

NEW JERSEY TURNPIKE AUTHORITY

Language Access Plan

Pursuant to P.L. 2023, c.263

Effective Date of Plan: December 15, 2025

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:

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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 plan¹ is a document that describes the services that a state government entity² 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.

¹ 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.”

² 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 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 New Jersey's Language Access Law
- Trains staff on serving people with LEP
- Follows New Jersey's Language Access Law.

Table of Contents

New Jersey Turnpike Authority Language Access Plan	1
Language Access Coordinator (LAC).....	1
Introduction	1
Table of Contents	3
A. Our Agency and How We Interact with the Public	4
B. Populations with Limited English Proficiency that Our Agency Serves or is Likely to Serve.....	6
C. Determining the Need for Language Assistance Services and Language Identification.....	8
D. Provision of Language Assistance Services	9
E. Methods for Quality Assurance	12
F. Public Notice About the Availability of Free Language Assistance Services.....	13
G. Stakeholder Engagement and Outreach.....	13
H. Staff Training	14
I. Processes for Recordkeeping, Compliance Monitoring, and Reporting .	15
Appendix 1: Inventory of Translated Vital Documents.....	16

A. Our Agency and How We Interact with the Public

1. Agency Mission

Established in 1948 as a body corporate and politic of the State of New Jersey, the New Jersey Turnpike Authority (“NJTA”) manages and operates two of the busiest yet safest toll roads in the United States: the New Jersey Turnpike and the Garden State Parkway. NJTA works to provide a secure, efficient, innovative and resilient toll road system that facilitates the movement of people and goods throughout New Jersey and beyond. NJTA’s highway system plays a vital role in New Jersey’s economy. The Turnpike is a limited-access, 148-mile toll road that serves as part of the I-95 corridor, linking the major economic centers of the East Coast. Its connections to a major seaport in Newark and Elizabeth and an international airport in Newark make it an important route for commercial and passenger vehicles. It also serves New Jersey commuters traveling to and from the major metropolitan areas surrounding Philadelphia, New York City, and other employment centers in the state. The Parkway is a 172-mile limited access toll road running from the north of the state with connections to the New York State Thruway, and in the south to Route 9 near Cape May, New Jersey. It is the principal highway route between metropolitan Newark-New York City and the New Jersey seashore. In addition to these roadways, NJTA owns and maintains the PNC Bank Arts Center (formerly the Garden State Arts Center), a major regional entertainment venue along the Parkway in central New Jersey.

2. How We Interact with the Public

NJTA personnel interact with the public through a variety of channels, including direct contact with toll collectors, roadside assistance crews, and maintenance workers. NJTA personnel also have limited interaction with the public at service centers and rest stops operated primarily by vendors and, in some cases, with on-site staff. In addition, the NJTA’s digital and customer service infrastructure for the New Jersey E-ZPass System is a primary point of public engagement. The E-ZPass System allows the public to manage toll accounts and violations online, by phone, or in person at customer service centers.

3. Participating Entities

As a public entity, NJTA is committed to the implementation of, and participation in, authority-wide language access policies and procedures so that all New Jersey residents have equal access to NJTA information and services, regardless of language or English proficiency.

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 documents³ 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.

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)⁴
6. French Creole or Haitian Creole
7. Arabic

³ 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.”

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

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.

Our agency has made the following determination about the addition of languages beyond the top 7:

Based upon the diverse needs of the population that NJTA serves, NJTA has translated particular, project-specific documents into Hindi, Polish and Tagalog and may choose to translate future project documents as needed depending on the location and impacted communities.

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

Describe the populations with LEP that interact or are likely to interact with our agency or are otherwise in need or are eligible for our agency's services. This could include any efforts to identify specific language characteristics or needs through internal data or other relevant datasets, such as information from language services providers, school districts, community-based organizations, business associations, etc.

NJTA is committed to serving all populations traveling on its roadways. Populations with LEP that interact, or who are likely to interact with NJTA include, but are not limited to, New Jersey residents, commuters, commercial truck drivers, immigrants, refugees, international students, tourists, out-of-state visitors, and other members of ethnic groups or communities residing or traveling within the Authority's state-wide areas of service.

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

Description	Check (X) all that apply
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)	
Assistance from trained staff to identify the individual’s primary language	
Support from a qualified interpreter (in-person, over-the-phone and/or remote) to identify/confirm an individual’s primary language	
Other (specify):	

Table 2: Telephonic Communication

Description	Check (X) all that apply
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
Other (specify):	

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	
Multilingual chatbot on website	
Use of automated translation tools only to identify primary language	X
Other (specify):	

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
Other (specify):	

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	
Video-remote interpreting services	
Other (specify):	

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): NJ E-ZPass adheres to the language access policy of the NJTA and provides staff assistance in multiple languages to serve a diverse customer base. In addition, the NJ E-ZPass website offers an option to switch website content into Spanish.	X
Access to auxiliary aids such as hearing induction loops, pocket talkers, captioning, video-remote interpreting and/or simultaneous interpreting equipment	
Services through partner agencies that serve those who need auxiliary aids, including:	
The Department of Human Services' Division of the Deaf and Hard of Hearing	
Other (specify): NJTA is fully committed to upholding and enhancing accessibility for all members of the public. This commitment drives NJTA to continuously explore, implement and improve comprehensive accessibility measures across all services	X

Equipment or Service	Check (X) all that apply
and platforms. NJTA is dedicated to ensuring and improving effective communication and access for individuals who are deaf or hard of hearing, including through the use of necessary auxiliary aids and services.	

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
Other (specify): NJTA will continue to assess language access needs and procedures to ensure that all members of the public are effectively supported and served. This commitment is supported by NJTA's established practices, protocols and procedures, which include routine and regular data analysis, access to interpretation, prioritization of vital documents and forms, and ongoing staff training focused upon cultural competency and effective communication strategies.	X

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	
Information on agency's website describing available language assistance services, processes, and documents required by the Law	X
Printed material, publications, and advertisements	
Telephone voice menu providing information in non-English languages	
Public service announcements	
Other (specify): To better serve the diverse needs of NJTA's patrons, NJTA's personnel are trained to utilize a contracted translation service for individuals with limited English proficiency.	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	
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

Method	Check (X) all that apply
Having clear and measurable goals for program/service-specific outreach and communication to reach individuals with LEP from different language communities	X
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	
A website to receive feedback, and/or <i>public email address</i> 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	
The agency's resources and best practices for providing language assistance services	
How to access and work with interpreters and translators	X
Cultural competence and cultural sensitivity	
How to obtain translation and interpreting services	X
Maintaining records of language access services provided to individuals with LEP	

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

Method	Check (X) all that apply
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

Metric	Check (X) all that apply
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	
Other (specify): In addition to the above noted means of recordkeeping, NJTA maintains a recorded phone line for all incoming telephone calls to the Statewide Traffic Management Center.	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:

See, www.njta.gov