

## **Title VI Program**

**Agency Name: CLARE COUNTY TRANSIT CORPORATION**

**Adopted by Board of Directors: August 27, 2020**

### **I. Program 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).

Clare County 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 of the Civil Rights Act of 1964 and Federal Transit Administration (FTA) Circular 4702.1B. For additional information of Title VI or to file a complaint contact Clare County Transit, 1473 Transportation Drive, Harrison, MI. 48625, 989-539-1474, [director@clarecountytransit.org](mailto:director@clarecountytransit.org) or website: [www.Clarecountytransit.org](http://www.Clarecountytransit.org).

This program was developed to guide Clare County Transit in its administration and management of Title VI-related activities.

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

Tom Pirnstill, Executive Director, 989-539-1474, [director@clarecountytransit.org](mailto:director@clarecountytransit.org)

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

Title VI information posters shall be prominently and publicly displayed at Clare County Transit, on their revenue vehicles and their website: [www.clarecountytransit.org](http://www.clarecountytransit.org). Additional information relating to nondiscrimination obligation can be obtained from the Clare County Transit's Title VI Coordinator.

Title VI information, Appendix A, shall be disseminated to Clare County Transit employees annually. This form reminds employees of the Clare County 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 Clare County Transit's expectations to perform their duties accordingly.

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

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

All subcontractors and vendors who receive payments from Clare County 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.

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

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

The Title VI Coordinator will maintain permanent records, which include, but are not limited to, signed acknowledgements of receipt from the employees indicating the receipt of the Clare County Transit's Title VI Program, 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 Clare County Transit at the following address:

Executive Director  
Clare County Transit  
1473 Transportation Dr.  
Harison, MI 48625

NOTE: Clare County 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 Clare County Transit will be directly addressed by Clare County Transit. Clare County 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, Clare County 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 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?**

Clare County Transit 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 Clare County 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.

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**

Provide a summary of your LEP Plan approved by MDOT.

Four Factor Analyses:

1. Determine the number of LEP persons eligible to be served or likely to be encountered by a program, activity or service.  
*US Census 2010 Clare County  
The census shows Clare County of having 4.8 % of its population speaking another language other than English. That does not mean that English is not the primary language spoken.*
2. Determine the frequency with which LEP persons come in contact with the program.  
*None of our drivers or dispatchers has been contacted by any passengers requesting interpreter services or requested translated documents.*

3. Determine the importance of the program, activity or service to peoples' lives.  
*For transportation dependent people, their basic needs of survival depend on consistent and fair service provided by their local transit provider.*
4. Determine the resources Service available and cost.  
*Provided by LanguageLine and will be billed by the minute to the Transit.*

Policy: Clare County Transit Corporation is committed in reducing language barriers for people to access public transportation. As LEP languages are identified for potential passengers, an oral interpretation resource will be arranged on an on-going basis. Dispatch operations will be the first point of contact to determine what kind of services the customer needs.

Plan: Ongoing language assistance will be provided to any non –English speaking customer by enlisting the help of LanguageLine.com. Drivers will receive instructions on how to assist non-English speaking customers. Dispatch operations will receive instructions on how to assist a non-English speaking customer.

The LEP will be updated with each new census and/or as requested by MDOT.

Table depicting Minority representation on committees and councils selected by the recipient.

Body	African American	American Indian	Asian	Two or More Races	Latino	Caucasian
Population	.08%	.09%	.03%	1.6%	2.1%	96.4%
Local Advisory Council	0%	0%	0%	0%	0%	100%
Board Of Directors	0%	0%	0%	0%	0%	100%

Our Local Advisory Council is made up of the Secretary (from the County's Senior Center) who is white/female, a white/elderly wheelchair bound female and two white females representing the elderly. As these positions become vacant we consult with the County's Senior Center and request names that would benefit our County.

Our Board of Director's is made up of one elected official from The Clare County Board of Commissioners – a white female. The other four members are volunteers that represent different entities in the County. A white female that represents individuals using the Department of Human Services. A white female that represents individuals that are unemployed (Mich Works!). A white male that represents individuals that are retired. A white male representing the educational school systems.

## VII. Community Outreach

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

Clare County Transit engages the public in its planning and decision-making processes, as well as its marketing and outreach activities. The public has been invited to participate in these activities:

Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan). Federal transit law, as amended by Map 21, requires that projects selected for under the Elderly and Individuals with Disabilities Program (Section 5310), Job Access and Reverse Commute Program (Section 5316), and New Freedom Program (Section 5317) be derived from a coordinated plan.

On January 23, 2013, the Clare County Transit hosted a forum to engage a variety of organizations at the local level that are aware of transportation issues in regard to people with disabilities, older adults and people with lower incomes. Invitations included:

- County Commissioners
- County Housing
- Workforce development agencies
- Human service agencies (including those that provide transportation)
- Departments of Social Services
- Departments of Aging
- Aging service providers
- Libraries
- Retirement communities
- Nursing homes
- Volunteer programs
- Health departments
- Health care providers
- Rehabilitation service providers
- Developmental disability providers
- Disability advocacy organizations
- Independent living programs
- College
- Student service specialists
- Consumers
- Mental health providers
- Medicaid transportation administrators
- Regional planning and development agency
- State Department of Transportation

The forum featured discussion of the new federal coordinated transportation planning requirements, the State's approach to meeting these requirements, and a review of

existing transportation resources and demographics in the region. Forum participants provided input on the unmet transportation needs in the region.

The Board of Directors holds monthly meetings and the public is invited to attend.

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

### **VIII. Equity Analysis**

Facility Construction: While we currently are not engaged in any facility construction, the procedures outlined in Title VI Program and referenced in FTA C 4702.1B will be adhered to.

### **IX. Transit-related Title VI Investigations/Complaints and Lawsuits**

No title VI investigations, complaints or lawsuits have been filed since the last title VI program was filed. This speaks highly of our efforts to be proactive in supporting the Title VI programs.

## **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 Clare County 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 Tom Pirnstill, 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 Program**

I hereby acknowledge the receipt of Clare County Transit’s Title VI Program. 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 4702.1B.

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

\_\_\_\_\_  
Print your name

\_\_\_\_\_  
Date



**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:

Clare County Transit  
1473 Transportation Dr.  
Harrison, MI 48632

Please print clearly:

Name:

\_\_\_\_\_

Address:

\_\_\_\_\_

City, State, Zip Code:

\_\_\_\_\_

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

Person discriminated against \_\_\_\_\_

Address of person discriminated against: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Please indicate why you believe the discrimination occurred:

\_\_\_\_\_ race or color

\_\_\_\_\_ national origin

\_\_\_\_\_ income

\_\_\_\_\_ other

What was the date of the alleged discrimination? \_\_\_\_\_

Where did the alleged discrimination take place? \_\_\_\_\_

Please describe the circumstances as you saw it: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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Please list any and all witnesses' names and phone numbers:

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What type of corrective action would you like to see taken?

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Please attach any documents you have which support the allegation. Then date and sign this form and send to the Title VI Coordinator at:

Tom Pirnstill  
Clare County Transit  
1473 Transportation Dr.  
Harrison, MI 48625

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

\_\_\_\_\_  
Print your name

\_\_\_\_\_  
Date

**APPENDIX D Letter Acknowledging Receipt of Complaint**

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 Clare County 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 \_\_\_\_\_, or write to me at this address.

Sincerely,

Tom Pirnstill  
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 Clare County 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,

Tom Pirnstill  
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 Clare County 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.

Clare County Transit has analyzed the materials and facts pertaining to your case for evidence of the city'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 Clare County Transit, 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,

Tom Pirnstill  
Title VI Coordinator

## **APPENDIX G      Samples of Narrative to be included in Posters to be displayed in Revenue Vehicles and Facilities**

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