

# THE BOROUGH OF EDGEWATER

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N E W J E R S E Y

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55 RIVER ROAD EDGEWATER NJ 07020  
WWW.EDGEWATERNJ.ORG

# TITLE VI NON DISCRIMINATION PROGRAM



## CONTACT

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# THE BOROUGH OF Edgewater

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## **Title VI Non-Discrimination Policy**

The Borough of Edgewater, Edgewater Community Center 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 Borough of Edgewater, Edgewater Community Center. To file a complaint, or for more information on Borough of Edgewater, Edgewater Community Center obligations under Title VI write to: 55 River Road, Edgewater, NJ 07020 or visit [www.edgewaternj.org](http://www.edgewaternj.org). 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 Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

## **Título VI No Discriminación Política**

Borough of Edgewater, Edgewater Centro Comunitario opera sus programas y servicios, sin distinción de raza, color u origen nacional, de conformidad con el Título VI de la Ley de Derechos Civiles de 1964, según enmendada. Cualquier persona que cree que él o ella ha sido agraviada por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja por escrito al término municipal de Edgewater, Edgewater Centro Comunitario. Para presentar una queja o para obtener más información acerca de Borough of Edgewater, obligaciones Edgewater Community Center bajo el Título VI escribir a: 314 Chestnut Street, Edgewater, NJ 07204 o visite [www.rosellepark.net](http://www.rosellepark.net). Servicios de transporte de esta agencia son total o parcialmente financiado a través de fondos federales recibidos a través de NJ TRANSIT y como persona también tiene el derecho de presentar su queja bajo el Título VI de la Administración Federal de Tránsito, en el TLC Oficina de Derechos Civiles, 1200 Nueva Jersey Avenue SE, Washington, DC 20590.

## **Title VI Notice to the Public, including a list of locations where the notice is posted. Aviso Título VI del público, incluyendo una lista de lugares donde se publica el aviso.**

- Edgewater Community Center, 1167 River Road, Edgewater, NJ 07020
- Borough of Edgewater, 55 River Road, Edgewater, NJ 07020
- Edgewater Borough Bus.
- [www.fta.dot.gov](http://www.fta.dot.gov)
- [www.edgewaternj.org](http://www.edgewaternj.org)

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## 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 The Borough of Edgewater, (hereinafter referred to as “the Authority”) may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form. **The Borough of Edgewater, Mayor and Council** investigates complaints received no more than 180 days after the alleged incident. The Authority will process complaints that are complete.

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 30 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 15 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.

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## 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
- 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: \_\_\_\_\_  
Date: \_\_\_\_\_  
Date: \_\_\_\_\_  
Date: \_\_\_\_\_

Other:

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

**E.** Please describe the alleged discrimination. Explain what happened and whom you believe was 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 additional space is needed, add a sheet of paper.

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

**F.** Have you filed this complaint with any other Federal, State, or local agency, or with 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 at the agency/court where the complaint was filed.

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

**G.** 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 \_\_\_\_\_

**H.** Submit form and any additional information to:  
Borough of Edgewater, Edgewater Community Center, 1167 River Road, Edgewater, NJ 07020 or  
FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

# Formulario de Queja Título VI

Nota: La siguiente información es necesaria para ayudar en la tramitación de su queja.

Información de A. Demandante:

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

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

Dirección: \_\_\_\_\_

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

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

Número de Teléfono (Trabajo): \_\_\_\_\_

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

Requisitos formato accesible? (Seleccione una o más)

o ampliación de foto

o cinta de audio

o Otros

B. persona discriminada (si alguien que no sea querellante):

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

Dirección: \_\_\_\_\_

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

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

Número de Teléfono (Trabajo): \_\_\_\_\_

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

Relación con la persona a la que se quejan: \_\_\_\_\_

Por favor, explique por qué usted ha presentado para un tercero: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Por favor, confirma que ha obtenido el permiso de la parte perjudicada, si usted está presentando en nombre de un tercero.

o si

o No

C. ¿Cuál de las siguientes opciones describe mejor la razón por la que cree que la discriminación se llevó a cabo?

\_\_\_\_\_ Race \_\_\_\_\_ Color \_\_\_\_\_ National Origen

Otros:

\_\_\_\_\_

D. ¿En qué fecha (s) ocurrió la supuesta discriminación ocurrió?

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

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

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

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

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

Otros:

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E. Por favor, describa la supuesta discriminación. Explique lo que pasó y quien usted cree fue responsable. Describir todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la persona (s) que lo discriminó (si se conoce), así como los nombres y la información de los testigos en contacto. Si necesita espacio adicional, agregue una hoja de papel.

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F. ¿Ha presentado esta queja con cualquier otro, estatal o agencia local Federal, o con cualquier corte federal o estatal? Listar todos los que apliquen.

Federal Agency \_\_\_\_\_  
Corte federal \_\_\_\_\_  
Agencia Estatal \_\_\_\_\_  
Tribunal Estatal \_\_\_\_\_  
Agencia Local \_\_\_\_\_

Si ha comprobado anteriormente, por favor proporcionar información acerca de una persona de contacto en la agencia / tribunal donde se presentó la denuncia.

Nombre: \_\_\_\_\_  
Título: \_\_\_\_\_  
Dirección: \_\_\_\_\_  
Ciudad (\*): Estado (\*): Código postal: \_\_\_\_\_  
Número de teléfono (Inicio): \_\_\_\_\_  
Número de Teléfono (Trabajo): \_\_\_\_\_  
Dirección de correo electrónico: \_\_\_\_\_

G. Por favor firme abajo. Puede adjuntar cualquier material escrito o cualquier otra información que usted piensa que es relevante para su queja.

Fecha de firma \_\_\_\_\_

Adjuntos: Yes \_\_\_\_\_ No \_\_\_\_\_

H. Envíe el formulario y cualquier información adicional a:  
Borough of Edgewater, Edgewater Community Center, 1167 River Road, Edgewater, NJ 07020 o  
TLC Oficina de Derechos Civiles, 1200 New Jersey Avenue SE, Washington, DC 20590.

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## 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
<b>Investigations</b>				
1.				
2.				
3				
4.				
5.				
6				
7.				
8.				
9				
10				
<b>Lawsuits</b>				
1.				
2.				
3				
4				
5				
<b>Complaints</b>				
1.				
2.				
3				
4				
5				
6				
7				
8				
9				
10				



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## Public Participation Plan

The Borough of Edgewater, 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.

Borough of Edgewater, 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

Borough of Edgewater, publishes notices and brochures regarding The Borough of Edgewater'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 minimum 15 days in advance so the public has time to consider proposals and make comments. The notice methods include:

- Website links,
- On bus advertising with interior cards,
- Rack cards English and Spanish "take ones" placed at Borough of Edgewater, Edgewater Community Center.
- Monthly Mayor and Council meetings

### Meeting Locations

Borough of Edgewater, Mayor and Council meets with the public in locations that have convenient access to transit and are centrally located so that anyone in its service area can attend meetings and receive information about any Borough of Edgewater, activities that will impact them, especially LEP and minority populations. Presently meeting location is accessible to those with disabilities. If notified five (5) days prior to the meeting, language or hearing interpreters will be made available.

### Public Meeting Forums

On critical issues such as major service changes and all fare changes, Borough of Edgewater, conducts public hearing that utilize one-on-one interviews with customers. Borough of Edgewater, will prepare proposals in sufficient detail and make available prior to the hearing for interested individuals. Since each customer can be affected differently than another customer, obtaining comments this way allows for an individualized response to an individual need. Borough of Edgewater, committee will conduct personal interviews and transcribe oral comments if written comments are not possible. Hearing will have sign-up sheets available and if no one is in attendance, committee will wait for 2 minutes and then announce the reason for the hearing, a statement that no one is in attendance and close the hearing. The Borough of Edgewater's analysis along with all public feedback received. The public comments are presented at Committee meetings so that they are part of the decision making process.

### Website

Borough of Edgewater's website provides. Any changes in service, such as holiday hours, are made available on the site. The site has link to Translation software for on demand translation to Spanish.

#### Community Events

Borough of Edgewater, 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. Borough of Edgewater, staffers disseminate transportation information, flyers and provide information on public transit activities and review customer feedback.

#### Information Tables

When Borough of Edgewater, wants to advise the public of specific projects that will have a direct impact on riders, Borough of Edgewater, staff will conduct surveys to receive customer input.

#### Outreach to Community Groups

Borough of Edgewater, meets with community groups at yearly and monthly borough and school events and mayor and council meetings.

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## Language Assistance Plan

### **Factor 1: The number or portion of LEP persons eligible to be served or likely to be encountered:**

Borough of Edgewater obtained information from the U.S. Census Bureau's quick fact website as recommended by HUD in order to gather data about the jurisdiction's overall population, as well as the population of LEP persons within the jurisdiction and the primary languages spoken. The table below breaks down the city's population by race.

POPULATION DATA 2010

GROUP	NUMBER	PERCENTAGE
WHITE	6380	51.4 %
BLACK OR AFRICAN AMERICAN	652	5.3%
AMERICAN INDIAN AND ALASKAN NATIVE	0	0 %
ASIAN	4732	38.2 %
NATIVE HAWAIIAN AND OTHER PACIFIC ISLANDER	40	0.3 %
SOME OTHER RACE	168	1.4 %
<b>HISPANIC OR LATINOS</b>	<b>1,625</b>	<b>13.1%</b>
<b>TOTAL POPULATION</b>	<b>12,403</b>	<b>100 %</b>

The above data demonstrates that the jurisdiction's LEP population by race is Spanish speaking 13.1% which is greater than 5%-person threshold for requiring written translation of vital documents. While the Asian language speaking LEP population is 38.2 % exceeds the threshold the Borough of Edgewater that the actual number of potential clients is significantly lower due to the fact that children would not be seeking services.

### **Factor 2: Frequency of contact with the program.**

Borough of Edgewater determines that at the present time there are no Spanish or Asian speaking LEP persons that come into contact with the Borough of Edgewater. At present time we have not conducted any surveys however Spanish and Asian community who comes to the center are speaking English as their first language.

### **Factor 3: The nature and importance of activities, programs and services to people's lives.**

The services provided by Borough of Edgewater, are important as they relate to a client's needed for or continued provision of their lives. The programs and services that is provided to the residents such as Shopping, Concerts, Borough Events, Cultural Events, Educational Events, Nutrition Program and Healthy Activities, It is also important as it provides socialization and better quality of life.

### **Factor 4: Costs versus resources and benefits.**

Because Borough of Edgewater has Spanish speaking staff, it is cost effective for Borough to provide Spanish language translation of all vital documents and many others that while not vital, may be beneficial to a client

Borough of Edgewater will utilize any document provide by HUD in languages other than English.

Borough of Edgewater will seek to retain the services of professional interpretation service to provide oral interpretation in languages other than Spanish as needed.

## **Language Assistant Services by Language**

- Borough of Edgewater, notice to LEP person about the availability of language assistants on website links, on bus advertising with interior cards, Rack cards English and Spanish "take ones" placed at Borough of Edgewater, facilities. Monthly Mayor and Council meetings.

- The Borough of Edgewater monitors evaluates and updates language assistance plan on a yearly bases or as needed.
- The Borough of Edgewater will translate vital written document in to the languages of each frequently encountered LEP group by using Google translate.
- The Borough of Edgewater will train employees on how to provide timely and reasonable language assistance to LEP populations on as needed bases.
- The Borough of Edgewater trains new and current employees of the Title VI Non Discrimination Policy and Procedures. Part of this training also addresses language assistance to LEP populations

**Employee Training**

The Borough of Edgewater transportation staff at all levels are aware of the need to reach out and provide information to LEP persons who rely on the transit services the Borough of Edgewater transportation staff manages. In order to ensure that new staff members understand this need, supplemental training will be provided as part of the Borough of Edgewater transportation staff 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 Edgewater or to the operator of the transit service. Borough of Edgewater transportation staff and the operator of the the Borough of Edgewater 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.

**Table Depicting Minority Representation on Decision-Making Bodies**

Sub recipients that have transit relate, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by the sub recipient, must provide a table depicting the membership of those committees broken down by race, and a description of efforts made to encourage the participation of minorities on such committees.

<b>Body</b>	<b>White</b>	<b>Latino</b>	<b>African American</b>	<b>Asian</b>	<b>Native American</b>
Edgewater Mayor and Council	70 %	30%	0%	0%	0