

## **Midland Adult Services, Inc. Title VI Program**

The Midland Adult Services, Inc. Title VI transportation program ensures:

### **A. Nondiscrimination Assurance**

As required by 49 U.S.C. 5332 (which prohibits discrimination on the basis of race, color, creed, national origin, sex, or age, and prohibits discrimination in employment or business opportunity), by Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. 2000d, and by U.S. DOT regulations, "Nondiscrimination in Federally-Assisted Programs of the Department of Transportation-Effectuation of Title VI of the Civil Rights Act," 49 CFR part 21 at 21.7, MIDLAND ADULT SERVICES, INC. assures that it will comply with all requirements imposed by or issued pursuant to 49 U.S.C. 5332, 42 U.S.C. 2000d, and 49 CFR part 21, so that no person in the United States, on the basis of race, color, national origin, creed, sex, or age will be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination in any program or activity (particularly in the level and quality of transportation services and transportation-related benefits) for which MIDLAND ADULT SERVICES, INC. receives Federal assistance awarded by the U.S. DOT or FTA.

### **B. Assurance of Nondiscrimination on the Basis of Disability**

As required by U.S. DOT regulations, "Nondiscrimination on the Basis of Handicap in Programs and Activities Receiving or Benefiting from Federal Financial Assistance," at 49 CFR 27.9, MIDLAND ADULT SERVICES, INC. assures that, as a condition to the approval or extension of any Federal assistance awarded by FTA to construct any facility, obtain any rolling stock or other equipment, undertake studies, conduct research, or to participate in or obtain any benefit from any program administered by FTA, no otherwise qualified person with a disability shall be, solely by reason of that disability, excluded from participation in, denied the benefits of, or otherwise subjected to discrimination in any program or activity receiving or benefiting from Federal assistance administered by the FTA or any entity within U.S. DOT. MIDLAND ADULT SERVICES, INC. assures that project implementation and operations so assisted will comply with all applicable requirements of U.S. DOT regulations implementing the Rehabilitation Act of 1973, as amended, 29 U.S.C. 794, et seq., and the Americans with Disabilities Act of 1990, as amended, 42 U.S.C. 12101 et seq., and implementing U.S. DOT regulations at 49 CFR parts 27, 37, and 38, and any other applicable Federal laws that may be enacted or Federal regulations that may be promulgated.

## **Title VI Notice to the Public**

### Notificación al Público Sobre los Derechos en Virtud del Título VI

Midland Adult Services is committed to ensuring that no person shall be excluded from the equal distribution of its transit services, programs, and resources because of race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964, as amended.

- Midland Adult Services provides transit services and operates transit programs without regard to race, color, and national origin in full compliance with Title VI.
- Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI while using Midland Adult Services transit services may file a complaint with Midland Adult Services, President/CEO Office. All complaints will be fairly and objectively investigated.
- To file a complaint, you may contact Midland Adult Services by phone: (908) 722-8222 or visit Midland Adult Services at: 60 Industrial Parkway, North Branch, NJ 08876. For more information about Midland Adult Services Title VI Program and complaint procedure, please contact (908) 722-8222 ext. 125.
- A complainant may file a complaint directly with the Federal Transit Administration in writing and may be addressed to: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor – TCR, U.S. Department of Transportation, Federal Transit Administration, Office of Civil Rights, 1200 New Jersey Avenue, SE, Washington, DC 20590
- If information is needed in another language, contact (908) 722-8222 ext. 160.
- Si necesita información en otro idioma, contacte al (908) 722-8222 ext. 160.

## **Title VI Complaint Procedure**

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Midland Adult Services may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form with Midland Adult Services, President/CEO Office. All complaints will be fairly and objectively investigated. Midland Adult Services investigates complaints received no more than 180 days after the alleged incident. The Authority will process complaints that are complete.

To file a complaint, you may contact Midland Adult Services by phone: (908) 722-8222 or visit Midland Adult Services at: 60 Industrial Parkway, North Branch, NJ 08876. For more information about Midland Adult Services Title VI Program and complaint procedure, please contact (908) 722-8222 ext. 125.

A complainant may file a complaint directly with the Federal Transit Administration in writing and may be addressed to: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor – TCR, U.S. Department of Transportation, Federal Transit Administration, Office of Civil Rights, 1200 New Jersey Avenue, SE, Washington, DC 20590.

## Title VI Complaint Form

Title VI of the 1964 Civil Rights Act requires that “No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

Note: The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please let us know.

For complaints concerning the Section 5310 (Senior and Persons with Disabilities) Programs or other grant programs funded by the Federal Transit Administration, please complete and return this form to:

President/CEO  
Midland Adult Services, Inc.  
P.O. Box 5026, 60 Industrial Parkway  
North Branch, NJ 08876

1. Complainants' Name \_\_\_\_\_

2. Address \_\_\_\_\_

3. City, State and Zip code \_\_\_\_\_

4. Telephone Number (home) \_\_\_\_\_ (business) \_\_\_\_\_

5. Person discriminated against (if someone other than the complainant)

Name \_\_\_\_\_

Address \_\_\_\_\_

City, State and Zip Code \_\_\_\_\_

6. Which of the following best describes the reason you believe the discrimination took place?  
Was it because of your (check reason):

a. Race/Color \_\_\_\_\_ c. Age \_\_\_\_\_

b. National Origin \_\_\_\_\_ d. Disability \_\_\_\_\_

7. What date did the alleged discrimination take place and the location? Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

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8. Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court? \_\_\_\_\_ Yes \_\_\_\_\_ No

If yes, check all that apply:

\_\_\_\_\_ Federal agency      \_\_\_\_\_ Federal court      \_\_\_\_\_ State agency  
\_\_\_\_\_ State court      \_\_\_\_\_ Local agency

9. Please provide information about a contact person at the agency/court where the complaint was filed.

Name \_\_\_\_\_

Address \_\_\_\_\_

City, State, and Zip Code \_\_\_\_\_

Telephone Number \_\_\_\_\_

Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

\_\_\_\_\_  
Complainant's Signature

\_\_\_\_\_  
Date

## **MIDLAND ADULT SERVICES, INC. (MIDLAND REASONABLE MODIFICATION PROTOCOL – TRANSPORTATION**

In accordance with the Americans with Disabilities Act (ADA), which provides protection for all people with disabilities to be provided with the same rights and services as the general public, Midland will make every effort, to the maximum extent feasible, to ensure that a person with a disability has access to, and benefits from, its services. Midland will make reasonable modifications to its policies, programs, and procedures applicable to its transportation services, when necessary to avoid discrimination and ensure accessibility for all people with disabilities, and who may require more than assistance of mobility aids (i.e. walker, cane, braces, etc.).

In order to make reasonable accommodation/modification assistance, Midland will follow the procedures outlined below:

1. Individuals requesting modifications shall describe what they need in order to use the service.
2. Individuals requesting modifications are not required to use the term “reasonable modification” when making a request.
3. Whenever feasible, requests for modifications shall be made and determined in advance, before Midland Transportation is expected to provide the modified service. The supervisor will document any requests received, and report whether the actions required are reasonable to accommodate on a regular basis.
4. If the supervisor finds the process unreasonable to repeat on a consistent basis, they must cite specific reasoning to support their concern and will review the request with management.
5. Management will review a written report with the driver and supervisor and come to a determination of reasonability to meet the passenger’s need(s).
6. Management will retain all written documentation and submit this documentation when requested to do so.

### **How to File a Complaint**

Follow the complaint process of Midland directly first. For more information on filing a complaint, contact the MAS Director’s office at 908-722-8222 or [info@midlandschool.org](mailto:info@midlandschool.org) attention Midland Director. You may mail it to:

Midland Adult Services, Inc.  
Director  
P.O. Box 5026  
North Branch, NJ 08876

If Midland is unable to resolve the complaint, you can file a complaint with the Federal Transit Administration Office of Civil Rights. Complaints should be filed within 180 days from the date of the incident. The FTA complaint form should be mailed to:

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