

**COUNTY OF ESSEX**

**DEPARTMENT OF CITIZEN SERVICES**

**DIVISION OF SENIOR SERVICES**

900 Bloomfield Avenue – Verona, New Jersey 07044

973-395-8375 --- 973-228-6890 (Fax)

**Joseph N. DiVincenzo, Jr. Anibal Ramos Jr.**

Essex County Executive Department Director

**Jaklyn DeVore**

Division Director

MEMORANDUM

Jaklyn De Vore, Division Director

July 15, 2015

Title VI REVISED Draft

Please see the REVISED Essex County Title VI plan as required.

Organization name: Essex County Division of Senior Services Special transportation Program

Address: 900 Bloomfield Avenue. Verona NJ, 07044

Website: [www.essexcountynj.org](http://www.essexcountynj.org)

Thank you

**Jaklyn De Vore**

Jaklyn De Vore

**Non-Discrimination Policy**

**The ESSEX COUNTY SPECIAL TRANSPORTATION SYSTEM**

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 the ESSEX COUNTY SPECIAL TRANSPORTATION SYSTEM. To file a complaint, or for more information on ESSEX COUNTY SPECIAL TRANSPORTATION SYSTEM’S obligations under Title VI write to: the DIVISION OF SENIOR SERVICES, 900 BLOOMFIELD AVENUE VERONA NJ, 07044. or at our website, [www.essexcountynj.org](http://www.essex-countynj.org).

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 to NJ TRANSIT by writing to: New Jersey Transit Customer Service – Title VI Division, One Penn Plaza East Newark, NJ 07105.

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 973-395-8375 OR 973-395-8365/8367.

**POSTING OF THE ESSEX COUNTY TITLE VI TRANSPORTATION NON-DISCRIMINATION POLICY**

This Notice is posted AT:

* The Essex County Division of Senior Services, 900 Bloomfield Avenue Verona, NJ 07044
* On ALL vehicles operated by the Essex County Special Transportation System
* In the Contract between the County of Essex, Division of Senior Services and The Vendor who operates the Essex County Special Transportation System, Transdev Services Inc.
* At the Office of the current Vendor who operates the Essex County Special Transportation System, Transdev Services Inc., 10 Eisenhower Parkway, Roseland NJ.
* At: [www.essexcountynj.org](http://www.essexcountynj.org). Go to the page for “Citizen’s Services.”

The Essex County Division of Senior Services Special Transportation

**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 The ESSEX COUNTY SPECIAL TRANSPORTATION SYSTEM (hereinafter referred to as “the Authority”) may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form. : Please contact the DIVISION OF SENIOR SERVICES, 900 BLOOMFIELD AVENUE VERONA NJ, 07044. or visit www.essex-countynj.org. The COUNTY OF ESSEX DIVISION OF SENIOR SERVICES investigates complaints received no more than 180 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 30 days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 7 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 7 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 XX days after the date of the letter or the LOF to do so.

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

**Title VI Complaint Form**

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

A. Complainant’s information:

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

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

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

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

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

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

Accessible Format Requirements? (Select One or More)

O Large Print

O TDD

O Audio Tape

O 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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

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

O Yes

O No

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

\_\_\_\_\_Race \_\_\_\_\_Color \_\_\_\_\_National Origin

Other:

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

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D. On what date(s) did the alleged discrimination take place?

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.

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

**Submit form and any additional information to:**

Essex County Division of Senior Services

900 Bloomfield Avenue

Verona NJ, 07044

Attn: Jaklyn DeVore, Division Director

The Essex County division of senior Services has had not received any Title VI Complaints that require Title VI , Investigations or has caused any Title VI Lawsuits to be filed.

**COMPLAINTS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **DATE**  **MM/DD/YYYY** | **Summarize the complaint** | **STAUS**  **UI=Under Investigation**  **IC=Investigation Complete** | **Action taken** |
| 1. |  |  |  |  |
| 2. |  |  |  |  |
| 3. |  |  |  |  |
| 4. |  |  |  |  |
| 5. |  |  |  |  |

**INVESTIGATIONS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **DATE**  **MM/DD/YYYY** | **Summarize the complaint** | **STAUS**  **UI=Under Investigation**  **IC=Investigation Complete** | **Action taken** |
| 1. |  |  |  |  |
| 2. |  |  |  |  |
| 3. |  |  |  |  |
| 4. |  |  |  |  |
| 5. |  |  |  |  |

**LAWSUITS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **DATE**  **MM/DD/YYYY** | **Summarize the complaint** | **STAUS**  **UI=Under Investigation**  **IC=Investigation Complete** | **Action taken** |
| 1. |  |  |  |  |
| 2. |  |  |  |  |
| 3. |  |  |  |  |
| 4. |  |  |  |  |
| 5. |  |  |  |  |

**Essex County Special Transportation System Public Participation Plan**

The Division of Senior Services Essex County Special Transportation System 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 fare changes or carrying out a major service change. 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. If any member of the public would like to comment on the Essex County Special Transportation System, they may do so through letter to the Essex County Division of Senior Services at 900 Bloomfield Avenue Verona NJ, 07044. Also, by phone call at (973) 395-8375 or at the annual transportation public hearing. For information call (973) 395 8375.

The Division of Senior Services Essex County Special Transportation System employs several means, listed in the “Public Information and Notification” section; 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**

The Division of Senior Services Essex County Special Transportation System publishes notices, brochures and tables regarding Essex County’s Special Transportation System 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 print media
* Customer newsletters (print and e-mail)
* Website links and articles
* On bus advertising and handouts
* brochures
* Spanish translation services and translated materials.
* Radio, television or newspaper ads considering stations and publications that serve LEP and minority populations
* Including contacting one of the Division of Senior Services Service Provider Agencies listed on pages 14 and 15.

**Meeting Locations**

The Essex County Division of Senior Services 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 of the Division of Senior Services Essex County Special Transportation System activities that will impact them, especially LEP and minority populations. Meetings can be held on different days at different times at different locations 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 a possible fare implementation, The Division of Seniors Services Special Transportation unit conducts a yearly public hearing that allows individuals to put their concerns and issues on record for review. The Division of Senior Services Special Transportation System unit staff will prepare proposals in sufficient detail and make available prior to the meeting for interested individuals. Since each customer can be affected differently than another customer, obtaining comments this way allows for an individualized response to an individual need. The Division staff will have a certified stenographer who will transcribe oral comments. If anyone is unable to attend and would like their comment entered into the record, they may have a proxy speak for them or they mail in their comments to be entered into the record. 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. The public comments will be reviewed by the Division of Senior Services Director, the Division of Senior Services Senior staff, The Division of Senior Services Transportation committee members, the transportation Stakeholders and a member of the county’s Human Services Advisory Council to review the comments entered into the record for improvements to the Transportation service.

**Website**

The County of Essex website post’s information on the Division of Senior Services Essex County Special Transportation System. Any special information or required documents for public review can be found on the site. Customers also may contact The Division of Senior Services for information on how to apply to become a member of The Division of Senior Services Essex County Senior Advisory Council for the Special Transportation System, which reports directly to the Division of Senior Services Management staff. This council is representative of both minority and non-minority groups.

The website address is: [www.essexcountynj.org](http://www.essexcountynj.org), select Citizen Services to see our Title VI policy.

**Community Events**

The Division of Senior Services staff members regularly participate in community events that are not specific to public transit such as farmers markets, ethnic festivals, arts and music events, or events that promote a specific community or district. The Division of Senior Services staffers man a display booth and provide information on the Division’s Special Transportation Program and will provide customer feedback to the Special Transportation’s Coordinator for review.

**Outreach to Community Groups**

The Division of Senior Services which is Essex County’s Aging and Disability Resource Connection has associations with 23 different agencies that it funds with Older American Act funds, all of which assist LEP persons. The Essex County Division of Senior Services Special Transportation Unit meets with community groups, participants of the division’s funded agencies and social service agencies to listen to community concerns on the effects of changes to the Special Transportation System and to provide education to the low-income and minority populations of Essex County.

The Essex County Division of senior Services Special Transportation System

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

The Essex County Division of Senior Services Special Transportation System is responsible for the management of the County’s Special Transportation System paratransit service. This Language Assistance Plan (LAP) applies to the Essex County Special Transportation System service area and services.

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).

The Essex County Division of Senior Services Special Transportation System uses information obtained in a Four Factor Analysis to determine if the specific language services provided are appropriate. This analysis helps The Essex County Division of senior Services Special Transportation System 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 The Essex County Division of Senior Services Special Transportation System.

2) The frequency with which LEP persons come into contact with The Essex County Division of Senior Services Special Transportation System.

3) The nature and importance of The Essex County Division of Senior Services Special Transportation System activities, programs and services to people’s lives.

4) The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

The following sections describe the application and results of the four factor analysis for The Essex County Division of Senior Services Special Transportation System.

1. Description of the Limited English Proficient Population(s) Served

The Essex County Division of Senior Services Special Transportation System serves communities in all twenty-two municipalities within the Essex County Division of Senior Services Special Transportation System service area. For the purpose of this document, the study area includes all of the Essex County Division of Senior Services Special Transportation System service area.

The American Community Survey 5-Year Estimates from 2012 reveal that at the county level, while there are numerous languages spoken at home, there are four (4) languages spoken where more than 1,000 people speak English less than very well. Those four (4) languages are included in the following table.

Table 1: Languages at the County Level

| **Subject** | **Essex County, New Jersey** | |
| --- | --- | --- |
| **No one age 14 and over speaks English only or speaks English "very well"** | |
| **Estimate** | **Margin of Error** |
| **All households** | 9.7% | +/-0.3 |
| **Households speaking --** |  |  |
| **Spanish** | 31.3% | +/-1.4 |
| **Other Indo-European languages** | 27.4% | +/-1.9 |
| **Asian and Pacific Island languages** | 19.9% | +/-2.9 |
| **Other languages** | 12.8% | +/-2.7 |
|  |  |  |
| **PERCENT IMPUTED** |  |  |
| **Language status** | 4.3% | (X) |
| **Language status (speak a language other than English)** | 4.1% | (X) |
| **Ability to speak English** | 4.8% | (X) |

Source: Source: U.S. Census Bureau, 2009-2013, 5-Year American Community Survey. 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”.

\*Other Asian Languages is not a specific language, but instead a group of languages with no detail regarding the number of LEP persons for each language included, so it does not require any specific consideration in relation to the Safe Harbor Provision.

Geographic Distribution of Total Population with Limited English Proficiency

At the time of the U.S. Census Bureau, 2013 5-Year American Community Survey, the Essex County Division of Senior Services Special Transportation System service area had a population of 785,853.

The following charts show the breakdowns of the languages and populations of the Essex County Division of Senior Services Special Transportation System service area.

| **Essex County, New Jersey** | |
| --- | --- |
| **Estimate** | **Margin of Error** |
| **Total:** | 734,056 | +/-127 |
| **5 to 17 years:** | 139,119 | +/-151 |
| **Speak only English** | 98,435 | +/-1,828 |
| **Speak Spanish:** | 25,755 | +/-1,030 |
| **Speak English "very well"** | 21,740 | +/-1,057 |
| **Speak English less than "very well"** | 4,015 | +/-578 |
| **Speak other Indo-European languages:** | 9,412 | +/-1,131 |
| **Speak English "very well"** | 8,068 | +/-1,050 |
| **Speak English less than "very well"** | 1,344 | +/-410 |
| **Speak Asian and Pacific Island languages:** | 2,907 | +/-491 |
| **Speak English "very well"** | 2,311 | +/-444 |
| **Speak English less than "very well"** | 596 | +/-234 |
| **Speak other languages:** | 2,610 | +/-721 |
| **Speak English "very well"** | 2,269 | +/-662 |
| **Speak English less than "very well"** | 341 | +/-205 |
| **18 to 64 years:** | 500,732 | +/-134 |
| **Speak only English** | 316,549 | +/-3,546 |
| **Speak Spanish:** | 100,515 | +/-1,521 |
| **Speak English "very well"** | 50,825 | +/-1,699 |
| **Speak English less than "very well"** | 49,690 | +/-1,649 |
| **Speak other Indo-European languages:** | 56,522 | +/-2,877 |
| **Speak English "very well"** | 32,646 | +/-2,126 |
| **Speak English less than "very well"** | 23,876 | +/-1,781 |
| **Speak Asian and Pacific Island languages:** | 15,184 | +/-798 |
| **Speak English "very well"** | 9,708 | +/-715 |
| **Speak English less than "very well"** | 5,476 | +/-700 |
| **Speak other languages:** | 11,962 | +/-1,415 |
| **Speak English "very well"** | 8,791 | +/-1,147 |
| **Speak English less than "very well"** | 3,171 | +/-632 |
| **65 years and over:** | 94,205 | +/-118 |
| **Speak only English** | 68,317 | +/-945 |
| **Speak Spanish:** | 10,363 | +/-388 |
| **Speak English "very well"** | 1,991 | +/-316 |
| **Speak English less than "very well"** | 8,372 | +/-455 |
| **Speak other Indo-European languages:** | 11,455 | +/-941 |
| **Speak English "very well"** | 4,203 | +/-690 |
| **Speak English less than "very well"** | 7,252 | +/-714 |
| **Speak Asian and Pacific Island languages:** | 2,784 | +/-305 |
| **Speak English "very well"** | 1,169 | +/-289 |
| **Speak English less than "very well"** | 1,615 | +/-345 |
| **Speak other languages:** | 1,286 | +/-330 |
| **Speak English "very well"** | 602 | +/-214 |
| **Speak English less than "very well"** | 684 | +/-260 |

Source: U.S. Census Bureau, 2011-2013 3-Year American Community Survey

2. The frequency with which LEP persons come into contact with The Essex County Division of Senior Services Special Transportation System estimates that approximately 20 percent of its daily riders are from the LEP population. The Essex County Special Transportation System provides translation services and has additional translation services available through the provider agencies of the Division of Senior Services if necessary.

3. The nature and importance of the Essex County Division of Senior Services Special Transportation System activities, programs and services to people’s lives allow the senior and disabled residents of Essex County to live independently. The transportation services provides travel to all sort of non-emergency medical appointments, social and recreational activities that allow the aforementioned residents to maintain a dignified existence and to take part in all the available services offered in the county.

4. The resources available to the recipient for LEP outreach are made available at no cost for information and assistance to the eligible residents of Essex County. Any costs to the recipient are of voluntary donations or mandated fees from the granting agency to the Division of Senior Services. The funding for these services are derived from the Area Plans funds directed to the Division of Senior Services through the federal Older Americans Act, SSBG and State Funds.

**Employee Training**

Currently the Essex County Division of Senior Services Special Transportation System is provided by a contracted agency. They are required by contract with the Division of Senior Services to train all employees on the applicable Title VI of the Civil Rights Act and the Older Americans Act. This policy herein is the basis of that training and all services must be provided as outlined herein.

**Advisory Board – Minority Representation**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Body** | **Caucasian** | **Latino** | **African American** | **Asian** | **Native American** | **INSERT RACE** | **INSERT RACE** |
| Citizens Advisory Council | 2% | 0% | 98% | 0% | 0% | N/A | N/A |

The Essex County Division of Senior Services does not have a specific protocol to recruit Spanish speaking and Latino advisory Board representation. The Essex County Division of Senior Services does promote about the Advisory Board and recruits seniors at all the events the Division hosts throughout the year. Recruitment efforts have also been printed past issues of the Essex Advisor newsletter. Seniors that are interested in becoming Advisory Board members submit their resumes to the Division of Senior Services, and then the Essex County Freeholder Board reviews those resumes and selects the members of the Advisory Board.

Through its provider agencies the Essex County Division of Senior Services who is the county’s Aging and Disability Resource Center (ADRC), provides services for all elderly and disabled persons in Essex County. Services for LEP persons are available to all LEP persons under Title VI of the Civil Rights Act of 1964, as amended. These agencies will translate for any persons as necessary, provide outreach, communicate with all LEP persons and assist with access to all the resources offered by the County of Essex. These agencies also conduct community meetings and provide surveys to gather information and provide feedback to the Division of Senior Services for the Special Transportation and other programs provided.

**The Essex County Division of Senior Services Provider Agencies:**

Chrill INC, North Ward Center, Family Connections, Focus Inc, Ironbound Community Center, Jewish Community Center of Metro West, Jewish Family Services, Jewish Vocational Services, Township of Bloomfield, Belleville Township, West Orange Township, City of Orange, Montclair Township, City of East Orange, La Casa De Don Pedro, United Way of Northern NJ, New Community Corporation, TransDev Services Inc, Unified Vailsburg Services Organization, Newark Day Center, Newark Beth Israel, Essex Newark Legal Services, Life Management.

**For contact information to one of these agencies please contact the Division of Senior Service Information and Assistance office at 973-395-8375.**