

Township of Monore

Title VI Plan

9/28/2015

Non-Discrimination Policy

Township of Monroe operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964, as amended. Any person who believes that she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint in writing to Township of Monroe. To file a complaint, or for more information on Township of Monroe obligations under Title VI write to: Township of Monroe or visit www.monroetwp.com. Transportation services provided by this agency are in whole or part funded through federal funds received through NJ TRANSIT and as an individual you also have the right to file your complaint under Title VI to FTA by writing to: FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590. It can also be found on our Township website at www.monroetwp.com.

If information is needed in another language, contact (732-521-4400) and they can direct to someone who can translate for you.

यदि किसी अन्य भाषा में जानकारी की जरूरत है, संपर्क (732-521-4400) और वे कोई है जो आप के लिए अनुवाद कर सकते हैं करने के लिए प्रत्यक्ष कर सकते हैं।

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 Township of Monroe (hereinafter referred to as "the Authority") may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Township of Monroe investigates complaints received no more than 7 days after the alleged incident. The Authority will process complaints that are complete. **Notice of Non-Discrimination will be posted on the township website, passenger transportation vehicles, township reception areas and common locations where our consumers may gather.**

Once the complaint is received, the Authority will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The Authority has 7 days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 15 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

शीर्षक VI शिकायत प्रक्रिया

के किसी भी व्यक्ति जो मानता है वह या वह जाति, रंग, या राष्ट्रीय मूल के आधार पर बस्ती के मोनरो (चलकर "प्राधिकारी के रूप में" संदर्भित) द्वारा भेदभाव किया गया है एक शीर्षक VI को पूरा करने और एजेंसी के शीर्षक VI शिकायत प्रपत्र सबमिट करने के द्वारा शिकायत दर्ज कर सकता। मोनरो टाउनशिप का कोई अधिक से अधिक 180 दिन की कथित घटना के बाद प्राप्त शिकायतों की जांच। प्राधिकरण की शिकायत है कि पूरा कर रहे हैं प्रक्रिया जाएगा।

एक बार शिकायत प्राप्त होती है, प्राधिकरण अगर हमारे कार्यालय के क्षेत्राधिकार है यह निर्धारित करने के लिए यह समीक्षा करेंगे। शिकायतकर्ता उसे/उसे बताए कि क्या शिकायत हमारे कार्यालय द्वारा जांच की हो जाएगा एक पावती पत्र प्राप्त करेंगे।

प्राधिकरण 45 दिनों के शिकायत की जांच करने के लिए है। यदि मामले को हल करने के लिए और अधिक जानकारी की जरूरत है, प्राधिकरण शिकायतकर्ता संपर्क कर सकते हैं। शिकायतकर्ता मामले को सौंपा अन्वेषक के लिए अनुरोधित जानकारी भेजने के लिए पत्र की तारीख से 15 दिनों के कारोबार है। यदि अन्वेषक ने शिकायतकर्ता से संपर्क नहीं किया है या अतिरिक्त जानकारी के 15 व्यावसायिक दिनों के भीतर प्राप्त नहीं होता है, प्राधिकरण प्रशासनिक दृष्टि के मामले को बंद कर सकते हैं।

यदि शिकायतकर्ता उनके मामले को आगे बढ़ाने के लिए अब और नहीं चाहता है एक मामला प्रशासनिक दृष्टि भी बंद हो सकते हैं।

अन्वेषक शिकायत की समीक्षा करने के बाद, वह/वे दो अक्षरों के एक शिकायतकर्ता को जारी करेगी: एक बंद करने के पत्र या (LOF) को खोजने का एक पत्र। एक बंद करने के पत्र आरोपों सारांशित और राज्यों कि शीर्षक VI उल्लंघन नहीं था और कि मामले को बंद हो जाएगा। एक LOF आरोपों और कथित घटना के बारे में साक्षात्कार का सारांश देता है, और बताते हैं कि चाहे किसी भी अनुशासनात्मक कार्रवाई, अतिरिक्त प्रशिक्षण स्टाफ सदस्य या अन्य क्रिया के घटित होगा। यदि शिकायतकर्ता का निर्णय अपील करना चाहता है, वह/वे ऐसा करने के लिए तिथि पत्र या LOF के बाद 30days है।

एक व्यक्ति भी एक संघीय पारगमन प्रशासन, के साथ सीधे एफटीए कार्यालय में नागरिक अधिकार, 1200 न्यू जर्सी एवेन्यू SE, वाशिंगटन, डीसी 20590 की शिकायत दर्ज कर सकता।

Title VI Complaint Form

Note: The following information is needed to assist in processing your complaint.

A. Complainant's information:

Date: _____
Name: _____
Address: _____
City/State/Zip Code: _____
Telephone Number (Home): _____
Telephone Number (Work): _____
Email Address: _____

Accessible Format Requirements? (Select One or More)

- Large Print
- TDD
- Audio Tape
- Other

B. Person discriminated against (if someone other than complainant):

Name: _____
Address: _____
City/State/Zip Code: _____
Telephone Number (Home): _____
Telephone Number (Work): _____
Email Address: _____

Relationship to the person for whom you are complaining: _____

Please explain why you have filed for a third party: _____

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.

- Yes
- No

C. Which of the following best describes the reason you believe the discrimination took place?

____ Race ____ Color ____ National Origin

Other: _____

D. On what date(s) did the alleged discrimination take place?

Date: _____
Date: _____

शीर्षक छठी शिकायत फॉर्म

नोट: आपकी शिकायत को संसाधित करने में सहायता के लिए निम्नलिखित जानकारी आवश्यक है।

ए शिकायतकर्ता की जानकारी:

तारीख: _____

नाम: _____

पता: _____

शहर (*): राज्य (*): पिन कोड:

टेलीफोन नंबर (होम): _____

टेलीफोन नंबर (कार्य): _____

ईमेल पता: _____

पहुंच योग्य प्रारूप आवश्यकताएं? (एक या अधिक का चयन करें)

ओ बड़े प्रिंट

ओ TDD

ओ ऑडियो टेप

ओ अन्य

बी व्यक्ति के खिलाफ भेदभाव (यदि शिकायतकर्ता के अलावा कोई अन्य):

नाम: _____

पता: _____

शहर (*): राज्य (*): पिन कोड:

टेलीफोन नंबर (गृह): _____

टेलीफोन नंबर (कार्य): _____

ईमेल पता: _____

उस व्यक्ति से संबंध है जिसके लिए आप शिकायत कर रहे हैं: _____

कृपया समझाएं कि आपने तीसरे पक्ष के लिए क्यों दायर किया है:

कृपया पुष्टि करें कि यदि आप किसी तीसरे पक्ष की ओर से फाइल कर रहे हैं तो आपको पीड़ित पार्टी की अनुमति प्राप्त हुई है।

जी हाँ
ओ नहीं

सी। निम्नलिखित में से कौन सा सबसे अच्छा कारण का कारण बताता है कि आपको भेदभाव हुआ है?

_____ स्थिति _____ Color _____ राष्ट्रीय मूल

अन्य:

डी। कथित भेदभाव किस तिथि पर किया गया था?

तारीख: _____

तारीख: _____

तारीख: _____

तारीख: _____

अन्य:

ई। कथित भेदभाव का वर्णन करें। समझाओ कि क्या हुआ और जिसे आप मानते हैं वह जिम्मेदार था। शामिल सभी व्यक्तियों का वर्णन करें उस व्यक्ति (व्यक्तियों) के नाम और संपर्क जानकारी शामिल करें, जो आपके विरुद्ध भेदभाव करते हैं (यदि ज्ञात होते हैं) साथ ही साथ किसी भी गवाह के नाम और संपर्क जानकारी यदि अतिरिक्त स्थान की आवश्यकता है, तो कागज की एक शीट जोड़ें।

List of Transit-Related Title VI Investigations, Complaints, and Lawsuits

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.				
2.				

Public Participation Plan

Township of Monroe complies with Federal Transit Law 49 United States Code (USC) Chapter 53, Section 5307 (d)(1)(I) by developing a locally written process for soliciting and considering public comment before raising a fare or carrying out a major service reduction. In addition, the following public outreach and participation plan meets the requirements of U.S. DOT Order 5610.2(a), Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, FTA C 4703.1 Environmental Justice.

Township of Monroe employs several means to communicate to the general public regarding the activities it performs including LEP (limited-English proficient) and minority populations. The communication activities may focus in different mediums depending on the program or population affected. These include but are not limited to:

Public Information and Notifications

Township of Monroe publishes notices, brochures and tables regarding Township of Monroe’s proposals and programs, including how the public can obtain information and make comments, where meetings are to take place, and other applicable information. The notices for public input are posted 30 days in advance so the public has time to consider proposals and make comments. The notice methods include:

- Website links and articles
- Rack cards/”take ones” placed throughout Township Offices
- Press releases to local newspapers
- Community newspapers

Meeting Locations

Township of Monroe meets at 1 Municipal Plaza which is a public location that has convenient access to transit and is centrally located so that anyone in its service area can attend meetings and receive information about any Township of Monroe activities that will impact them, especially LEP and minority populations. All public meeting locations will be accessible to those with disabilities.

Public Meeting Forums

On critical issues such as major service changes are reviewed by the Township's Business Administrator and our Health & Human Services and at their discretions and in accordance with relevant regulations, by the Township Council with public hearings as appropriate.

Website

Township of Monroe's website provides round-the-clock information on the transit system and route schedules. Any changes in service, such as weather anomalies or holiday hours, are made available on the site. Township of Monroe press releases and customer newsletters are published on the site. The site has Google Translation software for on demand translation to Hindi. RSS messages can be sent to customer phones for immediate service alerts when they sign-up for the service. Customers also may apply on line to become a member of Township of Monroe's Customer Advocacy Group, which reports directly to the Township of Monroe Management staff. This council is representative of both minority and non-minority groups.

Community Events

Township of Monroe staff members regularly participate in community events that are not specific to public transit such as ethnic festivals, arts and music events, or events that promote a specific community or district. Township of Monroe staffers man a display booth and provide information on public transit activities and review customer feedback.

Outreach to Community Groups

Township of Monroe meets with community groups and social service agencies to listen to community concerns on the effects of fare changes to low-income and minority populations. Township of Monroe has associations with Monroe Township Affordable Housing and Senior Services, all of which assist LEP persons.

Jurisdictional Meetings

Township of Monroe conducts an extensive outreach program with jurisdictions throughout its service area. Over 30 meetings annually are conducted to gather meaningful feedback on current transit needs issues, offer information about the services Township of Monroe provides, and enhance relationships with our stakeholders.

Language Assistance Plan

The **Township of Monroe** is responsible for the management of the Township's local bus service and **Township of Monroe's** paratransit service. The County is the Primary Recipient of funds from the Federal Transit Administration (FTA) for the purpose of providing public transportation. Sub-Recipients within the County receive their FTA funds for public transportation through the County. The sub-recipients include the **service area** for the **Township of Monroe** service, **Suburban Transit** (a private company providing public bus service) and **Suburban Transit** (a private company providing public bus service). This Language Assistance Plan (LAP) applies to the **Township of Monroe service area** services and to the public services of the Sub-Recipients.

The **Township of Monroe** uses information obtained in a Four Factor Analysis to determine if the specific language services provided are appropriate. This analysis helps **Township of Monroe** communicate effectively with persons with LEP or low-literacy. The Four Factor Analysis considers the following components:

- 1) The number or portion of LEP persons eligible to be served or likely to be encountered by **Township of Monroe**.
- 2) The frequency with which LEP persons come into contact with **Township of Monroe**.
- 3) The nature and importance of **Township of Monroe** activities, programs and services to people's lives.
- 4) The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

The following sections describe the application and results of the four factor analysis for **Township of Monroe**.

1. Description of the Limited English Proficient Population(s) Served

The **Township of Monroe** system serves all Monroe residents taking them to doctors in Monroe, Jamesburg, Cranbury, Princeton, Plainsboro and Hightstown areas. The **Suburban Transit** commuter bus service operates between various points in the **service area** to the communities and New York City.

American Community Survey 5-Year Estimates from 2012 reveal that at the county level, while there are numerous languages spoken at home, there is one (1) language spoken where more than 1,000 people speak English less than very well.

Table 1: Languages at the Township Level

It is noted that this data categorizes Limited English Proficiency as persons who speak English “less than very well”, which includes residents who speak English “well”, while LEP is generally considered persons who speak English “not well” or “not at all”. This definition artificially inflates all of the LEP persons total, including raising the number of Chinese and Russian LEP persons above the 1,000 person threshold. *Other Asian Languages is not a specific language, but instead a group of languages with no detail regarding the number of LEP persons for each language included, so it does not require any specific consideration in relation to the Safe Harbor Provision.

2. Frequency of Use by the Limited English Proficient Populations

Language Spoken	Number that speak English less than very well (estimated)	Percentage that speak English less than very well
English	82%	
Asian	13%	
Chinese	2%	
Korean	1%	
Other Asian	1%	
Filipino	1%	

Individuals with limited English proficiency inquire about use and are affected by services that **Township of Monroe** provides on a daily basis. Operational services include fixed route service and ADA paratransit service. Individuals with limited English proficiency also come into contact with **Township of Monroe** by calling the customer service telephone line, visiting the facility, and using the website. A significant part of the development of the **Township of Monroe’s** Language Assistance Plan is the assessment of major points of contact, which include, but are not necessarily limited to, the following:

- ◆ Riding fixed route, paratransit and commuter buses
- ◆ Communication with customer service staff
- ◆ Printed outreach materials
- ◆ Website

Exhibit 1: Frequency of Encountering Different Languages by Employees of Township of Monroe

“Deaf” was the only response specified in the “Other” languages category. Approximately 98 percent of respondents who indicated “other” did not list the other language to which they were referring.

Exhibit 2: Most Requested Information from Non-English Speakers

Most interactions between the **Township of Monroe** and with passengers with Limited English Proficiency (LEP) are face-to-face (50 percent). Another 50 percent of respondents also interact with passengers over the phone.

The routes with interactions with passengers with Limited English Proficiency (LEP) are listed as follow: Freehold Out of Town Shuttle, Princeton Out of Town Shuttle, Medical runs and some Day Trips.

3. Importance of Township of Monroe to People's Lives

Access to the services provided by the **Township of Monroe** is critical to the lives of many who depend on **the Township of Monroe** for access to medical appointments and essential services.

4. Providing Language Assistance for Relevant Programs, Activities and Services

The **Township of Monroe** utilizes the services of an in-house Transportation Assistant who is fluent in Spanish and Greek. The Transportation Assistant provides rider information at the **Township of Monroe's** telephone information line, and translates all informational flyers, notices, and other information for the **Township of Monroe**.

For items in a word-processed format, Google Translate is provided for all languages on the **Township's** website www.monroetwp.com.

Informational presentations involving access to public transportation for the LEP populations have been conducted to inform agencies on services available to their target populations, which include the LEP populations. The **Township of Monroe** will conduct public and individual interaction with agencies and the ridership directly to determine LEP needs. The **Township of Monroe** will ensure outreach communications are in languages that meet LEP thresholds and that interpreters are available for presentations.

The Township of Monroe is fully committed to thoroughly abiding by the Public Participation Plan that is outlined above within this Title VI Plan.

Training Township of Monroe Staff

The **Township of Monroe's** staff at all levels is aware of the need to reach out and provide information to LEP persons who rely on the transit services the **Township of Monroe** manages. In order to ensure that new staff members understand this need, supplemental training will be provided as part of the **Township of Monroe** employee orientation and annual training programs.

Particular attention will be given to the training of the staff people who receive requests. Additionally, staff who receive and respond to passenger requests for service changes, complaints, and other needs, shall be trained to openly receive the information from LEP and low-literacy riders, and distribute the information to the appropriate section of the **Township of Monroe** or to the operator of the transit service. All of the individuals in these groups will be made aware of the regularly updated Department of Social Services Interpreters List and services. **Township of Monroe** staff and the operator of the **Township of Monroe** transit systems should be trained so that they may recognize the specific needs of each LEP community, and how to assist transit-dependent LEP or low-literacy persons in using the service and having their requests or complaints addressed. The **Township of Monroe** continually trains its staff in all safety matters along with any courses that are offered by the State of NJ and NTI.

Providing Notice to Limited English Proficient Persons

As a matter of policy, all vital documents related to **Township of Monroe** services are printed in English and Asian. Service changes brochures and flyers, which advertise service adjustments and emergency information are also printed in both English and Asian. On-board signage, advertising of **Township of Monroe's** program and legal signage are also printed in English and Spanish. All planning activities and notices that are advertised to the press are shared with news sources that serve a variety of **Township of Monroe service area** LEP communities. Such publications include English language publications like the Home News and local community newspapers.

The **Township of Monroe** planning program adheres to the Public Involvement Plan (PIP) as adopted by the **Metropolitan Planning Organization (MPO)**, on September 22, 2014. **MPO's** PIP made the following commitment:

To better achieve its outreach efforts, MPO has developed five desired goals for its public involvement activities:

1. Educate the public about the transportation planning process and how they can get involved;

2. *Engage the public and all stakeholders through timely notice of meetings and events and increased opportunities to provide input;*
3. *Enhance outreach tools and techniques to engage the many diverse regional constituencies;*
4. *Ensure that public participation methods, mechanisms and opportunities are clearly defined and accessible; and*
5. *Effectively involve the community, including those who have been traditionally underserved and underrepresented in the planning process.*

MPO's public involvement efforts strive to bring varied stakeholders into the process – in dynamic and significant ways – and enhance the level of collaboration and meaningful input.

While the **Township of Monroe** has the capabilities to assist LEP persons who speak Asian, there may be instances when activities will necessitate the provision of information and notices in languages other than English or Asian. For example, if activities conducted affect a community in which there is a large population of LEP individuals who speak other Spanish languages the **Township of Monroe** may rely on other county resources for translation services or Township employees who speak Spanish. .

Outcomes - Monitoring, Evaluating and Updating the Plan

The **Township of Monroe** conducts periodic ridership, origin-destination and marketing surveys. In 2012 a ridership survey was conducted via mail in English. The **Township of Monroe** worked to acquire LEP and spoken language data so that accurate profiles of transit riders could be established and measures could be taken to reach out to the LEP population to plan accordingly.

To ensure this LAP will continue to be implemented successfully, **Township of Monroe** will develop a committee to evaluate all information received from surveys, focus group meetings, outreach efforts, staff contact and trainings. The committee will review the plan annually for updates as needed, while also developing new concepts for implementation in the next plan. The committee will monitor the following statistics, at minimum:

- ◆ Statistics kept on LEP contacts
- ◆ Annual review of local Census data
- ◆ Ongoing collaboration with community partners
- ◆ Effectiveness and usage of written translated documents
- ◆ Assessment of the Civil Rights Act Title VI Program

Resources and Costs for LEP Outreach

The **Township of Monroe** has committed resources to improving access to its services and programs for LEP persons. Today, bilingual information (English/Asian) is distributed in an extensive number of mediums. To date, the costs associated with these efforts fit within the **Township of Monroe's** marketing and outreach budget. Costs are predominantly associated with material production.

Following the Four Factor Analysis, the **Township of Monroe** concluded that there are currently extensive outreach materials for the languages spoken by persons with Limited English Proficiency in the service area. Based on all aspects of the Four Factor Analysis, the availability of interpreters is sufficient to meet the needs of the LEP population. The current translation of vital documents into Asian and the availability of interpreters are sufficient to meet the needs of the Asian-speaking LEP population. However, the **Township of Monroe** has established a near-term goal to include the translation of vital documents into Spanish, based on available resources and funding for such activities. The **Township of Monroe** will continue to apply its monitoring process to ensure accessibility of services and information to the LEP population.

“**Township of Monroe**” has a City Manager form of Government. The Mayor and Municipal Council are publicly elected every four (4) years by the citizens of Monroe. There is not a non-elected committee.

The Township of Monroe is always looking for new member for our Council; our efforts include but are not limited to sending notices to minority organizations, posting a notice on our website and a notice in the Township hall.

Body	Caucasian	Latino	African American	Asian	Native American	INSERT RACE	INSERT RACE
Council	%100	%	%	%	%	%	