

CITY OF PASSAIC

Title VI Non Discrimination Policy

Paratransit Transportation Program

**Annabelle Shimkowitz Senior Center
330 Passaic Street
Passaic, NJ 07055**

CONTACT:

Mr. Sam Beeler, Director of Human Services
sbeeler@cityofpassaicnj.gov

973-365-3962

Title VI Non-Discrimination Statement of Policy

The CITY OF PASSAIC 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. No person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving federal assistance. 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 the CITY OF PASSAIC – Senior Services & Transportation Office.

To file a complaint or for more information on the CITY OF PASSAIC obligations under Title VI write to:

CITY OF PASSAIC
Senior Services & Transportation
330 Passaic Street
Passaic, NJ 07055

Outreach 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 under Title VI.

You may also file a complaint directly with the Federal Transit Administration at:

The Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor – TCR,
1200 New Jersey Ave., SE,
Washington, DC 20590

A complaint must be filed within 180 days of the alleged discrimination. (Complaint form attached)

-If information is needed in another language, please contact 973-365-5754

-Si necesita informacion en otro idioma, favor de llamar al 973-365-5754 (Spanish)

Título VI No Discriminación Política

La Ciudad de PASSAIC opera sus programas y servicios, sin distinción de raza, color u nacionalidad, de conformidad con el Título VI de la Ley de Derechos Civiles de 1964, según enmendada. Ninguna persona podrá, por motivos de raza, color u nacionalidad, ser excluida de participar en, ser negado los beneficios de, o ser objeto de discriminación en cualquier programa o actividad que reciba asistencia federal. Cualquier persona que cree que él o ella ha sido

agraviada por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja por escrito a la Ciudad de PASSAIC –

Oficina de Servicios a Adultos Mayores. Para presentar una queja o para obtener más información acerca de La Ciudad de las obligaciones de PASSAIC bajo el Título VI, escribe a:

Ciudad de PASSAIC
Servicios y transporte para personas mayores
330 Passaic Street,
PASSAIC, NJ 07055

Servicios de transporte de extensión de esta agencia se encuentran en todo o en parte financiada a través de fondos federales recibidos a través de NJ TRANSIT y como persona también tiene derecho a presentar su queja bajo el Título VI. También puede presentar una queja directamente con la Administración Federal de Transporte en:

La Oficina de Derechos Civiles,
Atención: Coordinador de Programa del Título VI
East Building, 5th Floor - TCR,
1200 New Jersey Ave., SE
Washington, DC 20590

Una queja debe ser presentada dentro de los 180 días de la supuesta discriminación. (Formulario de queja adjunta)

-Si necesita informacion en otro idioma, favor de llamar al 973-365-5754.

Title VI Information Dissemination

The Title VI information posters shall be prominently and publicly displayed in our facilities and in the revenue vehicles, on bulletin boards through the city and county facilities and on the city website. The name and contact information of the Title VI will be available on the posters, on the city website (www.cityofPassaic.com/seniors) and on any future Title VI informational materials. Additional information relating to nondiscrimination obligation can be obtained from the City Title VI Coordinator.

Title VI information shall be disseminated to City employees annually via the employee Education form (see Appendix A). This form reminds employees of the City policy statement and of their Title VI responsibilities in their daily work and duties.

Title VI Complaint Procedures

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by PASSAIC Outreach Transportation (hereinafter referred to as “the Authority”) may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form. The CITY OF PASSAIC investigates complaints received no more than 30 days after the alleged incident. The Authority will process complaints that are complete.

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 45 days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 15 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 15 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 30 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.

Complaints shall include:

- The complainant(s) name, address and phone number.
- A description of the incident that led the complainant to believe discrimination occurred.
- The basis of the complaint (i.e., race, color, national origin, sex, age, disability, income status or retaliation).
- The date(s) on which the alleged discrimination occurred. Complaints must be made within 180 days of the alleged incident.
- Name(s) and contact information of individuals who may have knowledge of the alleged discrimination.

All complaints shall be responded to, recorded and investigated. The records shall be maintained by the designated Title VI liaison. Any citizen questions or comments may be directed in writing or by phone to:

Mr. Sam Beeler, Director of Human Services
CITY OF PASSAIC
Senior Services & Transportation
330 Passaic Street
Passaic, NJ 07055
973-365-3962

Title VI Complaint Form

(Complaint forms are on the CITY OF PASSAIC website www.cityofPassaic.com/senior)

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
- 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

C. Which of the following best describes the reason you believe the discrimination took place?

____ Race

____ Color

____ National Origin

Other: _____

D. On what date(s) did the alleged discrimination take place? (DATES ARE INCLUDED BELOW)

Date: _____

Date: _____

Date: _____

Date: _____

Date: _____

Other: _____

E. Please describe the alleged discrimination. Explain what happened and whom you believe was responsible. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If additional space is needed, add a sheet of paper.

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. NONE

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. Submit form and any additional information to:

Mr. Sam Beeler, Director of Human Services
CITY OF PASSAIC
Senior Services & Transportation
330 Passaic Street
Passaic, New Jersey 07524

Titulo VI formulario de demanda (Español).

Tambien pueden encontrar formulario en pagina web
www.cityofPassaic.com/senior..

Nuestros empleados son entrenados frecuentemente con la administracion de la division .

Nota: La siguiente información es necesaria para ayudar en el tramite de su demanda.

Información del Denunciante:

Fecha _____

Nombre: _____

Dirección: _____

Ciudad / Estado / Código Postal: _____

Número de teléfono (casa): _____

Número de Teléfono (Trabajo): _____

Dirección De Correo Electrónico: _____

Formatos de Requisitos accesibles? (Seleccione una o más)

o la ampliación de foto

o cinta de audio

o Otros

B. persona discriminada (otra persona que no sea querellante):

Nombre: _____

Dirección: _____

Ciudad / Estado / Código Postal: _____

Número de teléfono (casa): _____

Número de Teléfono (Trabajo): _____

Dirección De Correo Electrónico: _____

Relación con la persona querellante: _____

Por favor, explique por qué usted presenta querrela para un tercero:

Por favor, confirma que ha obtenido el permiso de la parte perjudicada, si usted está presentando en nombre de un tercero.

o Sí

o No

C. ¿Cuál de las siguientes opciones describe mejor la razón por la que cree que se produjo la discriminación ?

_____Raza _____Color _____Origen Nacional

Otras razones:

D. ¿En qué fecha (s) ocurrió la supuesta discriminación ocurrió? (Fechas incluidas a continuación)

Fecha: _____

Fecha: _____

Fecha: _____

Fecha: _____

Fecha: _____

Ciudad / Estado / Código Postal: _____

Número de teléfono (casa): _____

Número de Teléfono (Trabajo): _____

Dirección De Correo Electrónico: _____

G. Por favor firme abajo. Puede adjuntar cualquier material escrito o cualquier otra información que usted piensa que es relevante para su demanda.

Firma _____

Fecha _____

Adjuntos: Si _____ No _____

- Envíe el formulario y cualquier información adicional a:

Sr. Sam Beeler, Director de Servicios Humanos
CIUDAD DE PASSAIC
Servicios y transporte para personas mayores
330 Passaic Street
Passaic, NJ 07055

Citizen/Public Participation Plan

The CITY OF PASSAIC Citizen Participation Plan is designed to meet three objectives:

- involvement of the citizens in the design of public policies and programs;
- outreach to the community to educate the citizens on the array of local, state, federal and other available programs to meet their needs,
- a public hearing to give the community the opportunity to comment on proposed policies and programs.

Public Hearings

Public hearings are scheduled to provide citizens an opportunity to comment on the plan. A summary of citizen comments will be attached to the Plan and these comments will be considered in formulating the plan. The city will respond to any written citizen complaints within 15 working days.

Amendments to the Plan

Any substantive amendments to the plan will be subject to review by the City, County, and at its discretion and in accordance with relevant regulations, by the Board of Chosen Freeholders with public hearings as appropriate.

Citizen Involvement

Citizens are involved in policy and program design through the networking of transportation providers and Human Service providers through the United We Ride Committee and with established community organizations. Many of these organizations/associations are located within low/moderate population areas and therefore have the outreach to meet the needs of the traditionally underserved.

Community Outreach

The community outreach program is also a regular and ongoing effort of the city. Common vehicles for communication include mailings, flyers, public service announcements in the form of local newspaper advertisements, on our website at www.cityofpassaic.com/211/Senior-Affairs and Facebook. These are sometimes stand-alone communications and sometimes they are piggybacked onto other communications. For instance, a municipality mailing on garbage pickups may have hotline numbers for locally available social services included on the back of the mailing. Informational items are also included with the city and county information brochures.

TITLE VI PLAN - PUBLIC PARTICIPATION PLAN ELEMENT

The Federal Transit Administration (FTA) requires that the Title VI program include a public participation plan that includes an outreach plan to engage minority and limited English proficient (LEP) populations. The plan may include other constituencies that are traditionally underserved, such as people with disabilities, low-income populations, and others. Applicants to New Jersey Transit for FTA assistance are required to comply with several requirements that help meet this Title VI requirement. These requirements include the published notice of intent to apply to New Jersey Transit for FTA assistance and participation in the public transit-human services transportation coordinated plan development. Other public participation methods include open Board/ Council meetings, council meetings of cities and counties that provide local funding, advisory committees, public involvement efforts for transportation services, passenger surveys, marketing efforts, such as booths at fairs, and presentations to service and other organizations.

Describe your agency's participation in the following list of items to explain your public participation element.

- Are Board/council meetings open to the public?
 - **YES. The City Council meeting is held twice a month.**
- How do you publicize the dates, times, and locations of Board/council meetings?
 - **An Agenda is sent to the committee members, agendas and notices are posted on our website via the Mayor's calendar, posted publicly in City Hall and the Senior Center as well as in the local newspaper.**
- Where are Board/council meetings held?
 - **Passaic City Hall Council Chambers**
- Is the location accessible to persons with disabilities?
 - **YES. it is via curb access and parking lot.**
- Is the location served by your agency's transportation services during the hours Board/Council meetings are held? If yes, please describe. If not, do you offer transportation to the meetings upon request?
 - **Our City Council meetings are held in the evening after transportation hours. However, if there is a need to provide Paratransit service for Seniors and those with disabilities wishing to attend the meetings, we would be able to accommodate.**

- What other efforts do you undertake to ensure that transportation riders or clients can attend Board/council meetings?
 - **Coordinate with county paratransit to Ensure that all riders who wish to attend city or county meetings are accommodated.**

- Do you rely on any counties or cities for funding? If yes, please describe how interested parties can comment on your budget and services at city and town council meetings.
 - **During Public Comment at the Council Meetings, the Community is invited to voice a concern, opinion or comment on any issue. Recently the Passaic Administration introduced live streaming on the Passaic City Hall official Facebook page for members of the public to view and follow along at the following link: <http://m.facebook.com/PassaicCityHall>.**

 - **Members of the public can view remotely and are given the option to call into a number to participate in discussion should there be a desire. The County quarterly and annual meetings are held during the paratransit hours and we will accommodate those who wish to attend.**

- Discuss any other outreach efforts, including transportation advisory committees, procedures for soliciting comments for service changes, passenger surveys, public involvement for transportation services, presentations, etc.
 - **In addition to passenger surveys and presentations, we attend the Transportation Citizen Advisory Committee that meets several times a year and the United W Ride Transportation Committee that meets quarterly with all county wide transportation providers to address any transportation issues.**

CITY OF PASSAIC

Language Assessment

Limited English Proficiency Policy Statement

The CITY OF PASSAIC Transportation Program also assures every effort will be made to provide meaningful access to persons that have Limited English Proficiency, in accordance with Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency. All Public Notices and marketing advertisements shall be published in Spanish as well as English and will be published in local Spanish media and where there is a significant Hispanic population and representation. Information regarding programs and services are brought to these groups on a regular meeting basis.

Four – Factor Analysis

In order to determine the estimated needs of Limited English Proficient (LEP) persons in the jurisdiction of the CITY OF PASSAIC, the CITY OF PASSAIC conducted the following analysis:

Factor 1 – Number or proportion of LEP persons served or encountered in the eligible service area

The CITY OF PASSAIC obtained information from the U.S. Census Bureau's website at <https://data.census.gov/cedsci/profile?g=0600000US3403156550> in order to gather data about the jurisdiction's overall population, as well as the population of LEP persons within the jurisdiction and the primary languages spoken. The table below breaks down the city's population by race.

Group	Number	Percentage
White	9976	14.3
Black	5728	8.2
American Indian	627	0.9
Asian	2023	2.9
Pacific Islander	0	0.0
Arabic	0	0.0
Hispanic, Any Race	51,427	73.7
Total Population	69,781	100.0%

This data indicated the following:

Total population	69,781 (100.0%)
Total LEP population	53,450 (23.4%)
Spanish speaking LEP population	51,427 (73.7%)
Asian language speaking LEP	2,023 (2.9%)

The above data demonstrates that more than three-fourths of the jurisdiction's LEP population is Spanish speaking and that the Asian population totals 2.9 % which is less than the 5% person threshold for requiring written translation of vital documents. While the Asian language speaking LEP population exceeds the threshold, the CITY OF PASSAIC is confident that the actual number of potential clients is significantly lower due to the fact that children would not be seeking CITY OF PASSAIC services.

We have staff that can provide language assistance in Spanish. Other languages will be accommodated according to the need. The availability of language assistance is posted on our brochures. We evaluate requests for language assistance especially those that we do not have appropriate staff for on a regular basis.

The CITY OF PASSAIC has not received any comments indicating a lack of availability of LEP assistance.

Factor 2 – Frequency of contract with the program

Through past experiences, the CITY OF PASSAIC determines that on average, there are 1-2 Spanish speaking LEP persons contacting the CITY OF PASSAIC on a daily basis for information or assistance. Because of this, the CITY OF PASSAIC is committed to maintaining bilingual staff and drivers fluent in Spanish in order to resolve higher level concern of Spanish speaking LEP persons.

Factor 3 – Importance of service, information, program or activity

The services provided by the CITY OF PASSAIC are important as they relate to a client's needed for or continued provision of vital transportation.

Factor 4 - Costs versus resources and benefits

Because the CITY OF PASSAIC has Spanish speaking staff, it is cost effective for the CITY OF PASSAIC to provide Spanish language translation of all vital documents and many others that while not vital, may be beneficial to a client.

The CITY OF PASSAIC will utilize any documents provided in languages other than English. The CITY OF PASSAIC will seek to retain the services of a professional interpretation service to provide oral interpretation in languages other than Spanish, Asian as needed. (Ridership Report in English and Spanish)

APPENDIX A

Employee Annual Education Form

No person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance

All employees of the City are expected to consider, respect, and observe this policy in their daily work and duties. If a citizen approaches you with a Title VI question or complaint, direct him or her to:

Mr. Sam Beeler, Director of Human Services of Human Service.

In all dealings with citizens, use courtesy titles (i.e. Mr., Mrs., Ms., or Miss) and address them without regard to race, color or national origin.

Staff is trained with frequent meetings with all personnel on a regular basis

I. Training Staff

Most City employees, staff and management staff are likely to come into contact with LEP persons. City employees with an increased potential for interaction with LEP person include bus operators, public health clinic workers, dispatchers, customer service personnel, Fireman's and Police officers.

II. Training on CITY OF PASSAIC responsibility to serve LEP persons is 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 CITY OF PASSAIC will conduct research on and implement training sources (videos, handouts, presentation, etc.) described in the DOT guidance on LEP implementation (April 13, 2007, pp28-29).
- Dispatcher, bus operators, customer service personnel, receptionists and management staff will take part in ongoing training, with at least one training session per year on the topics of serving LEP persons.

III. Providing notice to LEP persons

CITY OF PASSAIC Transportation continually evaluates the methods by which it communicates with LEP persons. Updates will include printed schedule information, signs inside of vehicles and posted on the website, advertising and regular community meetings. CITY OF PASSAIC will use these methods to notify LEP persons of the availability of language assistance, and when applicable, to notify customers of the availability of translated documents.

IV. **CITY OF PASSAIC** will continue outreach efforts with the organizations identified in Task I of the four Factors, and will continue to assess whether new or additional organizations with relevant experience become available to the City as a resource. Each department with a high potential for interaction with LEP persons will assign a Title VI liaison to work jointly with the City Title VI Coordinator to conduct and coordinate these efforts with other departments.

V. **Monitoring and Updating the LEP Plan.**

This plan is designed to be flexible and should be viewed as a work in progress. The City will evaluate and monitor its implementation on an annual basis to ensure that the scope and nature of the language services provided under the plan reflect updated information on relevant LEP populations, their language assistance needs, and the experience of City staff, and is consistent with the objectives of the LEP Programs. The report will include progress (in detail) towards the goal, including any potential obstacles that would hinder us from meeting the objective. Accomplishments will address the goals and objectives and any recommended updates to the plan.

Each update will examine the following:

- How many LEP persons were encountered?
- Is the existing language assistance meeting the needs of LEP persons?

VI. **Ongoing outreach efforts will include a process to obtain feedback on CITY OF PASSAIC language assistance measures.**

Ongoing outreach efforts will include a process to obtain feedback on CITY OF PASSAIC language assistance measures. Monitoring of the program will be assigned to **the Title VI Coordinator** who will assign tasks to the affected City Departments. Specific task will include biannual contact with the organizations to measure results and discuss needs of LEP persons. These efforts will reveal any changes to the implementation plan that may be necessary, including any noticeable changes in demographics of the LEP population or the availability of new resources. The DOT guidance also recommends internal monitoring by performing checks in services where LEP persons are engaged and report on the experience. It should be noted that this activity is designed to collect information on LEP implementation, not to monitor the performance of any specific employee for purposes of corrective or disciplinary action. Based on the feedback received, CITY OF PASSAIC may make incremental changes to the type of written and oral languages assistance provided. Evaluation may result in expansion of language assistance measures that are effective or the modification or elimination of measures which are not effective. If service is expanded into areas with high concentration of LEP persons, CITY OF PASSAIC should consider modifying the implementation plan as needed in order to ensure meaningful access by previously un-served LEP persons.

Chart Depicting Minority Representation on Decision-Making Bodies

BODY	CAUCASIAN	LATINO	AFRICAN - AMERICAN	ASIAN	NATIVE AMERICAN
Population of the Service Area	15%	73%	8%	3%	1%
Passaic City Council	54%	30%	15%	1%	0%

Minority Representation/participation for the City of Passaic City Council is done through electoral voting. The seven members of the city council serve four-year terms on a staggered basis, with either three seats (together with the mayoral seat) or four seats up for election in odd-numbered years.