

Title VI Notice to the Public

Abilities of Northwest Jersey, Inc. 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 Corporate Compliance Officer of Abilities of Northwest Jersey, Inc. To file a complaint, or for more information on Abilities' obligations under Title VI write to: Abilities of Northwest Jersey, Inc., PO Box 251, Washington, NJ 07882, or visit www.abilitiesnw.com. 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 with the Federal Transit Administration by writing to: Title VI Program Coordinator, East Building, 5th Floor – TCR, US Department of Transportation, FTA, Office of Civil Rights, 1200 NJ Avenue, SE, Washington, DC 20590.

If information is needed in another language, contact: 908-689-1118

Título VI Aviso al público

Abilities of Northwest Jersey, Inc. opera sus programas y servicios sin tener en cuenta la raza, el color o el origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles de 1964 según enmendada. Cualquier persona que crea que ha sido agraviada por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja por escrito al Oficial de Cumplimiento Corporativo de Habilidades de Northwest Jersey, Inc. Para presentar una queja, o para obtener más información sobre las obligaciones de habilidades bajo el Título VI, escriba a: Abilities of Northwest Jersey, Inc., PO Box 251, Washington, NJ 07882, o visite www.abilitiesnw.com. Los servicios de transporte proporcionados por esta agencia se financian en su totalidad o en parte a través de fondos federales recibidos a través de NJ TRANSIT y, como individuo, también tiene derecho a presentar su queja ante la Administración Federal de Tránsito escribiendo a: Coordinador del Programa del Título VI, Edificio Este, 5to Piso - TCR, Departamento de Transporte de los Estados Unidos, FTA, Oficina de Derechos Civiles, 1200 NJ Avenue, SE, Washington, DC 20590.

Si se necesita información en otro idioma, comuníquese con: 908-689-1118

NOTE: This information is posted in all FTA funded vehicles used to operate Abilities Transportation program, on the Abilities website and in all employee and passenger handbooks. It is also provided in audio and large print form.

Complaint Procedures:

Any individual who believes that they have been a victim of discrimination on the basis of race, color or national origin as defined in Title VI of the 1964 Civil Rights Act by Abilities of Northwest Jersey, Inc. may file a Title VI complaint by submitting an Abilities of Northwest Jersey, Inc. Title VI Complaint Form to:

Abilities Corporate Compliance Officer

Abilities of Northwest Jersey, Inc.

PO Box 251

Washington, NJ 07882

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- A) A formal complaint must be filed within 180 days of the alleged occurrence. Complaints must be in writing and signed by the individual or his/her representative, and should include the complainant's name, address and telephone number, name of the alleged discriminator(s), basis of complaint (race, color, national origin) and the date(s) of the alleged act(s).
- B) If the complainant is unable or incapable of providing a written statement, a verbal statement may be made to the Corporate Compliance Officer of Abilities of Northwest Jersey, Inc.
- C) When the complaint is received the Corporate Compliance Officer will provide written acknowledgement to the complainant, within 10 business days by registered mail. The Chief Financial Officer and the agency Chief Executive Officer will be copied on all correspondence.
- D) If a complaint is deemed incomplete, additional information will be requested and the complainant will be given 30 days to resubmit the information. Failure to do so may be considered good cause for a determination of no investigative merit.
- E) Within 20 business days from receipt of a complete complaint, the Corporate Compliance Officer will meet with either the Chief Financial Officer and/or the Chief Executive Officer to determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant an investigation.
- F) If the complaint has investigative merit, the Corporate Compliance Officer, along with the Chief Financial Officer will conduct a full investigation of the complaint.
- G) A letter of finding will be issued within 90 days of the receipt of the complaint, by either the Corporate Compliance Officer or the Chief Financial Officer.
- H) The Title VI Complaint Form shall be available at the Corporate Compliance office, and the Executive Assistant's office at 264 Route 31 North, Washington, NJ.

l) A complaint may be filed directly to the Federal Transit Administration at: FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.