

## **CITY OF ALMA Title VI Plan**

**Agency Name: CITY OF ALMA (DIAL-A-RIDE TRANSIT)**

**Date Adopted: July 28, 2009**

### **I. Plan Statement**

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance" (42 U.S.C. Section 2000d).

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

This plan was developed to guide the City of Alma in its administration and management of Title VI-related activities.

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

**Assistant City Manager  
City of Alma  
525 E. Superior Street  
P.O. Box 278  
Alma, MI 48801**

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

Title VI information posters shall be prominently and publicly displayed in the City of Alma and Transportation Center facility and on their revenue vehicles. The name of the Title VI coordinator is available on the City of Alma website, at [www.ci.alma.mi.us](http://www.ci.alma.mi.us). Additional information relating to nondiscrimination obligation can be obtained from the City of Alma Title VI Coordinator.

Title VI information shall be disseminated to City of Alma employees annually via the Employee Education form (see Appendix A) in payroll envelopes. This form reminds employees of the City of Alma'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 City of Alma's expectations to perform their duties accordingly.

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

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

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

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

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

The 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 City of Alma's Title VI Plan, copies of Title VI complaints or lawsuits and related documentation, and records of correspondence to and from complainants, and Title VI investigations.

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

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

The complainant may file a signed, written complaint up to thirty (30) days from the date of the alleged discrimination. The complaint should include the following information:

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

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

**Title VI Coordinator Contact  
Assistant City Manager  
City of Alma  
525 E. Superior Street  
P.O. Box 278  
Alma, MI 48801**

NOTE: The City of Alma 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 30 days from the alleged date of discrimination.

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

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by the City of Alma will be directly addressed by the City of Alma. The City of Alma shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, the City of Alma 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 thirty (30) days (Appendix D). Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

### **How will the complainant be notified of the outcome of the complaint?**

The City of Alma will send a final written response letter (see Appendix E or F) to the complainant. In the letter notifying complainant that the complaint is not substantiated (Appendix F), the complainant is also advised of his or her right to 1) appeal within seven calendar days of receipt of the final written decision from the City of Alma, 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**

### **CITY OF ALMA TRANSPORTATION SERVICES LIMITED ENGLISH PROFICIENCY REPORT JULY 30, 2008**

The City of Alma Dial-A-Ride Transit (DART) was started in 1975 and is a small demand response, providing curb to curb service public transit agency that is located in rural central Michigan. Patrons of the DART service normally travel for school, medical, work, shopping, social visits, day care, recreation and other similar transportation needs. Alma is the largest populated area in Gratiot County, and has extensive medical care facilities. Gratiot County is mainly an agriculture community.

The City of Alma DART partners with the Federal Transit Administration (FTA) and the Michigan Department of Transportation (MDOT) for capital and operational funding. The City of Alma residents provide a millage for service operations. In addition the City of Alma DART has a contracted service with the City of Saint Louis, a neighboring small city, for their residents. With these funding resources it allows the transit service to be very cost effective for the patrons using the dart service. The patrons that use the DART service range in ethnic background that all speak English.

A Limited English Proficiency (LEP) assessment was conducted in the Alma and Saint Louis service area by using the 2000 U.S. Census and 2008 information from the Alma and Saint Louis Public Schools. This information is attached.

The City of Alma DART has conducted the “four-factor analysis” per the U.S. Department of Transportation LEP guidance, results are:

1. Determine the number of LEP persons eligible to be served or likely to be encountered by a program, activity, or service. According to the 2000 U. S. Census there are none in the Alma DART service area.
2. Determine the frequency with which LEP persons come in contact with the program. At this time zero.
3. Determine the importance of the program, activity, or service to people’s lives. There is not a concentration of any type of LEP individuals in the City of Alma DART service area. According to the 2000 U.S. Census and the Alma and St. Louis Public Schools, 100% of the population in the Alma DART service area speaks English.
4. Determine the resources available and cost. Presently the City of Alma has two (2) employees that speak Spanish and English should there be a need for translation. The Alma DART will have the Language Identification Flashcards available at the main transit office and with all drivers. Should another language besides Spanish be encountered it will be documented. If necessary, computer software programming will be used as it is available. All of the Alma DART employees will be informed on what to do with the flashcards and if there is a need for translation.

Therefore, the City of Alma has selected not to prepare a language implementation plan based on the USDOT four-factor analysis. The City of Alma believes we have taken responsible steps to ensure quality access to the passenger transportation service program and the LEP needs.

**City of Alma  
Population Fact Sheet**

	Number	Local Percent	U.S. Percent
Total Population	9,275		
White	8,695	93.7	75.1
Black or African American	49	.5	12.3
American Indian and Alaskan Native	48	.5	.9
Asian	70	.8	3.6
Native Hawaiian and Other Pacific Islander	1	.0	.1
*Some Other Race	238	2.6	5.5
*Two or More Races	174	1.9	2.4
*Hispanic or Latino	576	6.2	12.5

\*NOTE: Per Federal Office of Management and Budget via the Census website, these groups are considered with some duplication over the “one race” due to interracial marriages and immigration.

Language Spoken At Home	Number	Percentage
Population 5 years and older	8,768	
Only English	8,243	94
Only Spanish	18	.002
Speaks A Language Other Than English	525	6
Other Indo-European	0	0
Asian and Pacific Island	0	0
Ability to Speak English	8,768	100

	Alma Public School	Saint Louis Public School
Total	2,313	367
White	2,046	356
Hispanic	209	7
Native American	25	0
Black/African American	24	4
Asian	9	0
Ability to speak English	100%	100%

## **VII. Community Outreach**

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

The City of Alma holds two public meetings monthly, the second and fourth Tuesday of every month. At these meetings the public is welcome to attend and share in discussion with a variety of Community Outreach discussions. Additionally, the City of Alma works with the Gratiot County Commission On Aging, Patient Equipment Locker (Specialized Service) Department of Human Services and other organizations to review and discuss the planning and have involvement in the decision making process. The City of Alma DART service from time to time will provide on-board survey hand-outs to customers for their feedback about a variety of issues.

The City of Alma submits 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.

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

### **Title VI Policy**

No person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

All employees of the City of Alma 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 Assistant City Manager who is 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 B      Acknowledgement of Receipt of Title VI Plan**

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

\_\_\_\_\_  
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 sent it to:

Provide address here

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: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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:

**Assistant City Manager  
City of Alma  
525 E. Superior Street  
P.O. Box 278  
Alma, MI 48801**

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

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

\_\_\_\_\_  
Date

## **APPENDIX D     Sample 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 City of Alma 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,

**Title VI Coordinator  
Assistant City Manager  
City of Alma  
525 E. Superior Street  
P.O. Box 278  
Alma, MI 48801**

**APPENDIX E      Sample 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 City of Alma 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,

**Title VI Coordinator  
Assistant City Manager  
City of Alma  
525 E. Superior Street  
P.O. Box 278  
Alma, MI 48801**

**APPENDIX F      Sample 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 City of Alma alleging \_\_\_\_\_ has been investigated.

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

The City of Alma 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 City of Alma, 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,

**Title VI Coordinator  
Assistant City Manager  
City of Alma  
525 E. Superior Street  
P.O. Box 278  
Alma, MI 48801**

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

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The City of Alma is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A. **If you feel you are being denied participation in or being denied benefits of the transit services provided by the City of Alma, or otherwise being discriminated against because of your race, color, national origin, gender, age, or disability, you may contact our office at:**

**Title VI Coordinator  
Assistant City Manager  
City of Alma  
525 E. Superior Street  
P.O. Box 278  
Alma, MI 48801**

For more information, visit our website at [www.ci.alma.mi.us](http://www.ci.alma.mi.us)