



PASSAIC COUNTY
DEPARTMENT OF SENIOR SERVICES,
DISABILITY AND VETERANS AFFAIRS

AGING ● DISABILITY ● VETERANS AFFAIRS ● PARATRANSIT
NUTRITION SERVICES ● ENERGY ASSISTANCE
ADULT DAY CARE



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NJ Transit Subrecipient Compliance

THE AMERICANS WITH DISABILITIES ACT (ADA)

The Americans with Disabilities Act of 1990 (ADA) is landmark federal legislation that opens up services and employment opportunities to the millions of Americans with disabilities. The ADA affects access to employment; state and local government programs and services; transportation, and access to places of public accommodation such as businesses, non-profit service providers; and telecommunications.

PASSAIC COUNTY PARATRANSIT ADA COMMITMENT AND COMPLIANCE

Passaic County Paratransit is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of their disability as provided by the Americans with Disabilities Act. Passaic County Paratransit management, and all supervisors and employees share direct responsibility for carrying out Passaic County Paratransit's commitment to the ADA. Passaic County Paratransit and The Department of Senior Services ensures accountability in this commitment and supports all parts of the organization in meeting their respective ADA obligations. The Department of Senior Services coordinates internally with all appropriate offices in the investigation of complaints of discrimination and takes a lead role in responding to requests for information about Passaic County Paratransit's civil rights obligations and operations.

ADA Complaints

If you wish to file an ADA complaint of discrimination against Passaic County Paratransit, please contact Passaic County Paratransit via 973-305-5756 or write to 1310 Route 23 N. Wayne, NJ 07470, or use our online form.

What Happens to my ADA Complaint of Discrimination to Passaic County Paratransit?

All ADA complaints of discrimination received by Passaic County Paratransit are routed to local area management for prompt investigation and resolution. All complaints received will be investigated, so long as the complaint is received within 180 days from the date of the alleged discrimination. Passaic County Paratransit will provide appropriate assistance (online and otherwise) to complainants who are limited in their ability to communicate in English or require accommodation. Complainants will be requested to leave contact information for follow-up about their complaints.

Passaic County Paratransit aims to complete investigations into all complaints received, within 90 days of receipt. In instances where additional information is needed to complete an investigation, the investigator will contact the complainant using the contact information provided. Failure of the complainant to provide contact information or any requested additional information may result in a delay in resolution, or the administrative closure of the complaint. Passaic County Paratransit has a zero-tolerance policy on discrimination and will take



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appropriate corrective measures in all instances where a violation of Passaic County Paratransit's non-discrimination policy has been established.

Once a complaint investigation is complete, complainants will receive a notice of finding via their preferred/available mode of contact (phone, E-mail, U.S. post, etc.). If no contact information is provided, a note regarding the outcome of the investigation will be saved on file for a minimum of three years.

Complainants can contact Passaic County Paratransit at any time to check on the status of their complaint.

Filing a Complaint Directly to the Federal Transit Administration:

A complainant may choose to file an ADA complaint with the Federal Transit Administration by contacting the Administration at:

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

Further questions about Passaic County Paratransit ADA Obligations

For additional information on Passaic County Paratransit's non-discrimination obligations and other responsibilities related to ADA, please call 973-305-5756 or write to:

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