

CITY OF PASSAIC
Annabelle Shimkowitz Senior
Center & Transportation

Francine Wise
Senior Program Coordinator



330 Passaic Street
Passaic, New Jersey 07055

Telephone: (973) 365-5754
Fax: (973) 365-1638
Email: fwise@cityofpassaicnj.gov

Hector C. Lora
Mayor

January 13, 2020

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.

The CITY OF PASSAIC ADA Commitment and Compliance

The CITY OF PASSAIC 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.

The CITY OF PASSAIC management, and all supervisors and employees share direct responsibility for carrying out the CITY OF PASSAIC commitment to the ADA. The CITY OF PASSAIC SENIOR CENTER ensures accountability in this commitment, and supports all parts of the organization in meeting their respective ADA obligations. The PASSAIC SENIOR CENTER 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 the CITY OF PASSAIC civil rights obligations and operations.

ADA Complaints

If you wish to file an ADA complaint of discrimination with the CITY OF PASSAIC, please contact **Passaic City Hall** or use our online form.

330 Passaic Street
Passaic, NJ 07055
Att: Director of Human Services
973.365.3962

What Happens to my ADA Complaint of Discrimination to the CITY OF PASSAIC?

All ADA complaints of discrimination received by the CITY OF PASSAIC 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. The CITY OF PASSAIC 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.

The CITY OF PASSAIC 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. The CITY OF PASSAIC has a zero tolerance policy on discrimination and will take appropriate corrective measures in all instances where a violation of the CITY OF PASSAIC 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 the CITY OF PASSAIC Director of Human Services, 973.365.5751 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 the CITY OF PASSAIC ADA Obligations

For additional information on the CITY OF PASSAIC non-discrimination obligations and other responsibilities related to ADA, please call 973.365.5751 or write to:

**Passaic City Hall
330 Passaic Street
Passaic, NJ 07055
Att: Director of Human Services**