

# New Jersey Department of Transportation

## Language Access Plan

Pursuant to P.L. 2023, c.263

**Effective Date of Plan:** December 15, 2025

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### Language Access Coordinator (LAC)

The best way for the public to **contact** the agency regarding language access efforts and services is to contact the LAC:

- Name: Chrystal Section
  - Phone number: 609-963-2047
  - Email address: [DOT-CR.TitleVILanguageaccess@dot.nj.gov](mailto:DOT-CR.TitleVILanguageaccess@dot.nj.gov)
  - Website: [Limited English Proficiency, Title VI, Civil Rights/Affirmative Action, Doing Business](#)
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### Introduction

This Language Access Plan (“Plan”) is in compliance with New Jersey’s Language Access Law, [P.L. 2023, c.263](#) (“Law”), as part of New Jersey’s commitment to making our government resources more accessible to our State’s diverse residents. The Law requires State agencies to provide language assistance services and publish a language access plan explaining how they will communicate with individuals with limited English proficiency, and what services they will offer to help.

A language access plan<sup>1</sup> is a document that describes the services that a state government entity<sup>2</sup> and its employees are required to provide to ensure individuals with limited English proficiency have meaningful access to its programs, services, and activities.

Having limited English proficiency means that a person does not speak English as their primary language and may have limited ability to read, write, speak, and/or understand English.

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<sup>1</sup> P.L. 2023, c.263 requires that “[e]ach State government entity in the Executive Branch that provides direct services to the public, in consultation with the Department of Human Services, Department of Law and Public Safety, and Office of Information Technology, shall develop and publish a language access plan that shall reflect how the entity will comply with the provisions of this act.”

<sup>2</sup> Pursuant to P.L. 2023, c.263, a “State government entity” is defined as “any State department or agency in the Executive Branch and any commission, board, bureau, division, office, or instrumentality thereof providing direct services to the public.”

This document provides information about:

- Our agency and how we interact with the public
- The populations with Limited English Proficiency (LEP) that we serve or are likely to serve

It also outlines how our agency:

- Identifies language needs
- Provides language assistance services
- Makes sure language assistance services are high quality
- Informs the public about available free language assistance services
- Keeps the public informed about our efforts to follow the New Jersey's Language Access Law
- Trains staff on serving people with LEP
- Follows the New Jersey's Language Access Law.

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## **A. Our Agency and How We Interact with the Public**

### **1. Agency Mission**

The New Jersey Department of Transportation “NJDOT” will provide a world class transportation system that:

- **Enhances the quality of life for residents and traveling public**
- **Achieves consistent progress through focused investments to keep infrastructure in a State of Good Repair**
- **Stimulates and sustains smart development and economic growth**
- **Employs the latest technologies to adapt to changing conditions and environments**
- **Respects and protects the distinctive and delicate character of the State’s natural resources**
- **Eagerly embraces its role as a customer service organization**

### **2. How We Interact with the Public**

Our agency engages with the public through a variety of channels to ensure transparency, accessibility, and responsiveness. The most common methods include:

- **In-person communication**
- **Electronic and virtual platforms**
- **Telephone outreach**
- **Formal written correspondence**
- **Public Information Centers (PICs) and Virtual Public Involvement (VPI)**
- **Community Outreach Programs, career/resource fairs, and public information forums**
- **Social media, the NJDOT website, and other online resources**

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- **Local Public Officials Meetings and consultations with firms and news media**
- **Call centers and specialized public-facing services, such as roadside assistance**
- **Recruitment activities, including medical testing for onboarding**
- **Receiving and processing public complaints**
- **Proposing rules for public comment and publishing newspaper advertisements**
- **Park & Ride/rest area outreach and local responder coordination**
- **OPRA (Open Public Records Act) responses**
- **Pre-construction/project meetings and compliance reviews**

### **3. Participating Entities**

**The following divisions and offices within our agency provide direct services to the public and are covered under this Plan:**

- **Procurement**
- **Local Resources**
- **Community Development**
- **Transportation Mobility**
- **Environmental Resources**
- **Civil Rights, including Title VI Nondiscrimination Programs Unit, Contractor Compliance Unit, Disadvantaged and Small Business Programs Unit and Internal Equal Employment Opportunity Unit**
- **Capital Program Support / Bureau of Landscape Architecture and Environmental Support**
- **Government and Constituent Relations**
- **Capital Investment and Program Coordination**

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- **Human Resources**
- **Support Services**
- **Construction and Materials**
- **Capital Program Management / Project Management**
- **Budget**
- **Accounting and External Audit**
- **Communications**
- **Legislative, Administrative, and Regulatory Actions**
- **Safety Programs and Transportation Data**
- **Division of Project Management / Program Management Office**
- **Division of Right of Way**

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## **B. Populations with Limited English Proficiency that Our Agency Serves or is Likely to Serve**

The Law requires that State agencies provide language assistance services to individuals who have limited English proficiency (LEP). This involves identifying the needs of the populations they serve or are likely to serve, covering both written and spoken language support.

Under the Law, agencies must translate vital documents<sup>3</sup> and information into the seven (7) languages most commonly spoken by individuals with LEP in New Jersey. To determine these top seven languages, our agency uses U.S. Census data (including data from the American Community Survey) and consults with the Language Access Implementation Lead Agencies.

This data also helps our agency understand other language characteristics of the communities we currently serve or are likely to serve, ensuring effective language access planning. As such, the Division of Civil Rights and Affirmative Action (“Civil Rights”) conducted a Language Access Survey, distributed department-wide to:

- evaluate departmental divisions and programs that engage with the public;
- identify the populations and individuals with LEP served;
- assess the need for language access services;
- identify the gaps in the language access services; and
- determine additional resources required to improve accessibility in compliance with the state’s law.

### **Frequency of Engagement**

The survey revealed varying levels of public engagement across departmental divisions. 27% of divisions reported they regularly engage with the public, including Procurement, Local Resources and Community Development, Transportation Mobility, Environmental Resources, Civil Rights, Capital Program Support/Bureau of Landscape

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<sup>3</sup> Vital documents are defined in P.L. 2023, c.263 as “documents that affect or provide legal information about access to, retention of, termination of, or exclusion from program services or benefits; which are required by law; or which explain legal rights.”

Architecture and Environmental Support, Government and Constituent Relations, while 31% —such as Capital Investment and Program Coordination, Human Resources (includes Recruitment), Support Services, Construction and Materials, Capital Program Management/Project Management, Budget, Civil Rights (includes Internal Equal Employment Opportunity Unit and Disadvantaged and Small Business Programs Unit), Accounting and External Audit, and Communications—engage occasionally. 13.7% of divisions, including Legislative, Administrative and Regulatory Actions, Safety Programs and Transportation Data, Human Resources (including Employee Operations) and the Division of Project Management/Program Management Office rarely or never interact with the public.

### Counties Served

Survey responses confirmed that half (51% of divisions) serve all counties statewide, while 3.4% reported serving the South Region only.

### Divisions' Public Interactions by Category

The survey examined the department's methods of public interaction through various activities. Approximately 27% of divisions reported their division interacts with the public during the recruitment process, making this most common method. However, 24% of divisions also reported their division engaged when handling public complaints, participating in public information forums, and attending community outreach events. As the third most common type of interaction, career/resource fairs were attended by 20% of divisions. Call center methods were close behind, as 17% reported their division directly communicated with the public answering highway emergency calls, while 7% responded to roadside assistance calls. A smaller percentage (3.4%) reported utilizing news media communications, responding to OPRA requests, attending external stakeholder meetings (i.e., with consultant firms), providing rest area outreach, and conducting medical testing during the onboarding process. Key divisions with high public engagement included Local Resources and Community Development, Transportation Mobility, Construction and Materials, and Environmental Resources.

The Law requires that State agencies **provide language assistance services** to individuals who have limited English proficiency (LEP). This involves identifying the needs of the populations they serve or are likely to serve, covering both written and spoken language support.

Under the Law, agencies must translate vital documents and information into the seven (7) languages most commonly spoken by individuals with LEP in New Jersey. To determine these top seven languages, NJDOT uses U.S. Census data (including data from the American Community Survey) and consults with the Language Access Implementation Lead Agencies. This data also helps NJDOT understand other language characteristics of the communities we currently serve or are likely to serve, ensuring effective language access planning.

At the time of this Plan, the top languages spoken by individuals with LEP in New Jersey are:

1. Spanish
2. Portuguese (preference for Brazilian dialect)
3. Korean
4. Gujarati
5. Chinese (including Mandarin and Cantonese)<sup>4</sup>
6. French Creole or Haitian Creole
7. Arabic

### **1. Adding Languages Beyond the Top Seven at a State-level**

The Law also requires that State agencies translate vital documents into any other languages considered necessary by the agency based on the populations they serve.

### **2. Languages Available for Interpreting Services**

Under the Law, State agencies have to provide interpreting services between the agency and an individual in that person's primary language when delivering services or benefits.

### **3. Populations with LEP**

#### **Populations Served and Language Needs**

Survey responses identified the populations that departmental divisions generally interface with. 48% of divisions reported interacting with the public. Smaller percentages of divisions serve specialized populations: 10% interface with Deaf, Hard of Hearing, or Deafblind individuals, and another 10% interface with individuals with LEP. Some

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<sup>4</sup> While spoken Chinese primarily includes Mandarin and Cantonese, translation should be tailored to Simplified and Traditional Chinese for written communication.

divisions--7%, were uncertain if interfacing data had been recorded, while 7% reported interfacing was not applicable. Additionally, 7% of divisions interact with immigrant or refugee communities, while 13.7% of divisions reported interfacing with construction companies and engineering/design firms, department employees, applicants with conditional offers, consultant engineering firms and the media (each 3.4%).

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### **C. Determining the Need for Language Assistance Services and Language Identification**

When an individual with LEP contacts our agency, staff must assess whether language assistance is needed in the following ways (Tables 1–3).

**Table 1: In-Person**

<b>Description</b>	<b>Check (X) all that apply</b>
Voluntary self-identification by the individual or their companion	X
Use of multilingual language identification cards, posters or visual aids (for example, “I Speak” posters)	X
Assistance from trained staff to identify the individual’s primary language	X
Support from a qualified interpreter (in-person, over-the-phone and/or remote) to identify/confirm an individual’s primary language	X

**Table 2: Telephonic Communication**

<b>Description</b>	<b>Check (X) all that apply</b>
Voluntary self-identification by the individual or their companion	X
Assistance from trained staff to identify the individual’s primary language	X
Support from a qualified interpreter (in-person, over-the-phone and/or remote) to identify/confirm an individual’s primary language	X

**Table 3: Electronic Communication**

Description	Check (X) all that apply
Notice of available language assistance services available on the agency website	X
Multilingual taglines included in applicable forms, letters, and/or email communications	X
Multilingual chatbot on website	
Use of automated translation tools only to identify primary language	X

## **D. Provision of Language Assistance Services**

### **1. Vital Document Translation**

The Law requires translation of vital documents. Vital documents are defined in P.L. 2023, c.263, as “documents that affect or provide legal information about access to, retention of, termination of, or exclusion from program services or benefits; which are required by law; or which explain legal rights.”

Our agency has the following resources available for translation of vital documents (Table 4).

**Table 4: Resources for Translation of Vital Documents**

Resource	Check (X) all that apply
Qualified, trained, and/or designated multilingual staff	X
Contractors	X

Translation of vital documents is an ongoing process. Appendix 1 provides an inventory of vital documents translated as of the date of this publication. This list will be maintained and updated at least annually as part of annual reporting.

## 2. Language Interpreting Services

Our agency has the following free resources available for spoken or sign language interpreting requests (Table 5).

**Table 5: Resources for Spoken or Sign Language Interpreting Requests**

Resource	Check (X) all that apply
Assistance from qualified, trained, and/or designated multilingual staff	X
Over-the-phone interpreting services	X
In-person interpreting services	X
Video-remote interpreting services	X

## 3. Additional Accessibility Equipment and Services

**Table 6: Accessibility Equipment and Services**

Equipment or Service	Check (X) all that apply
Telephone voice menus for help with agency programs are available in the following languages (specify):	
Trained multilingual staff can communicate with individuals with LEP in select languages, including (specify):	X
Access to auxiliary aids such as hearing induction loops, pocket talkers, captioning, video-remote interpreting and/or simultaneous interpreting equipment	X
Services through partner agencies that serve those who need auxiliary aids, including:	X
The Department of Human Services' Division of the Deaf and Hard of Hearing	X
Other (specify): Marie H. Katzenbach School for the Deaf	X

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## E. Methods for Quality Assurance

To ensure language assistance services are accurate, high-quality, and culturally competent, activities underway or planned include (Table 7):

Table 7: Methods for Quality Assurance

Method	Check (X) all that apply
Prioritizing the use of plain language	X
Using vetted contractors that implement quality assurance standards to ensure that its linguists are experienced, trained, and certified as appropriate and are linguistically and culturally competent	X
Monitoring and tracking the quality of interpreting and translation services provided by vendors, and training staff to monitor quality of those services	X
Including quality assurance requirements in vendor contracts, e.g., glossaries, translation review, use of translation memory, localization software, desktop publishing, etc.	X
Partnering with community-based organizations to periodically check quality of interpreting and translation services	X
Conducting periodic testing of translated documents and interpreting services across languages	X
Ensuring quality and proper maintenance of auxiliary aids and equipment, such as hearing induction loops, pocket talkers, captioning, tablets, and/or simultaneous translation equipment	X

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## F. Public Notice About the Availability of Free Language Assistance Services

Our agency informs individuals with LEP in required languages, including auxiliary aids and equipment, about their right to free language assistance services in the following ways (Table 8):

**Table 8: Public Notice**

Method	Check (X) all that apply
Signs and posters in areas highly visible to the public	X
Information on agency's website describing available language assistance services, processes, and documents required by the Law	X
Printed material, publications, and advertisements	X
Telephone voice menu providing information in non-English languages	X
Public service announcements	X
Other (specify): Social media platforms	X

## G. Stakeholder Engagement and Outreach

Our agency's engagement with community or stakeholder entities representing populations with LEP regarding language access planning and implementation includes (Table 9):

**Table 9: Stakeholder Engagement and Outreach**

Method	Check (X) all that apply
Conducting stakeholder engagement to inform our language access planning, which may include public listening sessions with groups and/or one-on-one meetings	X
Planning to conduct and maintain stakeholder engagement as this Plan is implemented and updated, which may include public listening sessions and/or one-on-one meetings	X
Having clear and measurable goals for program/service-specific outreach and communication to reach individuals with LEP from different language communities	X

Method	Check (X) all that apply
Maintaining and utilizing distribution lists that include local, culturally, and linguistically diverse community-based organizations and media to disseminate information regarding the agency's language access services	X
A website to receive feedback, and/or public email address for language access questions, feedback, and/or concerns	X

## H. Staff Training

For staff involved in implementing P.L. 2023, c.263, annual training includes the following topics (Table 10):

**Table 10: Staff Training**

Topic	Check (X) all that apply
The agency's legal obligations to provide language assistance services	X
The agency's language access policies and protocols	X
The agency's resources and best practices for providing language assistance services	X
How to access and work with interpreters and translators	X
Cultural competence and cultural sensitivity	X
How to obtain translation and interpreting services	X
Maintaining records of language access services provided to individuals with LEP	X

## **I. Processes for Recordkeeping, Compliance Monitoring, and Reporting**

### **1. Annual Internal Monitoring**

Our agency monitors implementation of this Plan to ensure compliance with P.L. 2023, c.263 by (Table 11):

**Table 11: Annual Internal Monitoring**

<b>Method</b>	<b>Check (X) all that apply</b>
Supporting the establishment of mechanisms for monitoring the agency's implementation of this Plan	X
Collecting and compiling the data necessary for the agency's Annual Report on compliance with P.L. 2023, c.263	X
Submitting in a timely manner the Annual Report pursuant to P.L. 2023, c.263	X

### **2. Internal Recordkeeping**

Our agency tracks language access-related data on an ongoing basis. The tracking underway includes [Table 12]:

**Table 12: Internal Recordkeeping**

<b>Metric</b>	<b>Check (X) all that apply</b>
Frequency of requests for language assistance services	X
How requests were met	X
Whether language assistance services were requested in languages other than the required seven	X
How the agency intends to notify the populations with LEP of the available language assistance services	X
How the agency documents the actual provision of language assistance services to individuals with LEP	X

## Appendix 1: Inventory of Translated Vital Documents

Translation of vital documents is an ongoing process. As of the date of this publication, the following vital documents are available publicly in the following languages on the NJDOT internet at [Limited English Proficiency, Title VI, Civil Rights/Affirmative Action, Doing Business:](#)

Document Title/ Number	Translated Into*										Additional Languages	
	AR	CH S	CH T	FC/HC	GU	KO	PU	SP				
Division of Civil Rights / Affirmative Action (DCR/AA) Title VI Brochure											x	
DCR/AA Americans with Disabilities Act Brochure											x	
DCR/AA Limited English Proficiency (LEP) Brochure											x	
Division of Right of Way (ROW) Owners Letter											x	Chinese Mandarin
Division of ROW Offer Letter												
Division of ROW Offer to Purchase Easement		x										
Division of ROW Offer to Purchase a Portion of Your Property											x	Chinese Mandarin
Division of ROW "The Relocation Assistance Program: Your Rights and Benefits If You Must Move for Residential Occupants"											x	
Division of ROW "The Relocation Assistance Program: Your Rights and Benefits If You Must Move for Businesses, Farms, and Non-											x	



- SP: Spanish