

**UNION COUNTY PARATRANSIT'S**  
**Commitment to Civil Rights**  
**Title VI POLICY**

The COUNTY OF UNION, including Union County Paratransit, has implemented procedures to prohibit discrimination on the grounds of race, color, sex, age, national origin, religion, disabling condition, or being included within minority populations and/or low income populations, as well as, ensure meaningful access to programs and activities by persons with Limited English Proficiency (LEP). Title VI also prohibits exclusion from participation, denial of benefits to, or others subject to discrimination under any program or activity administered by the County of Union.

Toward this end, it is the UNION COUNTY PARATRANSIT'S objective to:

- Ensure that the level and quality of transportation service is provided without regard to race, color, sex, age, religion, disabling condition, national origin or being included within minority populations and/or low income population
- Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations
- Promote the full and fair participation of all affected populations in transportation decision making
- Prevent the denial, reduction or delay in benefits related to programs and activities that benefit minority populations or low-income populations and
- Ensure meaningful access to programs and activities by persons with limited English proficiency (LEP).

The COUNTY OF UNION investigates Title VI complaints that come through the complaint procedures process as described in the next section.

**COUNTY OF UNION's Title VI Complaint Procedures**

Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color, sex, age, religion, disabling condition or national origin may file a Title VI complaint with COUNTY OF UNION within 180 days from the date of the alleged discrimination. Complaints may be filed with COUNTY OF UNION, NJ Transit or with the U.S. Department of Transportation.

### Filing a Complaint with COUNTY OF UNION

Complaints may be filed with COUNTY OF UNION in writing and may be addressed to: Kathleen Carmello, Director, Union County Paratransit, 79 W. Grand Street, Elizabeth, NJ 07202

COUNTY OF UNION will provide appropriate assistance to complainants who are limited in their ability to communicate in English.

### Filing a Complaint with NJ TRANSIT

Online: Complaints may be filed using an online form that is found on NJ Transit's website: [www.njtransit.com](http://www.njtransit.com).

By Mail: Complaints may be filed with NJ TRANSIT in writing and may be addressed to: NJ TRANSIT Office of Diversity - Title VI Coordinator One Penn Plaza East Newark, NJ 07105

NJ TRANSIT will provide appropriate assistance to complainants who are limited in their ability to communicate in English.

### Filing a Complaint with the U.S. Department of Transportation

A complainant may file a Title VI complaint with the U.S. Department of Transportation by contacting the Department at: U.S. Department of Transportation Federal Transit Administration's Office of Civil Rights 1760 Market Street, Suite 500 Philadelphia, PA 19103-4124

### What Happens to My Title VI Complaint filed with COUNTY OF UNION?

Once a complaint is received, it will be investigated. In instances where additional information is needed, the complainant will be contacted in writing. Failure of the complainant to provide the requested information by a certain date may result in the administrative closure of the complaint or a delay in complaint resolution.

Based upon receipt of all the information required, the Director of Union County Paratransit will investigate a Title VI complaint within 90 days of receipt. The Director of Union County Paratransit will prepare a draft written response and will make the final determination and approve the final response to the complainant, including notifying the complainant of his/her right to file a complaint externally.

The COUNTY OF UNION will use its best efforts to respond to a Title VI complaint within 90 calendar days of its receipt of such complaint. Receipt of additional relevant information and/or simultaneous filing of complaints with COUNTY OF UNION and an external entity may extend the timing of the complaint resolution.

For additional questions related to COUNTY OF UNION'S non-discrimination policies and obligations, please write to:

Kathleen Carmello, Director, Union County Paratransit, 79 W. Grand Street, Elizabeth, NJ 07202.