

# **Hancock City Public Transit Title VI Plan**

**Date Adopted: April 16, 2014**

## **I. Plan Statement**

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground 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" (42 U.S.C. Section 2000d).

Hancock Public Transit is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B.

This plan was developed to guide the Hancock Public Transit in its administration and management of Title VI-related activities.

### **Title VI Coordinator Contact information**

The Hancock Transit Director serves as the Title VI Coordinator for the City of Hancock, City Hall, 399 Quincy Street, Hancock, MI 49930

## **II. Title VI Information Dissemination**

Title VI information posters (see Appendix G) shall be prominently and publicly displayed in the Hancock Transit facility and on their revenue vehicles. Additional information relating to nondiscrimination obligation can be obtained from the Hancock Public Transit Director, located at Hancock City Hall, 399 Quincy Street, Hancock, MI 49930.

Title VI information shall be disseminated to Hancock Public Transit employees annually via the Employee Education form (see Appendix A). This form reminds employees of the Ontonagon County Public Transit's policy statement, and of their Title VI responsibilities in their daily work and duties.

During New Employee Orientation, new employees shall be informed of the provisions of Title VI, and the Hancock Public Transit's expectations to perform their duties accordingly.

All employees shall be provided a copy of the Title VI Plan and are required to sign the Acknowledgement of Receipt (see Appendix B, page 5).

### **III. Subcontracts and Vendors**

All subcontractors and vendors who receive payments from the Hancock Public Transit where funding originates from any federal assistance are subject to the provisions of Title VI of the Civil Rights Act of 1964 as amended.

Written contracts shall contain non-discrimination language, either directly or through the bid specification package which becomes an associated component of the contract.

### **IV. Record Keeping:**

The Hancock Transit Director will maintain permanent records, which include, but are not limited to, signed acknowledgements of receipt from the employees indicating the receipt of the Hancock Public Transit Title VI Plan, copies of Title VI complaints or lawsuits and related documentation, and records of correspondence to and from complainants, and Title VI investigations.

### **V. Title VI Complaint Procedures**

#### **How to file a Title VI Complaint?**

The complainant may file a signed, written complaint up to one hundred and eighty (180) days from the date of the alleged discrimination. The complaint should include the following information:

- Your name, mailing address, and how to contact you (i.e., telephone number, email address, etc.)
- How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.
- Other information that you deem significant

The Title VI Complaint Form (see Appendix C) may be used to submit the complaint information. The complaint may be filed in writing with the Ontonagon County Clerk at the following address:

Hancock Transit Director  
City Hall  
399 Quincy Street  
Hancock, MI 49930

NOTE: The Hancock Public Transit encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 180 days from the alleged date of discrimination.

**What happens to the complaint after it is submitted?**

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by the Hancock Public Transit will be directly addressed by the Hancock Public Transit. The Hancock Public Transit shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, the Hancock Public Transit shall make every effort to address all complaints in an expeditious and thorough manner.

A letter of acknowledging receipt of complaint will be mailed within seven calendar days (Appendix D). Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

**How will the complainant be notified of the outcome of the complaint?** The Hancock Transit Director will send a final written response letter (see Appendix E or F) to the complainant. In the letter notifying complainant that the complaint is not substantiated (Appendix F), the complainant is also advised of his or her right to 1) appeal within seven calendar days of receipt of the final written decision from the Hancock Public Transit, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the FTA. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner.

Once sufficient information for investigating the complaint is received by the Hancock Transit Director, a written response will be drafted subject to review by the Transit's attorney. If appropriate, the Transit's attorney may administratively close the complaint. In this case, the Hancock Transit Director will notify the complainant of the action as soon as possible.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

Federal Transit Administration Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5th Floor – TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590

**VI. Limited English Proficiency (LEP) Plan**

A Limited English Proficiency Plan was adopted by the Hancock Public Transit's governing board, the Hancock City Council, in the City of Hancock. This plan incorporated a Four Factor Analysis of the population base served by the Hancock Public Transit by examining US Census data from the most current year, evaluating the frequency of which staff has contact with LEP persons, sought out Cigeographic concentrations of groups who may have LEP, and evaluated what resources may be available to assist persons with LEP in fulfilling unmet transportation needs. The LEP outlines steps for assisting staff in meeting needs of the LEP population, Outreach,

Monitoring and Updating the LEP Plan and Dissemination of the LEP Plan. A copy of the LEP Plan for the Hancock Public Transit may be reviewed by contacting the Transit Director at 399 Quincy Street, Hancock, *MI* 49930 or 906.482.1121.

## **VII. Community Outreach**

As an agency receiving federal financial assistance, we have made the following community outreach efforts:

The Hancock Public Transit has engaged the public in its planning and decision-making processes. The public was invited to participate in these activities:

**Board Meetings.** The governing agency for the Hancock Public Transit is the Hancock City Council. It holds monthly meetings and the public is invited to attend and may address the Board in either a Public Comment forum or be placed on the Board Agenda with an advance written request. Requests to be placed on the agenda should be submitted to the Hancock City Clerk, City Hall, 399 Quincy Street, Hancock, MI 49930 49953.

**Rural Task Force:** The Hancock Council requests funding through the Rural Task Force for capital projects each year. The projects are presented during a public meeting, which are advertised in advance and encourages public participation and comment.

**Customer Complaint Process.** Citizens may call the Transit Director at 906.482.1121 to lodge a complaint or comment. Citizens may additionally address complaints to their City Councilors or the City Clerk.

We submit to the Michigan Department of Transportation annually an application for funding. The application requests for funding both capital and operating assistance. Part of the annual application is a public notice, which includes a 30-day public comment period.

## **Appendix A      Employee Annual Education Form**

### **Title VI Policy**

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.

All employees of the Hancock Public Transit are expected to consider, respect, and observe this policy in their daily work and duties. If a citizen approaches you with a question or complaint, direct him or her to the Hancock Transit Director/Title VI Coordinator.

In all dealings with citizens, use courtesy titles (i.e. Mr., Mrs., Ms., or Miss) to address them without regard to race, color or national origin.

**Appendix B      Acknowledgement of Receipt of Title VI Plan**

I hereby acknowledge the receipt of the Hancock Public Transit’s Title VI Plan. I have read the plan and am committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B.

\_\_\_\_\_  
Your signature

\_\_\_\_\_  
Printed name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness signature

\_\_\_\_\_  
Witness name

## Appendix C TITLE VI COMPLAINT FORM

Title VI of the 1964 Civil Rights Act requires that “No person in the United States shall, on the ground 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.” If you feel you have been discriminated against in transit services, please provide the following information in order to assist us in processing your complaint and send it to:

Hancock Transit Director  
City Hall  
399 Quincy Street  
Hancock, MI 49930

Section 1:  
Information about the person completing this form:

Name:

\_\_\_\_\_

Address:

\_\_\_\_\_

City, State, Zip Code:

\_\_\_\_\_

Telephone Number: \_\_\_\_\_(home) \_\_\_\_\_(cell) \_\_\_\_\_(email)

Accessible Format Requirements? Large print, TDD, Audio Tape, Other

Section 2: Are you filing this complaint on your own behalf? \_\_\_\_\_ Yes \_\_\_\_\_ No  
(IF “yes” go to Section 3)

If not, please supply the name and relationship of 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, I have \_\_\_\_\_ No, I have not \_\_\_\_\_

Section 3:

I believe the discrimination I experienced was based on (check all that apply):

\_\_\_\_\_ Race \_\_\_\_\_ Color \_\_\_\_\_ National Origin

Date of the Alleged Discrimination (Month, Day, Year) \_\_\_\_\_

Explain as clearly as possible what happened and why you believe you were discriminated against. 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. You may use the back of this form if more space is needed. \_\_\_\_\_

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**Section 4:**

Have you previously filed a Title VI complaint with the Ontonagon County Public Transit?  Yes  No

**Section 5:**

Have you filed this complaint with any other Federal, State or local agency or with any Court?  Yes  No

If yes, check all that apply:

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

If yes, please provide information about a contact person at the agency or court where the complaint was filed.

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Agency: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_

**Section 6:**

Name of agency this complaint is against: \_\_\_\_\_  
Contact person: \_\_\_\_\_  
Title: \_\_\_\_\_  
Telephone number: \_\_\_\_\_

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

Signature and date are required.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Please submit this form in person or mail this form to:  
Hancock Transit Director, City Hall , 399 Quincy Street, Hancock, MI

Today's Date

Ms. Jo Doe  
1234 Main St.  
Clarksville, Tennessee 37040

Dear Ms. Doe:

This letter is to acknowledge receipt of your complaint against the Hancock Public Transit alleging \_\_\_\_\_.

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by telephoning 906.482.1121, or write to me at this address: Hancock Transit Director, City Hall, 399 Quincy Street, Hancock, MI 49930.

Sincerely,

Hancock Transit Director  
Title VI Coordinator

**APPENDIX E      Letter Notifying Complainant that the Complaint Is Substantiated**

Today's Date

Ms. Jo Doe  
1234 Main St.  
Clarksville, Tennessee 37040

Dear Ms. Doe:

The matter referenced in your letter of \_\_\_\_\_ (date) against the Hancock Public Transit alleging Title VI violation has been investigated.

(An/Several) apparent violation(s) of Title VI of the Civil Rights Act of 1964, including those mentioned in your letter (was/were) identified. Efforts are underway to correct these deficiencies.

Thank you for calling this important matter to our attention. You were extremely helpful during our review of the program. ***(If a hearing is requested, the following sentence may be appropriate.)*** You may be hearing from this office, or from federal authorities, if your services should be needed during the administrative hearing process.

Sincerely,

Hancock Transit Director  
Title VI Coordinator

**APPENDIX F Letter Notifying Complainant that the Complaint Is Not Substantiated**

Today's Date

Ms. Jo Doe  
1234 Main St.  
Clarksville, Tennessee 37040

Dear Ms. Doe:

The matter referenced in your complaint of \_\_\_\_\_ (date) against the Hancock Public Transit alleging \_\_\_\_\_ has been investigated.

The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964, had in fact been violated. As you know, Title VI prohibits discrimination based on race, color, or national origin in any program receiving federal financial assistance.

The City of Hancock has analyzed the materials and facts pertaining to your case for evidence of the transit's failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated.

I therefore advise you that your complaint has not been substantiated, and that I am closing this matter in our files.

You have the right to 1) appeal within seven calendar days of receipt of this final written decision from Hancock City, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration at

Federal Transit Administration Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5th Floor - TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590

Thank you for taking the time to contact us. If I can be of assistance to you in the future, do not hesitate to call me.

Sincerely,

Hancock Transit Director  
Title VI Coordinator

## APPENDIX G

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground 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" (42 U.S.C. Section 2000d).

### NOTIFICATION OF PUBLIC RIGHTS UNDER TITLE VI

#### Hancock Public Transit

**The Hancock Public Transit operates its programs and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Ontonagon County.**

**For more information on the Hancock Public Transit's civil rights program, and the procedures to follow a complaint, contact 906-884-2794 or visit us at the City Hall, 399 Quincy Street, Hancock, MI 49930.**

**A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint form with the Office of Civil Rights, Attention Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.**

**If information is needed in another language contact 906-884-2006.**

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

The Hancock Public Transit shall prepare and maintain a list of any of the following that allege discrimination on the basis of race, color or national origin.

The list shall include the date the transit related Title VI lawsuit, or complaint was filed; a summary of the allegations; the status of the investigation, lawsuit or complaint. This list shall be included in the Title VI Program submitted to the FTA every three years.

	Date	Summary	Status	Actions Taken
Investigations				
1.				
2.				

Lawsuits

- 1.
- 2.

Complaints

- 1.
- 2.

As of the adoption of this Title VI Policy update, there are no Investigations, Lawsuits or Complaints filed regarding the Hancock Public Transit.

HANCOCK RESOLUTION NO: #7-14  
TO APPROVE TRANSIT TITLE VI PLAN

WHEREAS, the Hancock City Council is the Governing Board for the Hancock Public Transit and,

WHEREAS the Hancock Public Transit receives State and Federal Transportation funding and,

WHEREAS the Federal Transit Administration requires that agencies receiving Federal funds have a Title VI Plan,

NOW, THEREFORE, be it resolved that the Hancock City Councils hereby enacts the Hancock Public Transit Title VI Plan, effective April 16, 2014.

Motion offered at a regular meeting of the Hancock City Council held this Wednesday, April 16, 2014, by Councilor Hodur, supported by Councilor Belej.

AYES: Councilors Heaussler, Blau, Hodur, McKenzie, Belej, Slivon and Givens

NAYS: None

ABSTENTIONS: None

ABSENT: None

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City Clerk, Karen Haischer, CMC

## **Employee Annual Education Form and Acknowledgement**

### **Title VI Policy**

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.

All employees of the Hancock Public Transit are expected to consider, respect, and observe this policy in their daily work and duties. If a citizen approaches you with a question or complaint, direct him or her to the Hancock Transit Director/Title VI Coordinator.

In all dealings with citizens, use courtesy titles (i.e. Mr., Mrs., Ms., or Miss) to address them without regard to race, color or national origin.

**Read this and sign indicating that you have read it and understand it. If you do not understand it or have questions, please see me.**

**Signature:**

**Date:**

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