analysis, the availability of interpreters is sufficient to meet the needs of the LEP population. The current translation of vital documents into Spanish and the availability of interpreters are sufficient to meet the needs of the Spanish-speaking LEP population. However, **Passaic County** has established a near-term goal to conduct surveys to better understand the current needs of the LEP population. **Passaic County** will continue to apply its monitoring process to ensure accessibility of services and information to the LEP population.

**Table 2: Passaic County’s Minority Representation on Decision-Making Bodies**

Body	White	Black or African American	Hispanic or Latino	Asian	Native American and Alaskan	Native Hawaiian and Other Pacific Islander	Other	Multiracial
Population of the Service Area	43.8%	11%	42.7%	5.9%	1.2%	0.1%	25.7%	12.3%
Citizens Advisory Council	80%	20%	0%	0%	0%	0%	0%	0%
Passaic County Board of	86%	0%	14%	0%	0%	0%	0%	0%



**PCPT**  
PASSAIC COUNTY  
PARATRANSIT

County Commissioners								
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