

# TOWNSHIP OF LAKEWOOD

## TITLE VI PROGRAM



TOWNSHIP OF LAKEWOOD

Transportation Program

231 3<sup>rd</sup> Street

Lakewood, NJ 08701

[www.lakewoodnj.gov](http://www.lakewoodnj.gov)

Thomas Henshaw

Township Manager

(732) 364-2500 x 5200

[thenshaw@lakewoodnj.gov](mailto:thenshaw@lakewoodnj.gov)

## INTRODUCTION

This document was prepared by the Township of Lakewood Transportation and approved by the Township of Lakewood Mayor and Council to comply with the Title VI of the Civil Rights Act of 1964, including the new provisions detailed in the U.S. department of Transportation FTA Circular 4702.1B, Title VI Requirement and Guidelines for Federal Transit Administration Recipients and its sub-recipients.

## Table of Contents

- Title VI Notice to the Public Page 4
- List of locations Where Title VI Notice is Posted Page 5
- Title VI Complaint Procedures Page 6-7
- Title VI Complaint Form Page 8-10
- List of Transit Related Title VI Investigations, Complains and Lawsuits  
Page 11
- Public Participation Plan Page 12
- Language Assistance Plan Page 13-14
- Four Factor Analysis Page 15-19
- Language Assistance Implementation Plan Page 20-21
- Membership of non-elected  
Committees and councils and Equity Analysis Page 22

### **Non-Discrimination Policy**

The Township of Lakewood 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 Lakewood Township Public Works Department to file a complaint, or for more information on Lakewood Township obligations under Title VI write to:

**231 Third Street Lakewood, NJ 08701 or visit**

**<http://www.lakewoodnj.gov/>**. 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 to both Lakewood Township as well as the Federal Transit Administration. Complaints may also be filed with the Federal Transit Administration in writing and may be addressed to: Title VI Program Coordinator, East Building, 5th Floor – TCR, U.S. Department of Transportation, Federal Transit Administration, Office of Civil Rights, 1200 New Jersey Avenue, SE, Washington, DC 20590

If information is needed in another language, contact (732) 905-3405.

Si se necesita información en otro idioma, comuníquese con (732) 905-3405.

*\*\*\* Note to the operator: Make sure the last sentence is also provided in any language(s) spoken by LEP populations that meet the Safe Harbor Threshold (FTA 4702.1B).*

**List of Locations Where Title VI is Posted**

The Township of Lakewood Transportation Program notice to the public is currently posted at the following locations:

<u>Location Name</u>	<u>Address</u>	<u>City</u>
Lakewood Township Municipal Building	231 3 <sup>rd</sup> Street	Lakewood, NJ
Ocean County Library	301 Lexington Ave.	Lakewood, NJ
OHI (Ocean Health Initiatives)	101 2 <sup>nd</sup> Street	Lakewood, NJ
CHEMED (Center for Health, Medicine and Dentistry)	1771 Madison Ave.	Lakewood, NJ

In Addition, the notice is posted on each Lakewood Shuttle bus, on the Lakewood Township website [www.lakewoodnj.gov](http://www.lakewoodnj.gov)

## **Title VI Complaint Procedure**

As a sub recipient of Federal Funding, The Lakewood Township Transportation Program is required to comply with Title VI of the Civil Rights Act of 1964 and therefore operates its programs without regard to race, color or national origin.

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Lakewood Township Transportation Program may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The Lakewood Township Department of Transportation Program investigates complaints received no more than 180 days after the alleged incident. The Lakewood Township Transportation Program will process complaints that are complete.

Once the complaint is received, the Lakewood Township Transportation Program 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 Lakewood Township Transportation Program has 30 days to investigate the complaint. If more information is needed to resolve the case, the Lakewood Township Transportation Program may contact the complainant. The complainant has 10 business days from the date of the letter to send request info to the investigator assigned by the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, the Lakewood Township Transportation Program 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 state that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff or other action will occur, If the complainant wished to appeal the decision, she/he has 10 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

Si se necesita información en otro idioma, llame al (732) 364- 2500

**Township of Lakewood Department of Transportation Program**

**Title VI Complaint Form**

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

Complaint Form

<b>Section I: Please write legibly</b>	
Name:	
Address:	
City/State/Zip Code:	
Telephone(Home):	Telephone(Cell):
Email Address:	
Accessible Format      ( ) Large Print      ( ) Audio Tape Requirements?    ( ) TDD                      ( ) Other	
<b>Section II:</b>	
Are you filing this complaint on your own behalf?    ( ) Yes    ( ) No	
If NO, please complete the following information on the person being discriminated against:	
Name:	
Address:	
City/State/Zip Code:	
Telephone(Home):	Telephone(Cell):
Email Address:	
Relationship with the person for whom you are complaining:	
Please explain why you have filed for a third party:	
Please confirm that you have received permission from the aggrieved party if you are filing on behalf of a third party.    ( ) Yes    ( ) No	

**Section III:**

Which of the following best describes the reason you believe the discrimination took place? ( ) Race ( ) Color ( ) National Origin  
( ) Other

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

Date:  
Date:  
Date:  
Date:  
Other:

Please describe the alleged discrimination. Explain what happened and whom you believe is responsible. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If any additional space is needed, add a sheet of paper.

Have you filed this complaint with any other Federal, State or local agency, or which any Federal or State court? List all that apply:

Federal Agency: \_\_\_\_\_  
Federal Court: \_\_\_\_\_  
State Agency: \_\_\_\_\_  
State Court: \_\_\_\_\_  
Local Agency: \_\_\_\_\_

If you have checked above, please provide information about a contact person as the agency/ court where the complaint was filed.

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Address: \_\_\_\_\_  
City/State/Zip Code: \_\_\_\_\_  
Telephone Number (Home): \_\_\_\_\_  
Telephone Number (Work): \_\_\_\_\_  
Email Address: \_\_\_\_\_

Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

Signature: \_\_\_\_\_  
Date: \_\_\_\_\_  
Attachments: Yes: \_\_\_\_\_ No: \_\_\_\_\_

Submit form and any additional information to

Township of Lakewood  
Transportation Program - Title VI  
231 3<sup>rd</sup> Street  
Lakewood, NJ 08701



demanda en nombre de un tercero. ( ) Si ( ) No
<b>Sección III:</b>
¿Cuál de las siguientes opciones describe mejor la razón por la que cree que se produjo la discriminación? ( ) Raza ( ) Color ( ) Nacional Origen ( ) Otro
¿En qué fecha se produjo la supuesta discriminación? Fecha: Fecha: Fecha: Fecha: Otro:
Por favor describa la discriminación alegada. Explique qué sucedió y a quién cree que es responsable. Describe a todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la persona(s) que lo discriminó (si lo conoce), así como los nombres y la información de contacto de los testigos. Si necesita espacio adicional, agregue una hoja de papel.
¿Ha presentado esta queja ante cualquier otra agencia federal, estatal o local, o ante cualquier tribunal federal o estatal? Enumere todos los que aplican: Agencia Federal: _____ Corte federal: _____ Agencia del estado: _____ Tribunal Estatal: _____ Agencia local: _____

Si marcó arriba, brinde información sobre una persona de contacto como la agencia / tribunal donde se presentó la queja.

Nombre: \_\_\_\_\_

Título: \_\_\_\_\_

Dirección: \_\_\_\_\_

Ciudad (\*): Estado (\*): Código postal:  
\_\_\_\_\_

Número de teléfono (casa): \_\_\_\_\_

Número de teléfono (trabajo): \_\_\_\_\_

Dirección de correo electrónico:  
\_\_\_\_\_

Por favor firme abajo. Puede adjuntar cualquier material escrito u otra información que considere relevante para su reclamo.

Firma: \_\_\_\_\_

Fecha: \_\_\_\_\_

Adjuntos: Sí: \_\_\_\_\_ No: \_\_\_\_\_

Enviar formulario y cualquier información adicional a

El municipio de Lakewood  
Programa de Transporte - Título VI  
231 3<sup>rd</sup> Calle  
Lakewood, NJ 08701

**Township of Lakewood Transportation Program**

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

The Township of Lakewood Transportation Program has not been involved in any transportation- related Title VI investigations, lawsuits or complaints.

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

	<b>Date (Month, Day, Year)</b>	<b>Summary (Include basis of Complaint: race, color or national origin)</b>	<b>Status</b>	<b>Action(s) Taken</b>
<b>Investigations</b>				
1.				
2.				
<b>Lawsuits</b>				
1.				
2.				
<b>Complaints</b>				
1.				
2.				

---

**Township of Lakewood Transportation Program**

**Public Participation Plan**

The Township of Lakewood Transportation Program offers transportation services to all residents of Lakewood Township as well as visitors who wish to avail themselves of this service. Transportation is available to all who wish to ride. We do not discriminate based on race, color, nationality, age, gender or disability or any other form of discrimination.

The mission of the Township of Lakewood Transportation Program is to provide low-cost transportation to anyone who needs it. Our goal is to reduce emissions and to reduce our carbon footprint by removing as many cars as possible from the road through providing mass transit as an alternate means of transportation. We are targeting the most necessary areas- Industrial Park, where many lower wage employees do not have access to a vehicle or the means to purchase one. We are providing an affordable option with which to commute to work. Our steady, reliable service benefits both employees and employers. Our residential routes offer low-cost reliable transportation in densely populated areas, thereby removing cars from the road and reducing traffic. We conform to the regulations of the ADA and our vehicles are all equipped with wheelchairs. We provide deviated routes to individuals with disabilities so long as the request is within the required guidelines. Our staff is friendly and helpful and trained to deal with individuals from all backgrounds and ethnic groups. We have bi-lingual staff onsite to assist with and serve as interpreters for our LEP (Limited English Proficiency) participants. The Township of Lakewood Transportation Program notice to the public is currently posted on all our vehicles, in the Lakewood Township Municipal Building, Ocean County Library Lakewood branch, OHI and CHEMED.

The Township of Lakewood Transportation Program intends to meet the requirements set forth by the Civil Rights Act of 1964 and by the FTA circular 4702.1B. The Township of Lakewood Transportation Program encourages public participation through citizens expressing their concerns, desires and values. At every opportunity through prescribed methods we will solicit input from our riders in order to best support persons served without creating disproportionately high and adverse human health or environmental effects on minority and/ or low income populations.

The Township Committee meetings are open to the public. Interested parties may ask questions and make comments during the public portion of the meeting. Notice of the public meetings are advertised 1.) in the municipal building upon the public bulletin board; 2.) upon the municipal website; and 3.) designated local newspapers. Meetings

are held in the municipal auditorium unless otherwise stated in a public notice. The location is ADA compliant.

At this time, the transportation services are not provided during the hours of the Township Committee meetings. It is our hope that service can be expanded in the future making this an opportunity for a stop along the route in the downtown. At this time, riders have the option to use other local transportation as Lakewood is served by several taxi operators.

The transportation service is funded by the Township of Lakewood. It is budgeted for annually. Interested parties may comment on the budget and services at any open public meeting. Agendas are posted on the municipal website so that the public has the opportunity to know what will be up for discussion and/or approval at each meeting. Agendas are also available at the meetings.

The township works with local community and religious organizations to make information available to the public and solicit feedback concerning service. The township also has a transportation advisory committee.

## **Lakewood Township Transportation Program**

### **Language Assistance Plan**

#### **OVERVIEW:**

The first section in this document describes the purpose of the Language Assistance Plan (LAP). The second section in this document provides the four-factor Limited English Proficiency (LEP) analysis as outlined by the Department of Transportation (DOT) used to identify LEP needs and assistance measures. This analysis helps the Lakewood Township Transportation Program communicate effectively with persons with LEP or low literacy. The four-factor LEP analysis considers the following components:

**Factor 1:** The number or proportion of LEP persons eligible to be served or likely to be encountered by the Lakewood Township Transportation Program.

**Factor 2:** The frequency with which LEP persons come into contact with the Lakewood Township Transportation Program.

**Factor 3:** The nature and importance of the Lakewood Township Transportation Program and its impact on peoples' lives.

**Factor 4:** The resources available to the recipient for LEP outreach and Lakewood Township Transportation Program as well as the costs associated with that outreach.

The third and final section discusses the implementation of the Language Assistance Plan, which includes methodologies for identifying LEP individuals, providing services, establishing policies, mentoring the LAP and recommendations for future LAP implementations.

### **Purpose of the Language Assistance Plan**

The limited English Proficiency Plan has been developed to address the Lakewood Township Department of Transportation Program Services responsibilities as a sub-recipient of federal financial assistance as they relate to the needs of individuals with limited language skills. This plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964; Federal Transit Administration Circular 4702.1B, dated October 1, 2012 which states that the level and quality of transportation service is provided without regard to race, color, or national origin. FTA Circular 4702.1B was developed by the Federal Transit Administration (FTA) and details the administrative and reporting requirements for recipients of FTA financial assistance to comply with Title VI and related executive orders including LEP. One critical concern addressed by Title VI is the language barrier that Limited English Proficiency (LEP) persons face with respect to assessing information about using the transit service. Transit operators must ensure this group has adequate access to all services our Public Transportation Department offers.

Executive Order 13166, titled, "Improving Access to Services for Persons with Limited English Proficiency," indicated that the different treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each federal agency to publish guidelines for its respective recipients clarifying their obligation to ensure that such discriminations do not take place. This order applies to all state and local agencies which receive federal funding.

Lakewood Township Transportation Program has developed this plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by the Lakewood Township Transportation Program. This document is also consistent with the U.S. Department of

Justice's guidelines on self-assessment, which are contained in the Language Access Assessment and Planning Tool for Federally Conducted and Federally Assisted Programs.

## **Four Factor Analyses**

### **Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the Lakewood Township Transportation Program.**

The Lakewood Township Transportation Program is fully compliant in meeting the Title VI requirements. As a sub-recipient of FTA 5310 Grant funding, the agency's focus is primarily to provide transportation for low-income residents who may or may not have access to their own method of transportation. This service is utilized as a means of transportation to places of employment, school and shopping as well as non-emergency medical appointments. The service travels through densely populated areas, providing relief to the severe congestion on the road. There is a diverse population in Lakewood and we are constantly striving to enrich our entire town through appreciation of all cultures.

### **Safe Harbor Provision**

The Federal Transit Authority Circular 4702.1B states:

"DOT has adopted DOJ's Safe Harbor Provision, which outlines circumstances that can provide a "Safe Harbor" for recipients regarding translation of written materials for LEP populations. The Safe Harbor Provision stipulates that if a recipient provides written translations of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encounters, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. Translation of non-vital document, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%)

trigger, the recipient is not required to translate vital written materials but should provide notice in the primary language if the LEP language group of the right to receive competent oral translation of those written materials, free of cost. These Safe Harbor Provisions apply to the translations of written documents only. They do not affect requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. A recipient may determine, based on the Four Factor Analysis that even though a language group

meets the threshold specified by the Safe Harbor Provisions, written translation may not be an effective means to provide language assistance measures. For example, a recipient may determine that a large number of persons in that language group have low literacy skills in their native language and therefore require oral interpretation. In such cases, background documentation regarding the determination shall be provided to the FTA in the Title VI Program.

Lakewood Township obtained information from the U.S. Census Bureau's American Fact Finder in the section "Profile of General Population and Housing Characteristics: 2010 Demographic Profile Data". Language information was obtained from "Selected Social Characteristics in the United States 2009-2013 American Community Survey 5 year estimates", in order to determine the population of LEP persons within the jurisdiction and the primary language spoken.

The U.S. Census Bureau 2009-2013 American Community Survey estimated that at the time of the survey Lakewood Township had a total population of 92,843 of whom 76,299 were individuals age 5 years and older. Of this population, 74.1% speak only English, while the remaining 25.9% speak other languages, either in addition to or instead of English. In Lakewood Township, 9.6 % of the population represents the LEP population, that is, English is not their primary language and they speak English less than very well.

**LEP Population in Lakewood Township Ocean County NJ Service Area**

<b>Lakewood Township Ocean County NJ Language Spoke</b>	<b>Estimate</b>	<b>Percentage</b>
<b>Total population 5 yrs+&gt;</b>	<b>76,299</b>	<b>100</b>
<b>Speak Only English</b>	<b>56,561</b>	<b>74</b>
<b>Speaks language other than English</b>	<b>19,738</b>	<b>26</b>

The above data demonstrates that the Spanish Speaking LEP populations meets the 5% or 1,000 person thresholds for requiring written translation of vital documents. It is important to note that although there are currently 9.6% of Lakewood Township residents who speak English less than very well, our current bus service does not service most of said population. Of the approximately 1,000 riders each week, we currently have about 50 riders with a primary language other than English of which approximately 30 speak English less than very well. As we expand and we do start servicing a greater part of the LEP population, we will implement the necessary tools to assist in translation assistance to residents in need, but at this point, it is not necessary.

Our Safe Harbor Provision study determined that the Spanish speaking LEP populations met the 5% or 1,000 person threshold for requiring written translation of vital documents. However, since as stated above, the demographic that we are currently servicing is a minuscule percentage of the LEP population, the number of LEP persons meeting our criteria would be significantly lower. Individuals needing assistants in Spanish can call Public Works 732-905-3405 which is posted in each bus. The employees are trained to direct the LEP persons to call the number posted on the bus to get assistance as fast as possible.

**Factor 2: The frequency with which LEP Persons come into contact with the Lakewood Township Transportation Program.**

Individuals with limited English proficiency may inquire about use and are effected by service that the Lakewood Township Transportation Program on a daily basis. Operational services include fixed routes transportation services to medical and shopping appointments, transportations to school and places of worship and various other locations. This service is open to all who wish to ride. Riders must be 12 years or older, otherwise they need a chaperone. Individuals with limited English proficiency also come into contact with the Lakewood Township Transportation Program by calling the customer service line and using the website. A significant part of the development of the Lakewood Township Transportation Program’s language assistance plan is the

---

assessment of major points of contact, which include, but are not necessarily limited to, the following: (1) communication with customer service staff; (2) printed outreach materials; (3) website; and (4) local advertising. To better understand the frequency with which LEP riders come into contact with the Lakewood Township Transportation Program and services, the Lakewood Township Transportation Program conducted informal surveys of administrative staff and drivers. The Lakewood Township Transportation Program assessed the frequency their staff has or could have come into contact with LEP persons since commencement of service. The result of the report is that there was a minimal number of individuals utilizing or wishing to utilize the service with Limited English Proficiency that we were unable to communicate with.

**Factor 3: The nature and importance of the program or service provided by the program to people's lives.**

The primary purpose of the Lakewood Township Transportation Program is to provide appropriate and adequate transportation to all passengers who wish to avail themselves of the service. The program provides vital transportation for people who do not have current adequate means of transportation to and from their medical appointments, shopping, schooling and more. At the same time, we are removing cars from the road by providing an alternative mode of transportation, reducing emissions and improving our carbon footprint.

**Factor 4: The resources available to recipient for LEP outreach, as well as the costs associated with that outreach.**

The Lakewood Township Transportation Program is committed to providing language assistance to LEP populations who need services to gain access to the transportation program. Appropriate resources will be brought to bear as demand for such services presents itself.

**Summary**

The summary of the four-factor analysis is identified by the following:

1. No "true" LEP participants have been served since the inception of our program.
2. No Participant was underserved by the Lakewood Township Transportation Program due to language barriers.
3. The other language spoken in Lakewood Township that needs the Safe Harbor Provision is Spanish.

## **Language Assistance Implementation Plan**

### **Methodologies: Identifying LEP Individuals**

The evidence of the Four Factor Analysis, very few LEP individuals are referred to or utilize the Lakewood Township Transportation Program. There are many languages spoken in Lakewood Township; Spanish is the language that meets the Safe Harbor threshold. There does not seem to be a barrier at this time with individuals applying for the program or for participants currently enrolled in the program. Since its inception, the Lakewood Township Transportation Program has not failed to provide services to individuals in Lakewood Township.

### **Providing Services**

The Lakewood Township Transportation Program currently does not have a need for professional translation services however it does have onsite volunteers that are available for translation if the need arises.

The following documents are made available to the public in Spanish upon request:

Title VI Notice to the Public

Title VI Complaint Procedure

Title VI Complaint Form

### **Communicating Availability of Language Assistance**

Individuals seeking to utilize the Lakewood Township Transportation Program may call the customer service number or visit the website for additional information. The transportation coordinator has access to employees who are able to translate on demand.

## **Monitoring**

The Lakewood Township Transportation Program evaluates itself on the feedback from individuals who utilize its services. The Administrators frequently meets with the staff for a review of any potential issues or problems. The transportation staff will evaluate the program annually to find areas it can improve upon. The Title VI plan will be evaluated annually and will be updated every three years.

Elements of the evaluation may include:

1. Signs to be posted on vehicle and in locations listed previously detailing practical points of the service included deviated routes.
2. Website, documents and brochures are offered or printed in the alternative language and includes a statement that language services are available and free of charge.
3. Staff also informs LEP persons that language assistance is available and free of charge.

## **Employee Training**

The Lakewood Township Transportation Program conducts occasional in-service training for staff which includes driver and passenger safety and sensitivity, customer service and language assistance training. Lakewood Township also offers training in cultural diversity for our employees to help enhance our services to the residents we service. Lakewood Public Works employees are required to view informational videos on harassment in the work place under Title VI.

**Membership of Non-elected Committees and Councils**

The Lakewood Township Transportation Program does not have a board of non-elected officials at this time.

Anyone looking to file a complaint can contact Public Works, the contact information is listed in the bus under the Non-Discrimination Policy.

**Title VI Equality Analysis**

The Lakewood Township Transportation Program does not have transit related facilities.