

PROCEDURE FOR FILING COMPLAINTS:

As explained in the Non-Discrimination policy (Notice of Title VI rights), the County of Burlington and the Burlington County Transportation System emphatically prohibit discrimination on the basis of race, color, or national origin, as well as other forms of discrimination such as age, handicap, marital or familial status, sexual orientation, religion, etc.

All persons who observe such misbehavior are strongly encouraged to document incidents of discrimination at the time the incident occurs (or as soon as possible thereafter). Passengers and guests are encouraged to report such incidents promptly to enable the Transportation System to take corrective action. Passengers should record the vehicle, date, time and location where the incident took place, the parties involved (including witnesses) and an account or description of what occurred, and any statements made by any person who participated in, or observed the incident.

Any person who observes what is believed to be discrimination should wait until it is safe to do so, and then ask the driver of the vehicle to put an end to the discriminatory behavior. If the driver is unable to do so (or is him/herself the person committing the improper behavior), the person should immediately report the behavior to the Transportation Coordinator at (609) 265-5109 and ask that the Transportation Coordinator put a stop to the conduct.

Formal written complaints should be sent to the County's Department of Human Resources, Attn: Public Agency Compliance Officer, at 49 Rancocas Road, Mt. Holly, NJ 08088 or faxed to (609) 265-5088.

Complaints should include at a minimum, the following information: the names of the parties involved (including the complainant, the person[s] subjected to the discrimination, the person who violated the Title VI policy, and any and all witnesses); the location, bus route, vehicle number and driver, the date and time of the incident[s]; an account or description of the discriminatory conduct; and any statements or comments made by any person during or in relation to the incident.

Passengers and guests who report such incidents shall not be subject to any adverse consequences or reprisal for reporting the incident where that passenger or guest has a good faith belief that he or she has been the subject of prohibited conduct, has been exposed to the same even though not the intended subject, or where the passenger or guest is reporting an incident whereby another passenger or guest was subject to such conduct.

The County of Burlington and the Transportation System strongly recommend and encourage all persons to report all incidents of discriminatory behavior to the bus driver, Transportation Coordinator and/or Public Agency Compliance Officer as soon as practical. The sooner an incident is reported means the sooner it can be investigated, determined and resolved.

Either the Transportation Coordinator or the Public Agency Compliance Officer shall, within a reasonable time, conduct an inquiry into the complaint and may contact the complainant, witnesses and person(s) accused for statements. Should the inquiry determine that

remedial action needs to be taken, such remedial action will be done as outlined in the Grievance Policy adopted by the Transportation Advisory Committee. Complainants shall be notified, in writing, of the results of the inquiry, to include a summary of any remedial measures that have been instituted.

Questions about the Title VI policy or the complaint procedure can be addressed to either the Transportation Coordinator (609) 265-5109 or Public Agency Compliance Officer (609) 265-5403.

Authorized by: Daniel Hornickel
Public Agency Compliance Officer
June 10, 2010