

## **Title VI Program**

**Agency Name: County Connection of Midland**

**Date Adopted: June 2009-Revised November 2013  
Updated May 2017**

### **I. Title VI 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).

County Connection of Midland 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 4702.1B.

This Program was developed to guide the County Connection of Midland in its administration and management of Title VI-related activities.

### **II. Title VI Coordinator Contact information**

Jan Pickering, Human Resources/Benefits Manager  
County Connection of Midland  
884 E. Isabella Rd.  
Midland, MI 48640  
jan.pickering@etc-1.com  
(989) 631-5202, ext. 208

### **III. Title VI Notice to the Public**

The Title VI Notice to the Public (see Appendix A) shall be posted on County Connection of Midland's website, cc-om.org, and prominently and publicly displayed in the County Connection of Midland facility and on their revenue vehicles. Additional information relating to nondiscrimination obligation can be obtained from the County Connection of Midland Title VI Coordinator.

Title VI information shall be disseminated to County Connection of Midland employees annually via the Employee Education form (see Appendix B) in payroll envelopes. This form reminds employees of the County Connection of Midland'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 County Connection of Midland'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 C).

#### **IV. Title VI Complaint Procedures**

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 D) may be used to submit the complaint information. The complaint may be filed in writing with County Connection of Midland at the following address:

County Connection of Midland  
884 E. Isabella Rd.  
Midland, MI 48640  
Attn: Title VI Coordinator

NOTE: County Connection of Midland 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.

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by County Connection of Midland will be directly addressed by County Connection of Midland. County Connection of Midland shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, County Connection of Midland 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 E). 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.

County Connection of Midland will send a final written response letter (see Appendix F or G) to the complainant. In the letter notifying complainant that the complaint is not substantiated (Appendix G), 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 County Connection of Midland, 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

#### **V. List of transit-related Title VI investigations, complaints, and lawsuits.**

There have been no transit-related Title VI investigations, complaints, or lawsuits.

#### **VI. Public Participation Program**

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

**Board Meetings.** The Board of Directors holds quarterly meetings and the public is invited to attend.

**Customer Complaint Process.** Citizens may call the Title VI Coordinator at 989-631-5202, Ext. 208, to lodge a complaint or comment. All complaints/comments are input into a database and then distributed to the relevant manager who researches the complaint and responds back to the citizen. County Connection of Midland complaint process was updated in 2015.

**General Awareness and Phone Surveys.** We conduct onboard rider and general awareness surveys frequently. In 2008 a marketing study was undertaken to garner information from the public regarding their perceptions of public transportation. Origin/Destination surveys and other public surveys are developed to assist County Connection of Midland in gathering information to develop new routes.

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.

Local Advisory Council (LAC) meetings are held on a quarterly basis.

#### **VII. An updated four factor analysis based on the new census, as applicable.**

**1. The number of proportion of LEP persons eligible in the County Connection of Midland service area who may be served or likely to encounter a County Connection of Midland service.**

The County Connection of Midland service area consists of all of Midland County. The U.S. Census reported in 2016 that Midland County had an estimated population of 83,462. The census further reported that approximately 4.8% of the population spoke a language other than English in their home.

**VIII. Language Assistance Program (LAP)**

It has been determined that only 4.8% of the population in the service area have Limited English abilities, which is not enough to constitute the need to implement a LAP Program at this time. Through the Four Factor Analysis, County Connection of Midland does understand the importance of having the ability to ensure communication availability if the need arises. In the event such services are needed or we receive inquiries regarding our services, County Connection of Midland will be utilizing English as a Second Language instructors from Education and Training Connection in Midland, MI or the Midland Literacy Council. This will adequately assist us in the rare occurrences we may encounter.

County Connection of Midland has developed this Language Assistance Program (see Appendix H) to help identify reasonable steps for providing language assistance to persons with limited English proficiency [LEP] who wish to access services provided by the transit authority. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English.

This Program outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

In order to prepare this Program, County Connection of Midland undertook the U.S. DOT four-factor LEP analysis:

1. County Connection of Midland staff reviewed the 2010 U.S. Census Report and determined that 4,006 persons in Midland County [4.8 % of the population] speak a language other than English.
2. County Connection of Midland assessed the frequency with which staff and drivers have, or could have, contact with LEP persons. This includes documenting phone inquiries and surveying vehicle operators. To date, County Connection of Midland has had no requests for interpreters and no requests for translated County Connection of Midland documents in Midland County. Staff and vehicle operators have had very little to no contact with LEP persons.
3. There is no large geographic concentration of any type of LEP individuals in the County Connection of Midland service area of Midland County. The overwhelming majority of the population, 95.2% in Midland County, speak only English. Services provided by County Connection of Midland that are most likely to encounter LEP individuals are English as a Second language students and Northwood University students.

4. County Connection of Midland currently partners with The Legacy Center for Community Success to assist in providing resources in relation to accessing a professional interpreter/ translation services or augmentative communication specialists. Staff and vehicle operating training would also be included in these resources.

Any questions should be directed to Jan Pickering, the Title VI Coordinator for County Connection of Midland.

Jan Pickering  
 County Connection of Midland  
 884 E. Isabella Rd.  
 Midland, MI 48640  
[jan.pickering@etc-1.com](mailto:jan.pickering@etc-1.com)  
 989-631-5202

**IX. A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees.**

The County Connection of Midland service area has no concentration of minority individuals in Midland County (see table below).

Body	Caucasian	Latino	African American	Asian American	Native American
Population	94%	2.6%	1.5%	2.4%	.5%
Local Advisory Council	100%	0%	0%	0%	0%

County Connection of Midland is committed to ensuring that no person is excluded from participation in membership of the Local Advisory Council on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1B.

Members are selected by the affiliated organizations based on their clients who are major users of County Connection of Midland’s transportation service. All affiliate organizations of the Local Advisory Council are Title VI compliant. County Connection of Midland encourages minority participation from them. With such a small minority percentage of both population and ridership, the makeup of the committee is in line with the census data. All of the announcements for meetings and funding requests are public notice and published county wide.

MDOT Administrative Rule 202 requires that the applicant agency shall establish a LAC composed of three members. No LAC member shall be a staff or board member of the applicant agency. The applicant agency shall ensure all of the following: 1) 50% of the LAC membership represents persons who are 65 years of age or older and persons who have disabilities within the service area; 2) the LAC membership includes people who have diverse disabilities and the elderly who are users of public transportation; and 3) the applicant agency has approved at least one member, or 12% of the membership, jointly with the area on aging.

## **X. Subcontracts and Vendors**

All subcontractors and vendors who receive payments from County Connection of Midland 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.

## **XI. 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 of County Connection of Midland 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.

## **XII. A Title VI equity analysis if the recipient constructs a facility, such as a vehicle storage facility, maintenance facility, operation center, etc.**

County Connection of Midland is not planning for a facility construction at this time, but will comply with the following requirements if facility construction is planned in the future:

- a. The recipient shall complete a Title VI equity analysis during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. Recipients shall engage in outreach to persons potentially impacted by the siting of facilities. The Title VI equity analysis must compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site.
- b. When evaluating locations of facilities, recipients should give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result. Analysis should be done at the Census tract or block group where appropriate to ensure that proper perspective is given to localized impacts.
- c. If the recipient determines that the location of the project will result in a disparate impact on the basis of race, color, or national origin, the recipient may only locate the project in that location if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin. The recipient must show how both tests are met; it is important to understand that in order to make this showing, the recipient must consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative.

## **APPENDIX A**

### **Notifying the Public of Rights Under Title VI County Connection of Midland**

County Connection of Midland 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. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with County Connection of Midland.

For the complete program or more information on County Connection of Midland's civil rights program, and the procedures to file a complaint, contact Jan Pickering, the Title VI Coordinator at 989-631-5202, Ext. 208; email [jan.pickering@etc-1.com](mailto:jan.pickering@etc-1.com); visit our administrative office at 884 E. Isabella Rd., Midland, MI 48640, or visit our website at [www.cc-om.org](http://www.cc-om.org).

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, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE, Washington DC 20590

If information is needed in another language, contact 989-631-5202, Ext. 208.

## **Appendix B          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 Connection of Midland 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 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 C      Acknowledgement of Receipt of Title VI Program**

I hereby acknowledge the receipt of the County Connection of Midland's Title VI Program. I have read the Program 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.

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Your signature

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Print your name

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Date

## Appendix D 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 submit this form in person at the address below, or mail this form to:

County Connection of Midland  
 884 E. Isabella Road  
 Midland, MI 48640  
 Attn: Title VI Coordinator

<b>Section I:</b>				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
<b>Section II:</b>				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
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
<b>Section III:</b>				
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				
Date of 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. If more space is needed, please use the back of this form.				
_____				
_____				

**Section IV**

Have you previously filed a Title VI complaint with this agency?	Yes	No
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**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 Agency \_\_\_\_\_

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

**APPENDIX E 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 the County Connection of Midland 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 989-631-5202, Ext. 208 or write to me at this address.

Sincerely,

Jan Pickering  
Title VI Coordinator  
County Connection of Midland

**APPENDIX F      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 County Connection of Midland 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. You may be hearing from this office, or from federal authorities, if your services should be needed during the administrative hearing process.

Sincerely,

Jan Pickering  
Title VI Coordinator  
County Connection of Midland

**APPENDIX G 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 County Connection of Midland 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 Connection of Midland 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 County Connection of Midland, 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,

Jan Pickering  
Title VI Coordinator  
County Connection of Midland

**APPENDIX H Language Assistance Program (LAP)**

***COUNTY CONNECTION OF MIDLAND***

***LANGUAGE ASSISTANCE PROGRAM  
MAY, 2017***

## **Language Assistance Program Outline**

### **County Connection of Midland**

- A. Identify LEP Persons who need language assistance.
  - Examine requests for language assistance collected by dispatch
  - Explain to drivers at their next meeting the importance of notifying dispatch of any situation that involves an LEP person
  
- B. Language Assistance Measures.
  - Develop a list of translators that may be contracted if needed to assist an LEP person.
  - Track the native language of the LEP persons and if there is appears to be a concentration in any given area, develop a brochure and if possible a video streaming segment for the website. "I Speak" card will also be utilized.
  
- C. Staff Training.
  - Staff will be provided with the LAP Program and be educated on the procedures to follow.
  - Staff will be trained on the appropriate use of the documentation form.
  - Staff will receive training on the handling of a Title VI and/or LAP complaint.
  
- D. Outreach Techniques.
  - When transit representatives are addressing community groups, they will include the information concerning the LAP Program. When a concentration of any particular LEP population is identified, materials may be developed.
  - I Speak cards will be used as well.
  
- E. Monitoring of the Program
  - This Program should be monitored on a continuous basis...as LEP persons have not presented any issues to date, any change should be immediately noted.



Additional Information:

Copies of the LAP Program will be available and be provided to any person requesting the document. Translations will be available if requested.

Any questions should be directed to Jan Pickering, the Title VI Coordinator for County Connection of Midland.

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989-631-5202