



**New Jersey Department of Transportation  
Division of Statewide Traffic Operations  
Limited English Proficiency (LEP) Plan**

**BACKGROUND AND PURPOSE**

Federal law prohibits national origin discrimination and requires federally assisted transportation agencies to take reasonable steps to provide meaningful service to LEP individuals. Language barriers can put lives at risk by impeding communications with LEP motorists and community members and by creating safety and ethical challenges for ESP, CDU and TOC personnel.

**POLICY STATEMENT**

It is the policy of Statewide Traffic Operations to take reasonable steps to provide meaningful service to limited English proficient (LEP) individuals who come in contact with the Division through our Emergency Service Patrol (ESP), Central Dispatch unit (CDU) and the Traffic Operations Center (TOC) staff. The policy is to ensure that language will not prevent staff from communicating effectively with LEP motorist and customers and to ensure safe and timely service.

**PROCEDURES**

- A. ESP drivers who come in contact with an LEP person will attempt to communicate through the I-Speak cards. If there is still a communication issue they will then use the Language identification cards to determine what language the individual speaks then contact NJSP to provide an interpreter to the location if necessary.
- B. CDU and TOC Staff who receive phone calls from an LEP individual will reach out to the in-house linguistics pool available on site for translation and communication.
- C. Documentation of LEP events will be done in an effort to assess future needs and to track if there are any shifts in cultural areas that are covered by the individual groups in the Division.



## **STATEWIDE TRAFFIC OPERATIONS LEP PLAN**

### **1. IDENTIFICATION OF LEP PERSONS**

LEP individuals do not speak English as their primary language and have a limited ability to read, write, speak, or understand English. Many LEP persons are in the process of learning English and may read, write, speak, and/or understand some English, but not proficiently. LEP status may be context-specific, an individual may have sufficient English language skills to communicate basic information (name, address etc.) but may not have sufficient skills to communicate detailed information in English (e.g., medical information, eyewitness accounts, information elicited, aid needed etc.)

- A. The number or proportion of LEP individuals served and the frequency they come in contact with have been determined through the language census and is currently being captured in a Traffic Operations database
- B. Courtesy cards carried by ESP drivers will be translated in Spanish the first year of the plan. Other translations will be done on an as needed basis.
- C. Language identification flash cards and I-speak cards will be carried in all ESP and Incident Management Response Team member (IMRT) Trucks

### **2. DEVELOPMENT OF LANGUAGE ASSISTANCE MEASURES**

Statewide Traffic Operations will provide LEP persons with oral language assistance when necessary through bilingual staff and New Jersey State Police (NJSP). Statewide Traffic Operations linguistic pool consists of 19 staff members speaking 20 different languages as an enhancement to the added aid received from the NJSP.

### **3. TRAINING**

Training of staff members will be conducted to assure that members are aware of LEP policies and procedures. They will also have a working knowledge of linguistic diversity, cultural sensitivity and the importance of communication skills. Staff will have the skills to effectively communicate with LEP customers with use of the Language Identification cards and the I-Speak cards. Additionally staff will be taught how to contact the linguistics pool.

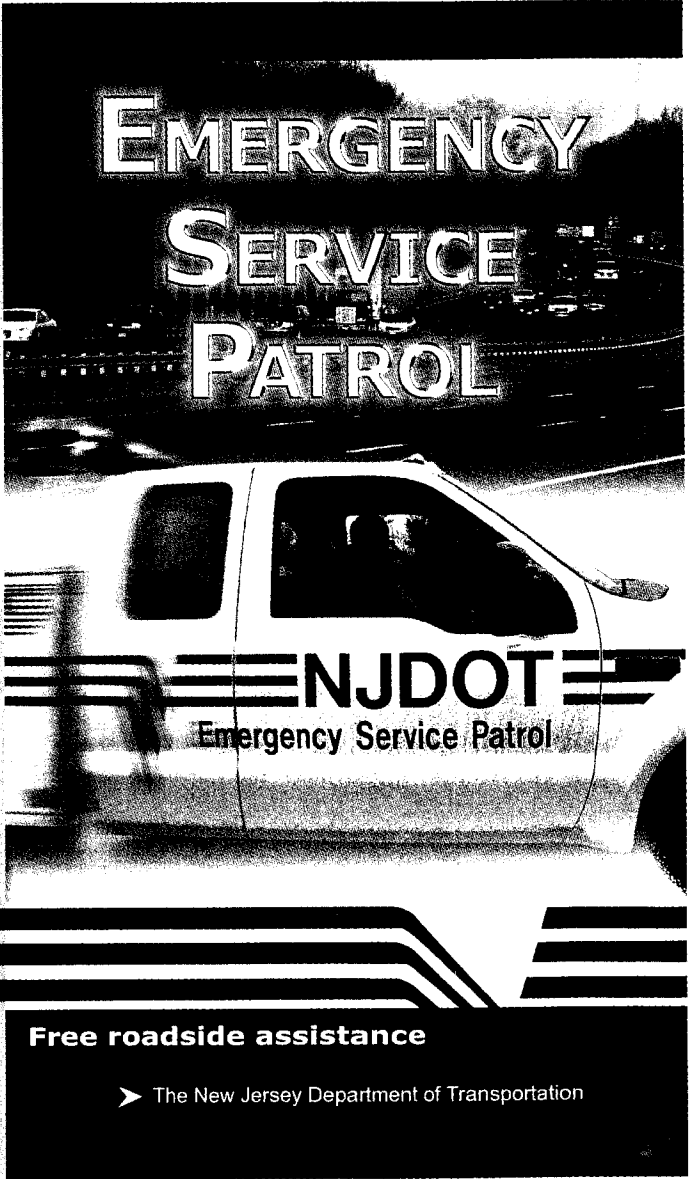


#### **4. - PROVIDING LEP OUTREACHES**

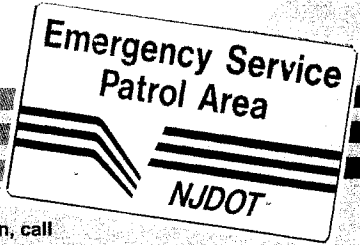
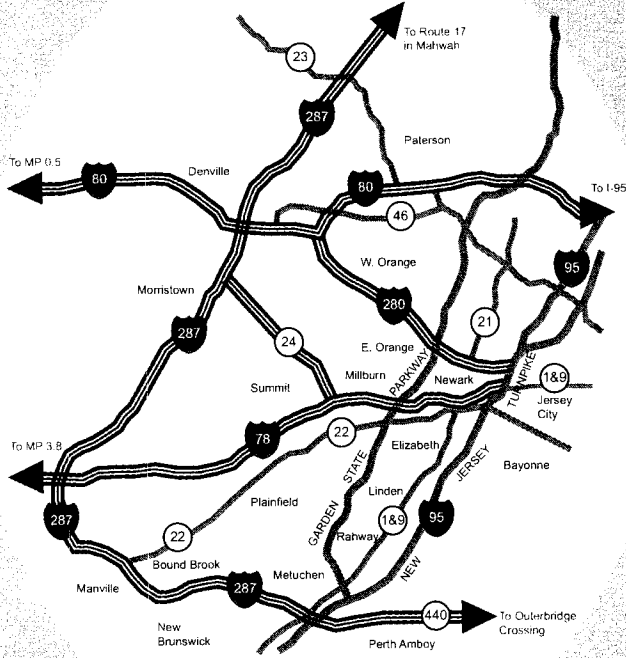
Statewide Traffic Operations will provide LEP assistance to motorists free of charge. Public outreaches will be done differently due to the nature of business the Statewide Traffic operations provides. This outreach will be on a daily basis by patrolling roadways and answering phone calls then providing information and service accordingly.

#### **5. - EVALUATION**

Statewide Traffic Operations will monitor quarterly reports to determine if there is a need to modify our existing plan due to a change in LEP needs. This report will help us to determine if current communication efforts meets the needs of the LEP customers. Staff will be trained on a yearly basis to assure that they are knowledgeable of the LEP policy and plan in addition to obtaining an up-to-date Linguistics pool information sheet. Any complaints or grievances will be addressed upon their occurrences then further evaluated to see if additional resources and/or implementations are required.



## Northern New Jersey Emergency Service Patrol



For more information, call  
201.799.3676  
between 8:30 am and 4:30 pm

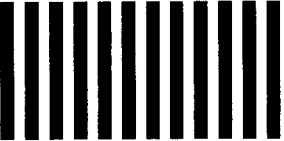


NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT 206 TRENTON, NJ

POSTAGE WILL BE PAID BY ADDRESSEE

New Jersey Department of Transportation  
Emergency Service Patrol NORTH MT/HN  
P.O. Box 600  
Trenton NJ 08625-9958



Motorists may become fearful when their vehicles become disabled or involved in an accident on a busy highway.

You will be pleased to learn that the New Jersey Department of Transportation's (NJDOT) **Emergency Service Patrol (ESP)**, a federally funded program, can assist you without cost if your vehicle is disabled between **4:30 am and 8 pm Monday through Friday in northern New Jersey and between 4:30 am and 10 pm Monday through Sunday in southern New Jersey.**

**ESP helps by:**

- changing a flat tire
- jump-starting the car
- making small emergency repairs
- calling a tow truck or emergency service.

The ESP operates on sections of these roads:

- **In northern New Jersey:** I-78, I-80, I-280, I-287, Route 24, and Route 440 (in Bergen, Essex, Passaic, Morris, Middlesex and Somerset counties).
- **In southern New Jersey:** I-295, I-95, I-195, I-676, I-76 and Route 55, parts of Routes 29 and 42 (in Mercer, Burlington, Camden, Cumberland, Monmouth, Ocean, Gloucester and Salem counties).

***We're Here to Help you!***

**Q. How will I recognize the ESP?**

**A. All ESP trucks are white with a red stripe and NJDOT logo on both sides.**

**Q. Are fees or tips expected?**

**A. No. Drivers are not allowed to accept any compensation from motorists for their services.**

**Q. Where is ESP help available?**

**A. The ESP routes are listed on the previous page; the map is on the back panel. The routes serviced are posted with ESP signs.**

**Q. How will the ESP know I need help?**



ESP in action xxxxxxxxxxxx.

**A. The ESP drives along the designated highways continuously during the hours of operation. The patrols are also notified by the State Police whose operators receive information from those who call 9-1-1.**

**Q. How can NJDOT serve you better?**

**A. You can help NJDOT improve its services for motorists if you would take a minute to answer the following questions.**

**1. Was the ESP representative courteous and professional?**

Yes  No

Driver's Name \_\_\_\_\_

**2. Did the ESP arrive quickly enough?**

Yes  No

**Please make any comments or suggestions that would help us to improve our service to motorists. The ESP mission is to provide excellent customer services.**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Name (optional) \_\_\_\_\_

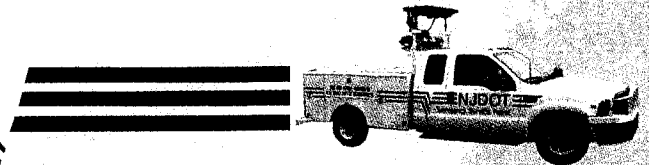
Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Phone ( ) \_\_\_\_\_

E-mail \_\_\_\_\_

Thank you for completing this survey.



**TRAFFIC OPERATIONS NORTH**

**LIMITED ENGLISH PROFICIENCY (LEP)**

<b><u>NAME</u></b>	<b><u>LANGUAGES</u></b>	<b><u>TOTALNUMBER</u></b>
Rilesh Shah	English/Hindi/Gujarati/	3
Maged Gabriel	English/Coptic/Arabic	3
Moises Martinez	English/Spanish	2
Rudolph Edwards	English/Spanish	2
Jorge Gonzalez	English/Spanish	2
Eugene Eng	English/Cantonese/Chinese	3
Tiberiu Tajts	English/Bulgarian	2
Luis Rivera	English/Spanish	2
Ralph Hernandez	English/Spanish	2
Richard Ordonez	English/Spanish	2
Alfredo Marano	English/Italian	2
Pasquale Gonnella	English/Italian	2
Eddy Exantus	English/French	2
Fehim (Frank) Mujic	English/Bosnian/Croatian Bulgarian/Macedonian/Russian Serbian/German (little weak)	8

**TRAFFIC OPERATIONS South**

**LIMITED ENGLISH PROFICIENCY (LEP)**

<b><u>NAME</u></b>	<b><u>LANGUAGES</u></b>	<b><u>TOTALNUMBER</u></b>
<b>Dhanesh Motiani</b>	<b>English/Hindi/Gujarati/Sindhi</b>	<b>4</b>
<b>George Salas</b>	<b>English/Spanish</b>	<b>2</b>
<b>Richard Ortiz</b>	<b>English/Spanish</b>	<b>2</b>
<b>Eriverto Maldonado</b>	<b>English/Spanish</b>	<b>2</b>
<b>Kelvin Dickens</b>	<b>English/Japanese</b>	<b>2</b>

Language Identification Cards

Card 1 of 2

Instructions: Place a check by the language spoken.

Mark this box if you read or speak English. *English*

ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية. *Arabic*

Մարդիկ ենք նշում կատարիք այս քառակուսու՞մ,  
եթե խոսում կամ կարդում եք հայերեն: *Armenian*

যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্স দাগ দিন। *Bengali*

ឈ្មួញកំពុងប្រអប់នេះ បើអ្នកអាច ឬនិយាយភាសា ខ្មែរ ។ *Cambodian*

Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro. *Chamorro*

如果你能读中文或讲中文，请选择此框。 *Simplified Chinese*

如果你能讀中文或講中文，請選擇此框。 *Traditional Chinese*

Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik. *Croatian*

Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky. *Czech*

Kruis dit vakje aan als u Nederlands kunt lezen of spreken. *Dutch*

اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بنید. *Farsi*

Cocher ici si vous lisez ou parlez le français. *French*

Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen. *German*

Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά. *Greek*

Make kazyé sa a si ou li oswa ou pale kreyòl ayisyen. *Haitian Creole*

अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ। *Hindi*

Kos lub voj no yog koj paub twm thiab hais lus Hmoob. *Hmong*

Jelölje meg ezt a kockát, ha megérti vagy beszéli a magyar nyelvet. *Hungarian*



**Language Identification Cards**

Card 2 of 2

Instructions: Place a check by the language spoken. 

- Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano. *Ilocano*
- 
- Marchi questa casella se legge o parla italiano. *Italian*
- 
- 日本語を読んだり、話せる場合はここに印を付けてください。 *Japanese*
- 
- 한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오. *Korean*
- 
- ຈົ່ງຕິດຕາມສ່ວນນີ້ ຖ້າທ່ານອ່ານຫຼືພາກລາວ. *Laotian*
- 
- Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim. *Polish*
- 
- Assinale este quadrado se você lê ou fala português. *Portuguese*
- 
- Însemnați această căsuță dacă citiți sau vorbiți românește. *Romanian*
- 
- Пометьте этот квадратик, если вы читаете или говорите по-русски. *Russian*
- 
- Обележите овај квадратик уколико читате или говорите српски језик. *Serbian*
- 
- Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky. *Slovak*
- 
- Marque esta casilla si lee o habla español. *Spanish*
- 
- Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog. *Tagalog*
- 
- โปรดทำเครื่องหมายในช่องนี้ถ้าท่านอ่านหรือพูดภาษาไทย. *Thai*
- 
- Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga. *Tongan*
- 
- Відмітьте що клітинку, якщо ви читаете або говорите українською мовою. *Ukranian*
- 
- اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔ *Urdu*
- 
- Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ. *Vietnamese*
- 
- באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש. *Yiddish*

**WHAT DO YOU NEED ?**

**¿Qué necesita usted ?  
(Por favor apunte al dibujo)**

---

**A TOW TRUCK**



**Una grua**

---

**THE POLICE**



**La Policía**

**DO YOU SPEAK SPANISH ?**

**YES**

**or**

**NO**

**¿Habla usted español ?**

**Sí**

**o**

**No**

---

**DO YOU NEED HELP ?**

**YES**

**or**

**NO**

**¿Necesita ayuda ?**

**Sí**

**o**

**No**

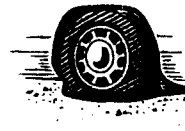
**WHAT DO YOU NEED ?**

**¿Qué necesita usted ?  
(Por favor apunte al dibujo)**

---

**FLAT**

**TIRE  
REPAIR**



**Arreglar una llanta**

**(o goma) desinflada**

---

**A DOCTOR**



**Un médico**

**WHAT DO YOU NEED ?**

**¿Qué necesita usted ?  
(Por favor apunte al dibujo)**

---

**GASOLINE**



**Gasolina**

---

**WATER FOR  
YOUR VEHICLE**



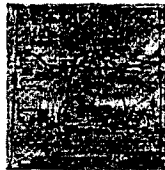
**Agua para el  
vehículo**

**WHAT DO YOU NEED ?**

**¿Qué necesita usted ?  
(Por favor apunte al dibujo)**

---

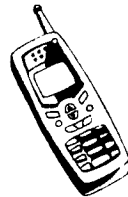
**A ROAD MAP**



**Un mapa de las  
carreras**

---

**A TELEPHONE**



**Un teléfono**

**INTRODUCE YOURSELF**

**My name is \_\_\_\_\_**

**I work for the New Jersey Dept. of Trans.**

**I am here to help you.**

**My service is free of charge.**

---

**Me llamo \_\_\_\_\_**

**Trabajo para la Departamento de Transportacion de NJ**

**Estoy aquí para ayudarle.**

**Mi servicio es gratis.**