

Your Rights Under Title VI

EZ Ride Commitment to Civil Rights - Title VI

EZ Ride is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended.

Toward this end, it is EZ Ride's objective to:

- Ensure that the level and quality of transportation service is provided without regard to race, color or national origin
- 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 Executive Director, senior management, and all supervisors and employees share the responsibility for carrying out EZ Ride's commitment to Title VI. Our Assistant Executive Director is responsible for the day-to-day operation of the program, and receives and investigates Title VI complaints that come through the complaint procedures process as described in the next section.

EZ Ride'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 or national origin, may file a Title VI complaint with EZ Ride within 180 days from the date of the alleged discrimination. Complaints may either be filed with EZ Ride, NJ TRANSIT or with the U.S. Department of Transportation.

Filing a Complaint with EZ Ride

- Online: Complaints may be filed using our online form.
- By Mail: Complaints may be filed with EZ Ride in writing and may be addressed to:

EZ Ride
144 Park Place East
Wood-Ridge, NJ 07075
ATTN: Title VI Complaints

EZ Ride will provide appropriate assistance to complainants who are limited in their ability to communicate in English.

Filing a Complaint Directly to 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 to EZ Ride?

Once a complaint is received, it will be assigned to an investigator. In instances where additional information is needed, the investigator will contact the complainant 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 resolution.

Based upon receipt of all the information required, the Assistant Executive Director will investigate a complaint usually within 90 days of receipt. If there is a simultaneous filing of a complaint with EZ Ride, and an external entity, this may expand the timing of the complaint resolution. A complaint must be filed no later than 365 days from the date of the alleged discrimination.

Upon completion of the investigation, a response will be sent to the complainant, including notification of his/her right to file a complaint externally.

For additional information on EZ Ride nondiscrimination obligations, please write to:

EZ Ride
144 Park Place East
Wood-Ridge, NJ 07075
ATTN: Title VI Compliance