



**Federal Transit  
Authority  
Title VI PROGRAM -  
Plan**

The Arc of Union County  
70 Diamond Road  
Springfield, NJ 07081  
[www.arcunion.org](http://www.arcunion.org)

Contact Person for the Title VI Program  
Carolyn E. Scott  
Associate, Executive Director, Chief of Staff  
Resources 70 Diamond Road  
Springfield, NJ 07081  
(973) 315-0008



## NOTICE TO BENEFICIARIES OF PROTECTION UNDER TITLE VI

The Arc of Union County, Springfield NJ provides this notice as information to the public regarding the Agency's obligations under the FTA's Title VI regulations and the protections against discrimination afforded to the public by Title VI.

### The Arc of Union County Anti-Discrimination Policy

"The Arc of Union County believes that equal opportunity is important for the continuing success of our organization. In accordance with applicable federal, state and municipal laws, The Arc of Union County does not discriminate based on race, disability, color, religion, gender, age sexual orientation, national origin, veteran status or any other protected classification. This policy applies to all activities of The Arc of Union County including employment, Board membership, volunteers and consultants."

In accordance with Title VI, which states that "no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." The Arc of Union County has developed the following Title VI procedure and forms for use by any person who believes that he/she has been aggrieved by any unlawful discriminatory practice under Title VI. Complaints may be filed in writing to:

The Arc of Union County  
70 Diamond Road  
Springfield, NJ 07081  
Attn: Carolyn Scott  
Associate Executive Director, Chief of Staff

The Title VI notice and all associated forms can be found on the website at: [www.arcunion.org](http://www.arcunion.org), filed in any NJ Transit vehicle log book, at each Day program and Residential program filed in the manager's office and posted on the main office bulletin board in the kitchen at 70 Diamond Road, Springfield NJ 07081.

Transportation services provided by this agency are in 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 the FTA by writing 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, please contact (973) 315-0000.

\*Si necesita información en otro idioma, comuníquese al (973) 315-0000.

\* Si yo bezwen information nan yon lòt lang , tanpri kontakte (973) 315-0000.



## COMPLAINT PROCEDURE UNDER TITLE VI

The Arc of Union County (“the Agency”) is committed to ensuring that no person is excluded from or denied the benefits of its transit services based on race, color, or national origin as protected by the Title VI of the Civil Rights Act of 1964, as amended. No person or group of persons shall be discriminated against with regards to the routing, scheduling, or quality of transportation service based on race, color, or national origin.

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended, by the Agency may file a Title VI complaint by completing and submitting the Agency’s Title VI Complaint Form to: The Arc of Union County, ATTN: Carolyn Scott, 70 Diamond Road, Springfield, NJ 07081. The Agency investigates complaints received no more than 180 days after the alleged incident. The Agency will process complaints that are complete.

Once the Agency receives the written Complaint Form, the Agency will review it to determine if it has jurisdiction. If the Agency has jurisdiction, the complainant will receive an acknowledgement letter accepting the written complaint and assigning an Agency investigator. The Agency allows 30 working days to complete the investigation of a complaint provided all relevant and required documentation is received from the complainant. If additional time is needed to resolve the case, the assigned investigator will advise the complainant in writing of the additional time needed. If more information is needed to resolve the case, the assigned investigator will contact the complainant directly.

The investigator will send a formal letter requesting the additional information and will make at least (2) follow-up attempts to contact the complainant for the additional information using the contact information provided. The complainant has 10 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 10 business days, the Agency can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint and it is determined to meet the criteria for investigation, an investigation is performed. Once complete, the investigator 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 explains that after careful review and consideration of the facts and interviews of witnesses (where applicable), there is no evidence that a violation of Title VI occurred and the case has been closed. A LOF summarizes the allegations and the interviews regarding the alleged incident and indicates a violation of Title VI and Agency policy has occurred. The letter also explains whether any disciplinary action, additional training of the staff members or other action will occur. If the complainant wishes to appeal the decision, he or she has 10 calendar days from the date of the letter to do so by submitting an appeal in writing



to: The Arc of Union County, ATTN: Carolyn Scott, Assistant, Executive Director, Human Resources at 70 Diamond Road, Springfield, NJ 07081. The complainant shall indicate the reason for the appeal. Upon receipt of the appeal, the Agency has 30 business days to complete an additional review, including gathering any additional information (if applicable). Once the review is complete, the administrator will issue the complainant a closure letter or an LOF in response to the appeal. This letter will serve as the Agency's final decision on the matter.

A person may also file a complaint directly with the Federal Transit Administration at:

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, please contact (973) 315-0000.

\*Si necesita información en otro idioma, comuníquese al (973) 315-0000.

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COMPLAINT FORM UNDER TITLE VI

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**A. Complainant's Information**

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City, State, and Zip Code: \_\_\_\_\_  
Home Telephone: \_\_\_\_\_  
Work Telephone: \_\_\_\_\_  
Cell Phone: \_\_\_\_\_  
Email Address: \_\_\_\_\_

**Accessible Format Requirements?** (Select one or more)

- Large print
- TDD
- Audio tape
- Other

**B. Person Discriminated Against (if different than complainant above)**

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City, State, and Zip Code: \_\_\_\_\_  
Home Telephone: \_\_\_\_\_  
Cell Phone: \_\_\_\_\_  
Email Address: \_\_\_\_\_  
Relationship to the person for whom you are complaining: \_\_\_\_\_

Please explain why you are filing on behalf of person identified in section B :

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

Relationship to the person for whom you are complaining: \_\_\_\_\_

Please explain why you are filing on behalf of person identified in section B :

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



Please confirm 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 discrimination take place?**

- 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 the names and contact information of any witnesses. If additional space is needed, please add a sheet of paper.**

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**F. Have you filed this complaint with any other federal, state or local agency, or with any federal or state court? Please list all that apply.**

Federal agency: \_\_\_\_\_  
 Federal court: \_\_\_\_\_  
 State agency: \_\_\_\_\_  
 State court: \_\_\_\_\_  
 Local agency: \_\_\_\_\_  
 Other: \_\_\_\_\_

If you have filed in any of the above, please provide information about the contact person at that agency/court where the complaint was filed.

Name: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City, State and Zip Code: \_\_\_\_\_  
 Telephone Number: \_\_\_\_\_  
 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:**

The Arc of Union County  
 ATTN: Carolyn Scott  
 70 Diamond Road  
 Springfield, NJ 07081  
[cscott@arcunion.org](mailto:cscott@arcunion.org)



LIST OF TRANSIT RELATED TITLE VI INVESTIGATIONS, COMPLAINTS AND LAWSUITS

The Arc of Union County maintains a list of alleged discrimination on the basis of race, color or national origin as part of the DOT’s Title VI regulations. The list includes:

- Active investigations conducted by FTA (Federal Transit Administration) and entities other than FTA;
- Lawsuits; and
- Complains naming The Arc of Union County

	<b>Date</b>	<b>Summary</b> (include basis on complaint: race, color or national origin)	<b>Status</b>	<b>Action(s) Taken</b>
<b>Investigations:</b>				
1.				
2.				
3.				
4.				
5.				
<b>Lawsuits:</b>				
1.				
2.				
3.				
4.				
5.				
<b>Complaints:</b>				
1.				
2.				
3.				
4.				
5.				





## PUBLIC PARTICIPATION PLAN UNDER TITLE VI

The Arc of Union County is committed to informing and involving the public in the planning and delivery of public transportation services in the region. The Agency will work to overcome obstacles that may hinder effective public involvement. Public information and experiences are constantly used to update the plan and improve public participation.

The Arc of Union County 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.

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

The Arc of Union County does a lot of outreach to the Intellectual and Developmental Disability (I/DD) community as a whole. The Arc of Union County participates on the New Jersey Self Advocacy Network and the Arc A.E.R.O.S Program, Advocates for Equal Rights and Opportunities, New Jersey Chapter.

In order for a person to qualify for our transportation services they must participate in a service provided by The Arc. Outreach to the community includes transition fairs, parent workshops, information sessions, community events notices, brochures, and tables regarding the Agency's proposals and programs, including Title VI, 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:

- Press release to local and state media
- Customer newsletters (print)
- Website links and articles
- Social Media posts
- Transit center advertising
- Creole and Spanish translation services and translated materials, such as Complaint Forms, on request
- Newspaper advertisements with publications that serve LEP and minority populations



## Meeting Locations

The Agency 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 Arc of Union County transit related activities that will impact them, especially LEP and minority populations.

Meetings are held at several different times of the day for easier access. All public meeting locations will be accessible to those with disabilities. If notified five (5) days prior to the meeting, language or hearing interpreters will be made available.

## Public Meetings, Workshops and Forums

On critical issues such as major service changes and all fare changes, The Arc of Union County holds public meetings as needed that utilize public commentary by customers and members of the general public. These meetings are held in centrally located sites throughout the county which are easily accessible by public transportation. The Agency staff will prepare proposals in sufficient detail and make available prior to the meeting for interested individuals. If the proposal involves service changes, maps are made available. Since each customer can be affected differently than another customer, obtaining comments this way allows for a customized response to a specific individual need. In the event that a person cannot attend the meeting but would like to leave a comment to be heard by the public during the meeting, a message can be left at (973) 315-0008. This message will be played for the public during the meeting. In addition, any person can request a one on one meeting to discuss any proposed changes. The Agency staff will record public meetings including oral comments. Meetings will have sign-up sheets available and if no one is in attendance, staff will wait for 10 minutes and then announce the reason for the meeting, a statement that no one is in attendance and close the meeting. Materials to be considered at public hearings are made available in hard copy at the **Agency's headquarters located at 70 Diamond Road, Springfield, New Jersey 07081 prior to public hearings.**

Public meetings, workshops and forum dates will be posted on the Agency website ([www.arcunion.org](http://www.arcunion.org)), social media and if appropriate, through news releases. Translation services will be available during the public meeting. Vital documents are available in Spanish and Creole upon request.

Website: [www.arcunion.org](http://www.arcunion.org)

The Arc of Union County's website contains information about the Agency's projects and programs. This information is updated in a timely manner to reflect upcoming meetings and the most up to date information. It contains contact information for questions, detailed information about the agency, and recent publications.

In addition to our website, the Agency also utilizes other social media outlets to ensure that information is dispersed to the widest audience. The Agency has Facebook and YouTube pages.



The Title VI notice and complaint forms are posted to the agency website under the Transportation tab.

### Media Outlets

The Arc of Union County issues regular new releases as appropriate about Agency programs and actions of interest to the public.

### Community Events

The Arc of Union County regularly holds and participates in community events to increase the outreach of the Agency. The Agency customarily has a table, with banner, and provides information about the Agency's services and invites and receives community feedback.



## LANGUAGE ASSISTANCE PLAN (LAP) TO ADDRESS SERVICE TO INDIVIDUALS WITH LIMITED ENGLISH PROFICIENCY (LEP)

The purpose of this Language Assistance Plan (LAP) is to meet Federal Transit Administration's (FTA's) requirements to comply with the LEP requirements identified in the US Department of Transportation's implementing regulations, and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency." This document is also consistent with the Title VI of the Civil Rights Act of 1964 and the US Department of Justice's guidelines self-assessment, which are contained in the Language Access Assessment and Planning Tool for Federally Conducted and Federally Assisted Programs (May 2011).

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

- The number or portion of LEP persons eligible to be served or likely to be encountered by The Arc of Union County
- The frequency with which LEP persons come into contact with The Arc of Union County
- The nature and importance of The Arc of Union County's activities, programs and services to people's lives
- The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach

### **Factor 1: The number or portion of LEP persons eligible to be served or likely to be encountered by The Arc of Union County.**

The Arc of Union County assessed the 2014 US Census Data about LEP persons to determine the number or proportion of LEP persons who may access the Agency's transit services:

1. Potential LEP persons (language other than English spoken at home) in service area (Union County): 211,274
2. Total eligible persons in service area (Union County, 2014): 1,160
3. Total proportion of LEP persons to the total eligible service population: unable to determine how many eligible persons are also LEP.
4. Total number of adults enrolled in The Arc of Union County's services: 370

### **Factor 2: The frequency with which LEP persons come into contact with The Arc of Union County.**

The Arc of Union County provides transportation services to adults with Intellectual and Developmental Disabilities that qualify for services through the Division of Developmental Disabilities (DDD). The majority of these families are English speaking, however a small minority speak Spanish and/or Creole. Many of these families are able to speak, read and understand English and as a result, do not require a translator.



Since the population of people accessing transportation through The Arc of Union County are people who attend a Day, Residential or Community programs, intake information (via interview with the family) is available to determine if the family or consumer is LEP. In the event that the person is LEP, translation services are available.

It is difficult to ascertain how many LEP consumer access transportation through The Arc of Union County on a daily basis because many families that do not speak English have an English speaking family member that speaks on their behalf. As a result, determining frequency is difficult.

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

The activities, programs and services that The Arc of Union County provides to the community are of utmost importance to the eligible population. Without Day, Residential and Community services, many of the consumers would not have any other way to receive services. Often times, the consumer's ability to receive services have a direct impact on a family member's ability to live and work in the community.

In addition to the services, transportation is a key factor. Without providing transportation services to programs, many consumers would have no way to access these services. Consumers have been known to stay home for months and years on end due to the family's inability to access transportation. They are often unable to access public transportation independently and many of the guardians/care givers do not drive and/or have access to a vehicle.

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

The Agency's current budget for marketing to or communicating with LEP persons in their language about transit services that are available to them is \$2,000.00. This may include funding for brochures, flyers, posters, newspaper ads, website, translation services, etc.

In addition, the Agency employs many individuals who are fluent in Spanish and Creole. The agency maintains a list of employees that are accessible and available at any time to interpret a variety of languages.

**Staff Training**

To ensure effective implementation of this plan, the Transportation department will provide LEP and Title VI training to all relevant current and new employees.

**Notice to LEP Persons about Language Assistance**

As a matter of policy, all relevant information regarding changes to transportation under Title VI will indicate where to call for additional language assistance. Documents will be made available in Spanish and Creole upon request.



**Annual Monitoring, Evaluating and Updating Plan**

The Arc of Union County Transportation team will review the Language Assistance Plan (LAP) annually to determine if any changes are necessary. They will monitor the following:

- Annual Census information for target area
- Feedback or requests for additional LEP services
- Effectiveness of the LAP program

**TABLE DEPICTING MINORITY REPRESENTAION ON THE ARC OF UNION COUNTY  
TITLE VI ADVISORY TEAM**

	Caucasian	Latino	African American	Other
Population of Service Area	60%	19%	20%	1.0%
Agency Title VI Advisory team	9%	48%	43%	0%