

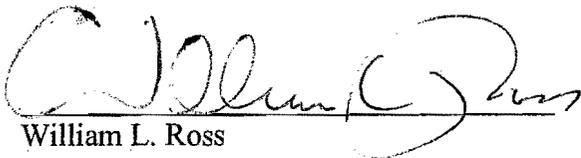
TITLE VI PLAN

December 2012

PLAN STATEMENT:

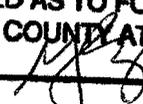
Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States, shall, on the grounds of race, color or national origin, 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 County of Niagara is committed to providing non-discriminatory service to ensure that no person is excluded from participation in, or denied the benefits of, or be subjected to discrimination in the receipt of its services on the basis or race, color or national origin as protected by Title VI of the Civil Rights Act of 1964 ("Title VI").


William L. Ross

12/12/2012
Date

County of Niagara Seal:

APPROVED AS TO FORM
NIAGARA COUNTY ATTORNEY
BY 

PUBLIC NOTIFICATION PROCESS

TITLE VI INFORMATION DISSEMINATION:

Title VI information will be prominently and publicly displayed in all of the County of Niagara Rural Niagara Transportation buses and printed on the County of Niagara Rural Niagara Transportation bus brochures. A complete copy of our Title VI Policy will be available on our county website www.niagaracounty.com.

The Title VI Policy information will be distributed to all County of Niagara Rural Niagara Transportation employees (Appendix F & G).

SUBCONTRACTORS AND VENDORS

All subcontractors and vendors who receive payments from County of Niagara Rural Niagara Transportation Program 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.

RECORD KEEPING

The Title VI Coordinator will maintain permanent records, which include, but are not limited to signed acknowledgements of receipt from employees indicating the receipt of the County of Niagara Rural Niagara Transportation 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.

LIMITED ENGLISH PROFICIENCY (LEP) PLAN

Upon request you may be provided a copy of the ACT approved LEP Plan.

TITLE VI COMPLAINT PROCEDURES

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the County of Niagara Rural Niagara Transportation Program services may file a Title VI complaint by completing and submitting the County's Title VI Complaint Form (Appendix A). The County of Niagara investigates complaints received no more than 180 days after the alleged incident. The County of Niagara will process complaints that are complete.

Once the complaint is received, the County of Niagara 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 (Appendix B).

The County of Niagara has 60 days to investigate the complaint. If more information is needed to resolve the case, the County of Niagara may contact the complainant. The complainant has five 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 ten business days, the County of Niagara 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 (Appendix C). 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 (Appendix D). 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.

COMMUNITY OUTREACH

The County of Niagara makes efforts to reach out to its community in the following ways by holding public meetings in the Legislative Chambers, the Public Safety Building, and the Dale Association, as well as attending meetings with the Niagara County Dept of Aging, Opportunities Unlimited, the Lockport Coalition, NFTA, NOAH, Urban Park Towers, etc. Notice of all public hearings that relate to public contracts held by the County of Niagara are posted on our website to allow the community an opportunity to participate in such hearings; Title VI information flyers are displayed in all Niagara County Rural Niagara Transportation buses; Title VI information is printed on all

Niagara County Rural Niagara Transportation bus brochures; and the Title VI plan is available on our website, which has the ability to choose a language that will allow viewers to read in another language most of the fixed content. The County of Niagara employs bi-lingual individuals (Spanish, Russian, Sign Language, Russian, Arabic) at this time who will assist in communication efforts to individuals with Limited English Skills.

Section IV:

Have you previously filed a Title VI complaint with this agency? Yes No

Section V:

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State Court?

() Yes () No

If yes, check all that apply:

() Federal Agency: _____

() Federal Court: _____ () State Court: _____

() State Court: _____ () Local Agency: _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Title: _____

Agency: _____

Address: _____

Telephone: _____

Section VI:

Name of agency 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 required below.

Signature _____ Date _____

Please submit this form in person at the address below, or mail this form to:

Niagara County Dept of Social Services
Title VI Coordinator
20 East Avenue
PO Box 506
Lockport, New York 14095-0506

APPENDIX B

Letter Acknowledging Receipt of Complaint

(Today's Date)

Mr. John Doe
1234 Main St.
Somewhere, Any State ZIP

Dear Mr. Doe:

This letter is to acknowledge receipt of your complaint 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 (716) 439-7797, or write to me at this address.

Sincerely,

Niagara County
Department of Social Services
Attn: Title VI Coordinator
20 East Avenue
Lockport, New York 14095-0506

APPENDIX C

Letter Notifying Complainant that the Complaint is Not Substantiated

(Today's Date)

Mr. John Doe
1234 Main St.
Somewhere, Any State, ZIP

Dear Mr. Doe:

The matter referenced in your complaint of _____ (date), 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 County of Niagara has analyzed the materials and facts pertaining to your case for evidence of 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 appeal this decision within 15 days of receipt of this final written decision from the County of Niagara, 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,

APPENDIX D

Letter Notifying Complainant that the Complaint is Substantiated

(Today's Date)

Mr. John Doe
1234 Main St.
Somewhere, Any State, ZIP

Dear Mr. Doe:

The matter referenced in your letter of _____ (date), alleging a 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 our 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,

Niagara County
Department of Social Services
Attn: Title VI Coordinator
20 East Avenue
Lockport, New York 14095-0506

APPENDIX E

Samples of Narrative to be included in Posters to be displayed in Revenue Vehicles and printed on Rural Niagara Transportation bus brochure.

Notifying the Public of Rights Under Title VI

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

For more information on the County of Niagara civil rights program, and the procedures to file a complaint, contact 439-7797; email information@niagaracounty.com; or visit our administrative office at 20 East Ave., Lockport, NY 14094. For more information, visit www.niagaracounty.com. If information is needed in another language, contact 439-7797

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

APPENDIX F

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 County of Niagara Rural Niagara Transportation 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 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 G

ACKNOWLEDGEMENT OF RECEIPT OF TITLE VI PLAN

I hereby acknowledge the receipt of the County of Niagara Rural Niagara Transportation Title VI Plan. I have read the plan and I 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.A

Your Signature

Print your name

Date