



Andre Sayeh
Mayor

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.

CITY OF PATERSON ADA COMMITMENT AND COMPLIANCE

City of Paterson is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis on their disability as provided by the Americans with Disabilities Act.

City of Paterson management, and all supervisors and employees share direct responsibility for carrying out City of Paterson commitment to the ADA. City of Paterson, Senior Services & Transportation ensures accountability in this commitment, and supports all parts of the organization in meeting their respective ADA obligations. City of Paterson, Senior Services & Transportation 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 City of Paterson civil rights obligations and operations.

ADA Complaints

If you wish to file an ADA complaint of discrimination with City of Paterson), please contact City of Paterson Senior Services & Transportation via 973-653-5932 or “ADDRESS BELOW”, or use our online form (if applicable)

City of Paterson Senior Services & Transportation, 165 5th Avenue, Paterson NJ 07524

What Happens to my ADA Complaint of Discrimination to City of Paterson?

All ADA complaints of discrimination received by City of Paterson 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. City of Paterson 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

City of Paterson 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. City of Paterson has a zero tolerance policy on discrimination and will take appropriate corrective measures in all instances where a violation of City of Paterson 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 City of Paterson Senior Services Transportation 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 a Title VI 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 City of Paterson ADA Obligations

For additional information on City of Paterson non-discrimination obligations and other responsibilities related to ADA, please call 973-653-5932 or write to:

City of Paterson Senior Services & Transportation

165 5th Avenue, Paterson, NJ 07524