



GLOVERSVILLE TRANSIT SYSTEM
...transportation into the future



City of Gloversville Transit
System
TITLE VI Plan

Date Adopted: May 13, 2025

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A. PROGRAM DESCRIPTION AND SERVICES

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."

Subrecipients of public transportation funding from the Federal Transit Administration (FTA), are required to develop policies, programs, and practices that ensure that federal and state transit dollars are used in a manner that is nondiscriminatory. City of Gloversville Transit System is a subrecipient of FTA financial assistance through a grant from NYSDOT. This Title VI plan details how City of Gloversville Transit System incorporates nondiscrimination policies and practices in providing transit services to the ridership we serve.

The City of Gloversville receives FTA Section 5311 funding and provides deviated, fixed route and paratransit service for the counties of Fulton and Montgomery. The City of Gloversville offers three routes that operate Monday through Friday, 6am-6pm and one route that operates Saturday 9am-3pm. The fares vary from \$2 to \$7 each way.

B. City of Gloversville Transit System **TITLE VI PLAN**

As a subrecipient to NYSDOT receiving Federal Transit Administration Section 5311 funds, City of Gloversville Transit System Title VI plan shall comply with Title VI of the Civil Rights Act of 1964 as presented with the following elements:

- ✓ Title VI Notice to the Public, including a list of locations where the notice is posted
- ✓ Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint)
- ✓ Title VI Complaint Form
- ✓ List of transit-related Title VI investigations, complaints, and lawsuits
- ✓ Public Participation Plan, including information about outreach methods to engage minority and limited English proficient populations, as well as a summary of outreach efforts made since the last Title VI Program submission
- ✓ Language Assistance Plan for providing language assistance to persons with limited English proficiency
- ✓ A table depicting the membership of transit related non-elected committees and councils, the membership of which is selected by the subrecipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees
- ✓ A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program. The approval must occur prior to submission to NYSDOT. (Board approval is not required if the subrecipient does not have a Board.)
- ✓ Service standards
 - Vehicle load for each mode
 - Vehicle headway for each mode
 - On time performance for each mode
 - Service availability for each mode
- ✓ Service policies
 - Transit Amenities for each mode
 - Vehicle Assignment for each mode

The City of Gloversville Transit System shall update its Title VI plan every three years and present the updated plan to NYSDOT for their review and approval.

B1. City of Gloversville Transit System TITLE VI Policy

The City of Gloversville Transit System commits to comply with Title VI of the Civil Rights Act of 1964 that prohibits discrimination based on 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" (Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d et seq.). This requirement is included in the Section 5311 agreement between City of Gloversville Transit System and NYSDOT and third-party contractors.

For more information on City of Gloversville Transit System's Title VI program contact:

Brent Warren

City of Gloversville Transit System
Transit Director
109 W. Fulton St.
Gloversville, New York 12078
Phone (518) 773-4528
bwarren@cityofgloversville.com

B2. Title VI Public Notice

The City of Gloversville Transit System's Notice to the Public is posted in the following locations:

- ☒ Agency website at: www.ride-gts.com
- ☒ Public areas of the agency office, 109 W. Fulton St, Gloversville, NY 12078
- ☒ Inside transit vehicles

A sample of the notice posted is shown on the next page.

The City of Gloversville Transit System operates its programs and services without regard to race, color, and national origin, in accordance with Title VI of the Civil Rights Act of 1964. The City of Gloversville Transit System also operates its programs and services to accommodate persons with disabilities under the Americans with Disabilities Act of 1990. Any person who believes they are subject to discrimination based on race, color, national origin or disability may file a complaint with City of Gloversville Transit System.

For information on City of Gloversville Transit System's Title VI policy or to obtain the Title VI complaint form and procedures visit our website at www.ride-gts.com. Or contact:

Title VI Coordinator
City of Gloversville Transit System
109 W. Fulton St
Gloversville, New York 12078
Phone (518) 773-4528
bwarren@cityofgloversville.com

A complainant may also file a complaint directly with New York State Department of Transportation on its Civil Rights website at <https://www.dot.ny.gov/main/business-center/civil-rights/title-vi-ej>.

A complaint can also be filed directly with the 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

For information in another language, please contact the Title VI Coordinator.

B3. Title VI Complaint Procedures and Complaint Form

The City of Gloversville Transit System's Title VI Complaint Procedure is available in the following locations:

- ☒ Agency website at: www.ride-gts.com
- ☒ Hard copy in the central office
- ☒ In client intake materials
- ☒ Other: By calling the office to request a copy be mailed.

Anyone who believes they have been discriminated against on the basis of race, color, or national origin, may file a complaint by completing and submitting the Title VI Complaint Form (contained in *Appendix B*) to the address below.

City of Gloversville Transit System
Title VI Coordinator
109 W. Fulton St
Gloversville, NY ZIP
Phone (518) 773-4528

The complaint form is not required to file a complaint. The complainant may submit any written report as a complaint notice. City of Gloversville Transit System will make reasonable modifications and take information verbally if the complainant requires this accommodation.

The City of Gloversville Transit System investigates complaints received no more than 180 days after the alleged incident. Once the complaint is received, the City of Gloversville Transit System will follow the steps below:

1. Acknowledge receipt of the complaint within 10 days (*Appendix C*)
2. Determine if the City of Gloversville Transit System has jurisdiction to investigate the complaint.
3. Plan to complete the investigation within 45 days.
4. Schedule an interview, if deemed necessary.
5. Determine if other public or private entities are or should be involved.
6. Determine if additional information is needed. Complainant has 15 days to provide the additional information.
7. If the City of Gloversville Transit System is not contacted by the complainant or does not receive additional information within 15 days, the case can be administratively closed. Additionally, a case can be administratively closed if the complainant no longer wishes to pursue the case.
8. Determine if meetings with the affected party or other interested parties are needed.

After the investigative process has been completed, the City of Gloversville Transit System will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF).

1. A **closure letter** summarizing the allegations and stating that there was no Title VI violation and that the case will be closed. (*Appendix D*)
2. A **letter of finding (LOF)** summarizing the allegations and the interviews regarding the alleged incident, and explaining whether any disciplinary action, additional training of the staff member, or other action will occur. (*Appendix E*)

If the complainant wishes to appeal the decision, the complainant must submit the appeal within 21 days after the date of the closure letter or the LOF.

Filing complaints with City of Gloversville Transit System enables the agency to properly investigate the complaint. A person may also file a complaint directly with:

- New York State Department of Transportation
Office of Diversity and Opportunity
50 Wolf Road, 6th Floor
Albany, NY 12232
(518) 457-1129 Fax (518) 549-1273
OCR-TitleVI@dot.ny.gov
- 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

If information is needed in another language, please contact City of Gloversville Transit System at (518) 773-4528.

B4. Transit Related Title VI Complaints, Investigations and Lawsuits

The City of Gloversville Transit System maintains a log of all Title VI complaints, investigations, and lawsuits pertaining to its transit-related activities since the last Title VI plan update. (Do not include the complainant name. A case number is preferable.)

Reporting Period:

2022

2023

2024

Check One:

☒

There have been no investigations, complaints and/or lawsuits filed against City of Gloversville Transit System during the reporting period.

☐

There have been investigations, complaints and/or lawsuits filed against City of Gloversville Transit System. *See list below.*

| | Date (Month, Day, Year) | Summary (include basis of complaint: race, color, national origin) | Status (open/closed) | Disposition (finding/no finding) |
|-----------------------|-------------------------------|--|-------------------------|-------------------------------------|
| Complaints | | | | |
| 1. | | | | |
| 2. | | | | |
| 3. | | | | |
| Investigations | | | | |
| 1. | | | | |
| 2. | | | | |
| 3. | | | | |
| Lawsuit | | | | |
| 1. | | | | |
| 2. | | | | |
| 3. | | | | |

B5. Public Involvement Process

Strategies and Desired Outcomes

City of Gloversville Transit System is required to develop and implement a Public Participation Plan (PPP). This document describes the proactive strategies, procedures, and desired outcomes that underpin our organization's public participation activities. The determination of how specific public participation activities should take place, and which specific measures are most appropriate is based on the following:

- A demographic analysis of the persons City of Gloversville Transit System serves and/or are eligible to receive services.
- The type of transportation program and/or service City of Gloversville Transit System provides.
- The resources available to City of Gloversville Transit System for public outreach.

Effective public involvement is a key element to involving the public in City of Gloversville Transit System's transit service decision making process. This Public Involvement Process describes how City of Gloversville Transit System will disseminate vital agency information and engage the public in the decision-making process. We will seek out and consider the input and needs of interested parties and groups traditionally underserved by transportation systems who may face challenges accessing our services, such as minority and limited English proficient (LEP) persons. Underlying these efforts is our commitment to determining the most effective public involvement methods for a given project or population.

Public Outreach Activities

In efforts to involve minority and limited English proficient (LEP) populations in the planning process and to address linguistic, institutional, cultural, economic, historical, or other barriers that may prevent minority and LEP persons from effectively participating in City of Gloversville Transit System's decision-making process, City of Gloversville Transit System implements early, frequent and continuous engagement for public involvement. The engagement methods includes and are not limited to:

1. Post public involvement notifications on transit vehicles, City of Gloversville Transit System building, and on the City of Gloversville Transit System website.
2. Public meetings will be conducted at times, locations, and facilities that are convenient and accessible.
3. Meeting materials will be available in a variety of predetermined formats and language(s) to serve diverse audiences.
4. Provide professional interpreters in the language(s) spoken by the targeted LEP population(s).

Summary on Public Involvement Activity

Since the last Title VI plan update, City of Gloversville Transit System conducted the following public involvement outreach (website posting, media outlets, in-person, virtual) sessions:

| Event Name | Date (Month, Day, Year) | Brief Description of Event Purpose | Outcome Methods | Summary of Attendance |
|-----------------------------|--|---|----------------------------|----------------------------------|
| City Council Meeting | 3rd Tuesday, Monthly | Regular Monthly City Council Meeting | | Open to the public |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

B6. Language Assistance Plan

Language Assistance Plan Components

Limited English Proficient (LEP) persons are people for whom English is not the primary language and who have a limited ability to read, write, speak, or understand English. To comply with the FTA Title VI requirement on nondiscrimination based on national origin, as it affects limited English proficient persons, City of Gloversville Transit System will take reasonable steps to ensure meaningful access to our programs and activities by LEP persons.

In order to ensure meaningful access to City of Gloversville Transit System programs and activities, we shall use the information obtained in the Four Factor Analysis to determine the specific language services that are appropriate to provide to access the transit services. A careful analysis of the clientele and potential clientele we serve will determine if we communicate effectively with LEP persons and the language spoken other than English. The Four Factor Analysis is an individualized assessment that balances the following four factors.

1. A number or proportion of the LEP population(s), specifically served or could be served by City of Gloversville Transit System transit service.
2. The frequency with which LEP persons come into contact with City of Gloversville Transit System.
3. The nature and importance of City of Gloversville Transit System transit services to LEP population(s).
4. The resources available for LEP outreach and how employees are trained to provide language assistance to LEP persons.

LEP Four Factor Analysis

To determine if an LEP population requires language assistance and what specific language services are appropriate, the City of Gloversville Transit System has conducted a Four Factor Analysis¹ of the following areas: (1) Demography, (2) Frequency, (3) Importance, and (4) Resources and costs.

City of Gloversville Transit System relied on prior experiences with LEP individuals and determined the breadth and scope of language services that were requested on the transit services. During a 12 month period, City of Gloversville Transit System tracked the number of calls to the office in which language assistance was requested, tracked the number of times the transit operators were asked to provide language assistance and by the specific language, tracked the number of times minor children and dependents were asked by their parent or guardian to interpret the transit service information. In addition, City of Gloversville Transit System consulted with the school district, community agencies and religious organizations where transit services are provided to ask what language assistance they encounter for their services that could possibly be identified as the language assistance for the transit ridership.

The transit specific language assistance survey indicates the ridership primarily speaks English. No other language rose to the level of having a limited English proficient population that uses the transit services.

¹ DOT LEP guidance <https://www.transportation.gov/civil-rights/civil-rights-awareness-enforcement/dots-lep-guidance>

Based on the results of the number or proportion of the LEP population(s), specifically served or could be served by City of Gloversville Transit System transit service, City of Gloversville Transit System we know that less than 2% of the transit service population we serve speak English less than very well. City of Gloversville Transit System will conduct additional assessments at least annually or if a known spike occurs that requires a re-evaluation of the LEP population.

The City of Gloversville Transit System's program and services are critical to the lives of its clients, enabling them to participate as fully as possible in the community, interact and socialize with others, gain skills in daily living and travel to/from work.

To meet the language assistance needs of the City of Gloversville Transit System LEP population, City of Gloversville Transit System will utilize readily available resources, in addition to other avenues, to not only minimize costs, but to strengthen our partnership with other organizations our clients/riders engage with. Some of those readily available resources may include bilingual staff; the inclusion of Google translate toolbar to our website; the Fulton-Montgomery Regional Chamber of Commerce services; and the County office of community engagement personnel. To supplement these resources, City of Gloversville Transit System may also retain the services of an interpreter, translate vital documents, and utilize community volunteers. After analyzing the City of Gloversville Transit System budget and reviewing available resources, cost associated to meet language assistance needs of the LEP population will be incurred for retaining an interpreter and translating vital documents.

Informing LEP Populations of the Availability of Language Assistance

Language assistance is advertised on our website, on the Title VI notice, through posters in our agency, and through program registration materials, as applicable. City of Gloversville Transit System also utilizes community-based organizations to share the availability of these services, public meetings, rider surveys and interviews, outreach documents, and on vehicles.

City of Gloversville Transit System annually identifies the language capabilities and language assistance needs of our ridership. Should City of Gloversville Transit System have more than 5% of persons in a specific language group that requires language assistance, City of Gloversville Transit System shall comply with the US Department of Justice Safe Harbor Provision and provide written material in the specific language and or oral interpretation of the written material, free of cost.

Updating the Language Assistance Plan

The City of Gloversville Transit System will monitor the effectiveness of the language assistance to determine if enhancements on the methods (translating vital documents, interpretations and website) is required to better communicate with the LEP population. As a part of this process, the City of Gloversville Transit System will incorporate components that encourages feedback from customers on their experience with the implementation of the Language Assistance Plan. Based on the input received, City of Gloversville Transit System will make any immediate critical updates that can be feasibly implemented and document others for the triennial update of the Title VI Plan. Consequently, if there are updates to the Language Assistance Plan within the Human Service – Public Transportation Coordination Plan, City of Gloversville Transit System will review such updates and identify those with impact on components germane to its own Language Assistance Plan. Critical updates that can be feasibly implemented will be immediately incorporated.

Training Employees to Provide Language Assistance

City of Gloversville Transit System employees are oriented on the principles of Title VI and language assistance. New employees will be provided with guidance on the needs of clients served and how best to meet their language needs. Refresher training will be completed with

the triennial Title VI Plan update. Reminders on the importance of Title VI and the Language Assistance Plan will be distributed through email. Training will include review of the following Title VI program components:

1. Title VI Notice to the Public
2. Title VI complaint procedures and form
3. Complaint log
4. LEP (Four Factor Analysis and Language Assistance Plan)

If an employee needs further assistance related to LEP individuals, they will work with the City of Gloversville Transit System's Title VI Coordinator to identify strategies to meet the language needs of the participants of the program or service.

B7. Minority Representation on Advisory Boards

The only non-elected transit committee or council of City of Gloversville Transit System is the Gloversville Transit Commission. The representation of membership by racial breakdown is shown in the table below.

Racial Composition of Membership of Board, Committees, Councils

| Body | Caucasian | Hispanic | African American | Asian American | Native American | Two or More Races |
|-----------------------------|------------------|-----------------|-------------------------|-----------------------|------------------------|--------------------------|
| Gloversville Common Council | 100% | 0% | 0% | 0% | 0% | 0% |

Efforts to Encourage Minority Representation on Boards and Committees

The City of Gloversville Transit System understands diverse representation on committees, councils and boards results in sound policy reflective of its entire service area. As such, the City of Gloversville Transit System encourages participation of all its clientele/patrons and interested parties on boards, committees or councils.

As vacancies on boards, committees, and councils become available, the City of Gloversville Transit System will make efforts to encourage and promote diversity with active participation of clientele/patrons, community organizations and interested parties. City of Gloversville Transit System contacts advocates of the minority community, such as organizations that serve minority communities and leaders to garner interest in participating onboards, committees or councils.

B8. Recordkeeping and Reporting

City of Gloversville Transit System maintains records related to the agency's implementation of Title VI program, including records of the Title VI Plan Board adoption, records of Title VI staff training, public involvement activities, complaints, investigations, language assistance services and other implementation activities.

City of Gloversville Transit System shall update the Title VI Plan, every three years and submit the plan to the New York State Department of Transportation (NYSDOT) for approval.

B9. Plan and Policy Review

The Title VI policy will be disseminated to employees through new employee orientation and periodic email messages. The City of Gloversville Transit System will review its Title VI Plan at least once every three years to determine if modifications are necessary. The City of

Gloversville Transit System directly operates the operation of all services and will review implementation annually to ensure compliance with Title VI Plan requirements. The agency's review includes verifying that all employees have received ongoing updates, training, and a copy of the Title VI policies and that all postings are in place and in good condition.

Title VI Plan Monitoring – Activity Log

| Date | Activity (Review-Update- Addendum- Adoption- Distribution) | Person Responsible | Remarks |
|-------------------|--|-------------------------------|---|
| September 7, 2022 | Adopted and distributed | Brent Warren | Verified intake materials, postings. Verified all employees received Title VI training and copies of Title VI policy. |
| September 7, 2023 | Annual review of implementation | Brent Warren | Verified all new employees received training and copies of Title VI policy. Verified intake materials and postings. |
| September 6, 2024 | Annual review of implementation | Brent Warren | Verified all new employees received training and copies of Title VI policy. Verified intake materials and postings. |
| May 13, 2025 | Updated plan, adopted and distributed | Brent Warren | Verified all employees received training and copies of Title VI policy. Verified intake materials, postings |

Program Monitoring

The City of Gloversville Transit System will monitor the effectiveness of the Title VI program through the feedback from clientele, employees, general public and other agencies (NYSDOT, FTA). City of Gloversville Transit System seeks opportunities to continuously improve its Title VI plan, public participation outreach efforts and providing meaningful access of our services to LEP individuals.

B10. Facility Location Equity Analysis

As a subrecipient of federal funds, City of Gloversville Transit System understands we are required to conduct a Title VI equity analysis when planning to construct, expand, or purchase a facility. A facility includes storage facilities, maintenance facilities, and operations centers, but it does not include bus shelters, transit stations, or power substations. The equity analysis requirement applies even to facilities that do not receive direct federal funding (as long as City of Gloversville Transit System receives federal financial assistance, Title VI requirements apply to all programs and activities). The equity analysis compares the equity impacts of various siting alternatives and must occur during the planning phase, prior to the selection of the preferred site, and must include the following:

1. A description of the outreach to persons potentially impacted.

2. A comparison of equity impacts of various siting alternatives.
3. An analysis about whether a disparate impact occurs on the basis of race, color or national origin (including potential cumulative adverse impacts from other facilities with similar impacts in the area) because of the location and construction of a facility. (If there is a disparate impact, the construction of the facility may only occur if there is a substantial legitimate justification, there are no alternative locations that would have a less disparate impact, and it is not a pretext for discrimination).

For any new facility construction, expansion, or acquisition, City of Gloversville Transit System will work with NYSDOT to ensure that the equity analysis is completed and submitted to NYSDOT. The equity analysis will be provided upon request to NYSDOT, FTA and during the triennial review.

The below is intended to provide direction to the reader as to whether City of Gloversville Transit System was required to, completed, and included a Title VI equity analysis with this Title VI Plan update.

Did City of Gloversville Transit System construct, expand or acquired a facility in the past three years?

☒ **No.** City of Gloversville Transit System has not constructed, expanded or acquired a facility.

☐ **Yes.** City of Gloversville Transit System did (construct, expand, acquire) a facility and completed a Title VI equity analysis to compare the equity impacts of various siting alternatives.

Does City of Gloversville Transit System plan to construct, expand or acquire a facility in the next three years? *(check the box next to the appropriate response below)*

☒ **No.** City of Gloversville Transit System does not plan to construct, expand or acquire a facility.

☐ **Yes.** City of Gloversville Transit System plans to (construct, expand or acquire) a facility.

If yes, was a Title VI equity analysis completed?

☐ **Yes.** A Title VI equity analysis was completed.

☐ **No.** A Title VI equity analysis was not completed.

C. REQUIREMENTS FOR FIXED ROUTE TRANSIT PROVIDERS

C1. Service Standards (Quantitative Measures)

Vehicle Load Standard

The average of all loads during the peak operating period should not exceed vehicles' achievable capacities, which are 31 passengers for a 30 ft cutaway bus.

Vehicle Headway Standard

Measured in minutes, headway refers to the amount of time between two vehicles traveling in the same direction on a given line or combination of lines. A shorter headway corresponds to more frequent service. Service frequency is measured in vehicles per hour.

Service operates every 60 minutes or better on weekdays beginning from 6:00a.m. to 6:00p.m. On weekends, service operates every 60 minutes or better beginning from 9:00a.m. to 3:00p.m.

Scheduling involves the consideration of a number of factors including ridership, productivity, relationship to major trip generators, and the location of community services.

On Time Performance Standard

A vehicle is considered on time if it departs a scheduled timepoint no more than 5 minutes early and no more than 10 minutes late. The City of Gloversville Transit System on-time performance objective is 90 percent or greater. The City of Gloversville Transit System continuously monitors on time performance and system results are published and posted as part of monthly performance reports covering all aspects of operations.

Service Availability Standard

The City of Gloversville Transit System will distribute transit service so that 100 percent of all residents within the City of Gloversville are within a 1/4 mile walk of the service.

And the following service policies information:

C2. Service Policies

Service policies (system-wide policies) are adopted to ensure that service design and operations practices do not result in discrimination on the basis of race, color or national origin. City of Gloversville Transit System service policies are:

Transit Amenities Policy

Installation of transit amenities along routes are based on the number of passenger boardings along those routes.

Vehicle Assignment Policy

Vehicle assignments take into account the operating characteristics of vehicles, which are matched to the operating characteristics of the route, trip purpose of passengers, and volume of ridership along a given route.

D. LIST OF APPENDICES

- A. Documentation of Board Approval
- B. Title VI Complaint Form
- C. Letter Acknowledging Receipt of Title VI Complaint
- D. Title VI Complaint Letter of Closure
- E. Title VI Complaint Letter of Finding
- F. Title VI Notice to the Public

APPENDIX A: Documentation of Board Approval

City of Gloversville Transit System Title VI Plan Council Approval

On behalf of the Common Council of the City of Gloversville, we the Board have reviewed and adopted the City of Gloversville Transit System Title VI plan. We the Board are committed to ensuring that all decisions are made in accordance with the adopted Title VI plan, to that end no person is excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination under any City of Gloversville Transit System services and activities based on race, color or national origin, as protected by Title VI of the Civil Rights Act of 1964 and Federal Transit law under Title 49 Part 21.

Effective: May 13, 2025

Adopted: May 13, 2025

Adopted By: Gloversville Common Council

APPENDIX B: Title VI Complaint Form

City of Gloversville Transit System Title VI and ADA Complaint Form

| Section I: | | | | |
|---|-------------|--|--------------------------|----|
| Your Name: | | | | |
| Address: | | | | |
| Telephone (Home): | | | Telephone (Work/Mobile): | |
| Email Address: | | | | |
| Accessible Format Requirements? | Large Print | | Audio Tape | |
| | TDD | | Other | |
| Section II: | | | | |
| Are you filing this complaint on your own behalf? | | | Yes* | No |
| <i>*If you answered "yes" to this question, go to Section III.</i> | | | | |
| 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 | No |
| Section III: | | | | |
| I believe the discrimination I experienced was based on (check all that apply): | | | | |
| <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin <input type="checkbox"/> Disability | | | | |
| Date of Alleged Discrimination (Month, Day, Year): _____ | | | | |
| Agency name complaint is against: _____ | | | | |
| Location of where the alleged discrimination occurred:- _____ | | | | |
| 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. If more space is needed, please attach additional pages. | | | | |
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| Section IV | |
|---|--|
| <p>Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><i>If yes, check all that apply:</i></p> <p><input type="checkbox"/> Federal Agency: _____</p> <p><input type="checkbox"/> Federal Court: _____ <input type="checkbox"/> State Agency: _____</p> <p><input type="checkbox"/> State Court: _____ <input type="checkbox"/> Local Agency: _____</p> | |
| <p>Provide information for the contact person at the agency/court where the complaint was filed.</p> | |
| <p>Name and Title:</p> <p>_____</p> | |
| <p>Agency:</p> <p>_____</p> | |
| <p>Address:</p> <p>_____</p> | |
| <p>Telephone:</p> <p>_____</p> | |

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 by mail, email or in person to the address below.

City of Gloversville Transit System
Title VI/ADA Coordinator
109 W. Fulton St
Gloversville, NY 12078
bwarren@cityofgloversville.com

This complaint may also be filed directly with the New York State Department of Transportation, Office of Civil Rights, 50 Wolf Road, 6th Floor, Albany, NY 12232, (518) 457-1129 Fax (518) 549-1273, OCR-TitleVI@dot.ny.gov or the 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.

APPENDIX C: Letter Acknowledging Receipt of Complaint

Date

Name

Address

City, State Zip

Dear Name:

This letter is to acknowledge receipt of your Title VI complaint against City of Gloversville Transit System 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 contacting our office at (518) 773-4528 or in writing to City of Gloversville Transit System, 109 W. Fulton St, Gloversville, NY 12078, or bwarren@cityofgloversville.com.

Sincerely,

Brent Warren
Title VI Coordinator
109 W. Fulton St
Gloversville, NY 12078
518-773-4528

APPENDIX D: Title VI Complaint Letter of Closure

Date

Name

Address

City, State Zip

Dear Name:

The matter referenced in your Title VI complaint dated _____ against City of Gloversville Transit System 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.

City of Gloversville Transit System has analyzed the materials and facts pertaining to your case. There was no evidence identified that a violation of your Title VI rights were denied. I therefore advise you that your complaint was not substantiated and that I am closing the matter in our files.

You have the right to 1) provide additional information to this office for reconsideration of your complaint within seven (7) calendar days of receipt of this final written decision and/or 2) file a complaint externally with 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,

Brent Warren
Title VI Coordinator
109 W. Fulton St
Gloversville, NY 12078
518-773-4528

APPENDIX E: Title VI Complaint Letter of Finding

Date

Name

Address

City, State Zip

Dear Name:

The matter referenced in your letter dated _____ against City of Gloversville Transit System alleging Title VI violation has been investigated. The investigation determined non-compliance by City of Gloversville Transit System in administering the Title VI obligations of nondiscrimination in the programs and services we administer. Immediate efforts are underway to correct the findings.

Thank you for bringing this important matter to our attention. You were extremely helpful during our review of the program to correct our implementation of the Title VI Program. If I can be of assistance to you in the future, do not hesitate to call me at _____.

Sincerely,

Brent Warren
Title VI Coordinator
109 W. Fulton St
Gloversville, NY 12078
518-773-4528

APPENDIX F: Title VI Notice to the Public

Notifying the Public of Rights under Title VI and the ADA

City of Gloversville Transit System

The **City of Gloversville Transit System** operates its programs and services without regard to race, color, and national origin, in accordance with Title VI of the Civil Rights Act of 1964, and for persons with disabilities under the Americans with Disabilities Act of 1990. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI or the ADA may file a complaint with the **City of Gloversville Transit System**.

For more information on the **City of Gloversville Transit System**'s program, and the obligations and procedures to file a complaint, contact (518) 773-4528; email bwarren@cityofgloversville.com; or visit our office at **City of Gloversville Transit System**, 109 W. Fulton St, Gloversville, NY 12078. For more information on how to contact **City of Gloversville Transit System** or to find out about Title VI, visit www.ride-gts.com.

A complainant may file a complaint directly with **City of Gloversville Transit System** TITLE VI Coordinator by following the **City of Gloversville Transit System** complaint procedures also found on the agency's website. A complaint can also be filed with the New York State Department of Transportation on its Civil Rights website at <https://www.dot.ny.gov/main/business-center/civil-rights/title-vi-ej>. Finally, a complaint can be filed directly with the 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.