

**SOUTH ORANGE VILLAGE**

**TITLE VI PROGRAM**



**Julie Doran**  
**Village Administrator**  
**(973) 378-7715 x 7723**  
**[jdoran@southorange.org](mailto:jdoran@southorange.org)**

## NOTICE TO BENEFICIARIES OF PROTECTION UNDER TITLE VI

South Orange Village, NJ (the “Village”) provides this notice as information to the public regarding the Village's obligations under the Federal Transit Administration's Title VI regulations and the protections against discrimination afforded to the public by Title VI.

### **Non-Discrimination Policy**

South Orange Village (sometimes referred to as the “Village”) prides itself on its diversity, equity and inclusion. The Village does not discriminate based on race, disability, color, religion, gender, age, sexual orientation, national origin, veteran status or any other protected classification 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 the Village Administrator, or for more information on the Village’s obligations under Title VI write to:

Office of the Village Administrator  
South Orange Village  
76 South Orange Avenue, 3<sup>rd</sup> Floor  
South Orange, NJ 07079

Title VI notice and all associated forms can be found on the Village’s website at [southorange.org](http://southorange.org), at Village program locations and posted on the Village Hall bulletin board at 76 South Orange Avenue, 3<sup>rd</sup> Floor, South Orange, NJ.

Transportation services and bike/pedestrian projects advanced by the Village are in whole or part funded through federal funds received through NJ TRANSIT and other Federal and State grants and as an individual you also have the right to file your complaint to both South Orange Village 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 (973) 378-7715.

Si se necesita **información** en otro idioma, **comuníquese** con (973) 378-7715.

## **Title VI Complaint Procedure**

The Village is committed to ensuring that no person is excluded from or denied the benefits of its transit services or bike/pedestrian projects 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, accessibility or quality of transportation service or bike/pedestrian pathways based on 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 Village or any of its transportation programs may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The Village investigates complaints received no more than 180 days after the alleged incident. The Village will process complaints that are complete.

Once the complaint is received, the Village will review it to determine if our office has jurisdiction. If the Village has jurisdiction, the complainant will receive an acknowledgement letter accepting the written complaint and assigning a Village investigator. The Village 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 Village will 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 Village 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

A person may also file a complaint directly with the Federal Transit Administration, at Federal Transit Administration, Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor, U.S. Department of Transportation, Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590

Si se necesita información en otro idioma, llame al (973) 378- 7715

**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 <input type="checkbox"/> Large Print <input type="checkbox"/> Audio Tape	
Requirements? <input type="checkbox"/> TDD <input type="checkbox"/> Other	
<b>Section II:</b>	
Are you filing this complaint on your own behalf? <input type="checkbox"/> Yes <input type="checkbox"/> 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. <input type="checkbox"/> Yes <input type="checkbox"/> 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 filed with any of the agencies listed 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

Village Administrator  
South Orange Village  
76 South Orange Avenue, 3<sup>rd</sup> Floor  
South Orange, NJ 07079

**Municipio del Programa del South Orange Village**

**Formulario de queja del Título VI**

Nota: La siguiente información es necesaria para ayudar a procesar su reclamo.

<b>Sección I: escriba de forma legible</b>	
Nombre:	
Dirección:	
Ciudad/ Estado/ Código postal:	
Teléfono (casa):	Teléfono (celular):
Dirección de correo electrónico:	
Formato accesible: ( ) Impresión grande ( ) Cinta de audio	
Requisitos? ( ) TDD	( ) Otro
<b>Sección II:</b>	
¿Está presentando esta queja en su propio nombre? ( ) Si ( ) No	
Encaso negativo, complete la siguiente información sobre la persona discriminada:	
Nombre:	
Dirección:	
Ciudad/ Estado/ Código postal:	
Teléfono (casa):	Teléfono (celular):
Dirección de correo electrónico:	
Relación con la persona por la que se queja:	
Explique por qué ha solicitado un tercero:	
Confirme que ha recibido permiso de la parte perjudicada si <b>está</b> presentando una Demanda en nombre de un tercero. ( ) Si ( ) No	

<b>Sección III:</b>
¿Cuál de las siguientes opciones describe mejor la <b>razón</b> por la que cree que se produjo la <b>discriminación</b> ? ( ) Raza ( ) Color ( ) Nacional Origen ( ) Otro
¿En qué fecha se produjo la supuesta <b>discriminación</b> ? Fecha: Fecha: Fecha: Fecha: Otro:
Por favor describa la <b>discriminación</b> alegada. Explique <b>qué sucedió</b> y a <b>quién</b> cree que es responsable. Describe a todas las personas que estuvieron involucradas. Incluya el nombre y la <b>información</b> de contacto de la persona(s) que lo <b>discriminó</b> (si lo conoce), <b>así</b> como los nombres y la <b>información</b> de contacto de los testigos. Si necesita espacio adicional, agregue una hoja de papel.
¿Ha presentado esta queja ante cualquier otra agencia federal, esta tal o local, o ante cualquier tribunal federal o estatal? Enumeratodoslos 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

Village Administrator  
South Orange Village  
76 South Orange Avenue, 3<sup>rd</sup> Floor  
South Orange, NJ 07079

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

Neither South Orange Village nor the South Orange Parking Authority have been involved in any transportation- related Title VI investigations, lawsuits or complaints. The Village does maintain a list of alleged discrimination on the basis of race, color or national origin as part of the Department of Transportation's Title VI regulations. The list includes:

- o Active investigations conducted by FTA (Federal Transit Administration) and entities other than FTA;
- o Lawsuits; and
- o Complaints of Title VI alleged violations naming South Orange Village

### 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.				
<b>Lawsuits</b>				
1.				
2.				
<b>Complaints</b>				
1.				
2.				

## **Public Participation Plan**

South Orange Village, through the South Orange Parking Authority offers jitney transportation services to all residents of South Orange Village who wish to avail themselves of this service. Transportation is available to all who wish to ride.

In addition, the Village has been working to create a Greenway along the East Branch of the Rahway River, running from W. Montrose Avenue to Maplewood. The greenway will provide a corridor connecting parks and other open spaces, providing a place for car-free walking, biking, and scootering, while also protecting waterways and natural habitat. The existing Greenway bike/pedestrian path and bridges run from Meadowbrook Lane past Floods Hill and the South Orange Pool to South Orange Avenue.

Further, the Village is developing a Safe Streets for All - Vision Zero Action Plan. The Vision Zero Action Plan will be developed through a collaborative community effort and include a community outreach campaign involving the public and community stakeholders and Essex County to collect diverse input and ensure equitable representation. Further analysis will be conducted to decipher trends and prioritize interventions based on location with high rates of fatalities and serious injury crashes. This analysis will be used as the framework to develop the plan which will define timelines and resources needed to pursue the comprehensive set of projects and countermeasures. These projects include both innovative technologies and low-cost/high-impact strategies that can be implemented across the Village. The Vision Zero Action Plan will also focus on reviewing current policies and guidelines to identify opportunities for enhancements, and assessment of equity impacts of current and proposed strategies.

South Orange Village is committed to informing and involving the public in the planning and delivery of its transportation services, safety, planning and bike/pedestrian projects and works to overcome any obstacles that hinder effective public involvement. Additionally, South Orange Village wishes to reduce emissions and to reduce our carbon footprint by removing as many cars as possible from the road and encouraging its citizens to utilize mass transit as an alternate means of transportation. We are providing an affordable means to reach New Jersey Transit rail service with which to commute to work.

We also take pride that our staff is friendly and helpful and trained to deal with individuals from all backgrounds and ethnic groups. We have bilingual staff onsite to assist with and serve as interpreters for our LEP (Limited English Proficiency) participants.

South Orange does not discriminate based on race, color, nationality, age, gender or disability or any other form of discrimination. We strive to meet the requirements set forth by the Civil Rights Act of 1964 and by the Federal Transit Administration circular 4702.1B. South Orange Village encourages public participation through citizens expressing their

concerns, desires and values. At every opportunity through prescribed methods we will solicit input from our citizens and users 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 governing body of South Orange Village, the Village Council, holds its meetings on the second and fourth Mondays of each month and the meetings are open to the public. Presently, the Village Council meetings are held virtually over the Webex meeting platform and accessible to all with translation services available during the public meeting. 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.

Since the Village Council meetings are held virtually, there are no transportation services provided during the hours of the meetings. In the past, Village Council in-person meetings were held at the South Orange Performing Arts Center. The Village intends to resume in-person Village Council meetings at newly renovated Baird Community Center. It is expected that appropriate meeting room renovations/preparations will be completed in 2025. Accessibility and Americans with Disabilities Act compliance have been examined and considered throughout the renovation process. The examination will continue once implementation of in-person attendance is achieved.

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

## **Language Assistance Plan**

The purpose of this Language Assistance Plan (LAP) is to meet Federal Transit Administration's (FTA's) requirements to comply with the Limited English Proficiency ("LEP") requirements identified in the United States 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 United States 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.

The Village uses information obtained in a four factor analysis to determine if specific language services provided are appropriate.

**Factor 1:** The number or proportion of LEP persons eligible to be served or likely to be encountered by the Village in its transportation and bike/pedestrian programs.

**Factor 2:** The frequency with which LEP persons come into contact with the Village's transportation and bike/pedestrian programs.

**Factor 3:** The nature and importance of the Village's transportation and bike/pedestrian programs and its impact on peoples' lives.

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

### **Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the Village in its transportation and bike/pedestrian programs .**

The Village is fully compliant in meeting the Title VI requirements. As a sub-recipient of Federal Transit Administration grant funding, the Village's focus, as it concerns its jitney service, is to provide convenient transportation to mass transit and promote an alternative means of transportation to places of employment and other destinations accessible by New Jersey Transit rail system. The Greenway project will provide a corridor connecting parks and other open spaces, providing a place for car-free walking, biking, and scootering, while also protecting waterways and natural habitat. The Safe Streets for All - Vision Zero Action Plan will ensure that the Village continues to decipher trends and prioritize interventions based on location with high rates of fatalities and serious injury crashes as a framework for the development and planning which will define timelines and resources needed to pursue the comprehensive set of projects and countermeasures in the future.

## **LEP Population in South Orange Village, Essex County, NJ Service Area**

South Orange Village Essex County NJ Language Spoke	Estimate	Percentage
<b>Total population 5 yrs+&gt;</b>	<b>18,000</b>	<b>2%</b>
<b>Speak Only English</b>	<b>17,000</b>	<b>94%</b>
<b>Speaks language other than English</b>	<b>1,000</b>	<b>4%</b>

Should the Village begin to start servicing a greater LEP population, we will implement the necessary tools to assist in translation assistance to residents in need, but at this point, such assistance has not been necessary. Access to the Greenway has similarly not required translation assistance. As for planning and development of the Vision Zero Action Plan, while translation services have not been required to this point, such services are available as may be required.

**Factor 2: The frequency with which LEP Persons come into contact with the Village’s transportation and bike/pedestrian programs .**

The majority of the families using the Village’s jitney and bike/pedestrian programs are English speaking with a small portion speaking Spanish or other language. The vast majority of our users are able to speak, read and understand English and, as a result, do not require a translator. Further, use of the Greenway is recreational, upon a fixed route and without necessity of navigational skill or instruction and, as a result, rarely subject to a need for translation. There was a minimal number of individuals utilizing or wishing to utilize the Village’s transportation or bike/pedestrian programs with Limited English Proficiency and requiring assistance 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 Village’s transportation and bike/pedestrian programs provide alternative transportation choices to our users as well as car-free recreational opportunities to all those who wish to avail themselves of the programs. The jitney program alone is of vital importance to our residents and influences homeownership decisions, provide shuttle transportation to the train station, reduces emissions, improves our carbon footprint and promotes mass transit.

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

South Orange Village is committed to providing language assistance to LEP populations who need services to gain access to the Village’s transportation and bike/pedestrian programs. The Village will review the Language Assistance Plan (LAP) annually to determine if any changes are necessary. South Orange Village will monitor the following:

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

Appropriate resources will be brought to bear as demand for such services presents itself.