

MONTEZUMA COUNTY PUBLIC TRANSPORTATION

Title VI Program

Submitted by: Montezuma County Public Transportation

1700 N. Dolores Road

Cortez, CO 81321

Adopted by: Montezuma County Board of Commissioners

James R. Lambert

Chairman Name

12-17-18

Date Adopted

Approved by: Colorado Department of Transportation

4201 E Arkansas Ave.

Denver, CO

By: _____ Date _____

Table of Contents

| | |
|--|-----------|
| NOTICE TO THE PUBLIC..... | 4 |
| COMPLAINT INSTRUCTIONS | 5 |
| COMPLAINT FORM..... | 6 |
| COMPLAINTS, INVESTIGATIONS AND LAWSUITS..... | 8 |
| PUBLIC PARTICIPATION ELEMENT..... | 8 |
| LIMITED ENGLISH PROFICIENTCY (LEP) element..... | 9 |
| PLANNING AND ADVISORY BOARDS..... | 9 |
| FACILITY LOCATION EQUITY ANALYSIS..... | 9 |
| REQUIREMENTS FOR FIXED ROUTE PROVIDERS ONLY..... | 10 |
| METROPOLITAN PLANNING ORGANIATIONS (MPOs) ONLY..... | 10 |
| APPENDICES..... | 11 |

Montezuma County Public Transportation

Title VI Program

BACKGROUND:

Montezuma County Public Transportation is located in Cortez Colorado. We have provided door-to-door demand response transportation service for the general public within Montezuma County for 15 years. We also provide medical transportation (only) to Dove Creek in Dolores County, and Durango in La Plata County we have 5 wheelchair accessible vehicles and 3 non-ADA vehicles.

Montezuma County is in District 5 of CDOT Transportation District, District 10 in the Planning Region (TPR), District 8 in CDOT Commission District, and in the 3rd district in the Congressional District.

There is 2040 square miles in Montezuma County, of those 2040 square miles 2029 are land and 11 square miles are water.

In 2000 the population of Montezuma County was 23,850 and in 2014 the population was 25,772 with an increase of 9% over that 14 year period.

Montezuma County is bordered by Dolores County to the North, San Juan County to the Northeast, La Plata County to the East, San Juan County New Mexico to the South, Apache County Arizona to the Southwest, and San Juan County Utah to the West. Our office is 41 miles from the Four Corners Monument.

Montezuma County is the only county in the United States to border three counties with the same name in three different states (San Juan County in Colorado, New Mexico, and Utah).

We receive funding through CDOT from 5310 grants for our vehicles, and 5311 funds for Operating and Administration expenses.

Montezuma County Public Transportation has moved the operations office to the County Fleet Department. The new office address is 1700 N. Dolores Road in Cortez.

Clint Watson, Department Manager (970) 564-2711, cwatson@co.montezuma.co.us

We do not conduct any planning activities at this time. We have not constructed any facilities.

NOTICE TO THE PUBLIC TITLE VI PROGRAM

Montezuma County Public Transportation 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 Montezuma County Public Transportation.

For more information on Montezuma County Public Transportation's civil rights program, and the procedures to file a complaint, contact Clint Watson at (970) 564-2711 (TTY 800-555-1111); email Clint at cwatson@co.montezuma.co.us; or visit our administrative office or send a letter to: 1700 North Dolores Road, Cortez, Colorado 81321.

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

If you need information in another language, contact Clint at 970-564-2711.

This document is in all of our vehicles, office and the county's website at montezumacounty.org/web (under departments and contacts, Public Transportation. Appendix A of this document.

We are in the process of updating this document. As soon as we can get it approved and adopted by the Board of County Commissioners we will send it to you.

The title VI notices will be posted in the following places: in our vehicles, in the office and on the Montezuma County website at montezumacounty.org/web (under departments and contacts, Public Transportation and Appendix A of this policy.

COMPLAINT INSTRUCTIONS AND FORM

Montezuma County Public Transportation 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 Montezuma County Public Transportation.

For more information on Montezuma County Public Transportation's civil rights program, and the procedures to file a complaint, contact Clint Watson at (970) 564-2711 (TTY 800-555-1111); email Clint at cwatson@co.montezuma.co.us; or visit our administrative office or send a letter to: 1700 North Dolores Road, Cortez, Colorado 81321.

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

If you need information in another language, contact Clint at 970-564-2712.
The complaint form is attached as Appendix C of this document.

Where did the discrimination occur?

Dates and times discrimination occurred?

Were there any other witnesses to the discrimination?

| Name | Organization/Title | Work Telephone | Home Telephone |
|------|--------------------|----------------|----------------|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

How would you like to see this situation resolved?

Have you filed your complaint, grievance, or lawsuit with any other agency or court?

Who _____ When _____
 Status (pending, resolved, etc.) _____ Result, if known _____
 Complaint number, if known _____

Do you have an attorney in this matter?

Name _____ Phone _____
 Address _____ City _____ Zip _____

Signed _____ Date _____

TITLE VI COMPLAINTS, INVESTIGATIONS AND LAWSUITS

6. Since submitting our last grant application to CDOT, our agency has not had any Title VI complaints, investigations, or lawsuits related to your transit program.

PUBLIC PARTICIPATION ELEMENT

7. Does your organization conduct planning activities? No we have not conducted any planning activities

8. Are any agency meetings open to the public? N/A

9. How does your organization publicize the dates, times, and locations of these meetings? N/A

10. Where are the meetings held? Are these meetings scheduled at times and locations that are convenient and accessible to minorities? N/A

11. Is the location accessible to persons with disabilities? N/A

12. Has your organization employed different meeting sizes and formats? N/A

13. Is transit service available to the location and during the hours of these meetings? If yes, please describe. If not, does your organization offer transportation to these meetings upon request? N/A

14. What other efforts has your organization made to ensure that transit riders or clients can attend these meetings? N/A

15. Does your organization rely on any counties or cities for funding? If yes, please describe how interested parties can comment on your budget and services at city and town council meetings.

We receive some funding from the cities and towns in our county. I submit a grant asking for donations and a report on stats for each of their towns. If they have any questions or need more information, they call me and I answer their questions and/or send them more information.

16. Has your organization coordinated with community or faith-based organizations, educational institutions or other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities? No

17. Discuss any other outreach efforts, including transit advisory committees, procedures for soliciting comments for fare increases and service changes, passenger surveys, public involvement for transit development plans, presentations, etc. We have an advisory board meeting every other month. It is at the County Senior Center. It is accessible to those with disabilities. We have members of the community and members of different agencies that provides services to the disabled community as well as the LEP community.

18. Please describe any specific outreach efforts to involve minority, low-income or LEP person. None

LIMITED ENGLISH PROFICIENCY (LEP) ELEMENT

U.S. Census American Community Survey 2010-2014 estimates, population 5 years old and older, speaking another language in the home, who speak English "Well" "Not well" or "Not at All to be 2.6% which is a very low number of persons in the permanent population of Montezuma County.

LEP individuals that are unable to speak English in our area have family members or friends that calls for them and accompany them on the bus. We have only had one man and woman that did not speak English in 15 years. They were Hispanic and we had a Hispanic employee at the time. We still have a Hispanic speaking employee, and we have a Ute speaking employee and a Navajo speaking employee.

Copy of our LEP Plan is attached as Appendix C

PLANNING AND ADVISORY BOARDS

We have an advisory board committee comprised of a members of the disabled community, employees from Montezuma Department of Social Services, Options for Long Term Care, Clients that use our services, County Administrator, County Commissioner, an employee from the local hospital. Board members that represent Montezuma County on the board of Region IX Area Agency on aging (older American Act funds). The board is made-up of both male and female, different ages. One Hispanic and one Native American.

Members of this board have been selected, by other board members and staff.

We have asked minority clients to be on our boards. In the past we have had Hispanic's on our board.

Attached is a copy of our last board minutes as Appendix D

FACILITY LOCATION EQUITY ANALYSIS

Montezuma County Public Transportation has not constructed any buildings in the last three years, and are not planning any in the three years.

PART II.

REQUIREMENTS FOR FIXED ROUTE TRANSIT PROVIDERS ONLY

Montezuma Senior Services does not provide fixed route transportation

PART III.

METROPOLITAN PLANNING ORGANIZATIONS (MPOs) ONLY

Montezuma Senior Services is not a MPO agency

APPENDICES

Appendix A: Notice to the Public (English)

Appendix B: Investigations/Complaints Chart

Appendix C: Title Vi Complaint Form

Appendix D: Title Vi Complaint Procedures

Appendix E: Staff LEP Survey

APPENDIX A

Notice to the Public (English)

Montezuma County Public Transportation 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 Montezuma County Public Transportation.

For more information on Montezuma County Public Transportation's civil rights program, and the procedures to file a complaint, contact Clint Watson at (970) 564-2711 (TTY 800-555-1111); email Clint at cwatson@co.montezuma.co.us; or visit our administrative office or send a letter to: 1700 North Dolores Road, Cortez, Colorado 81321.

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

If you need information in another language, contact Clint at 970-564-2712.
The complaint form is attached as Appendix C of this document.

Montezuma Senior Services

APPENDIX B

INVESTIGATIONS/COMPLAINTS CHART

| Type | Date | Summary (basis) | Status | Action(s) taken |
|---|-------------|------------------------|---------------|------------------------|
| | | | | |
| Complaints and Investigations Naming the recipient | | | | |

| | | | | |
|-----------------|--|--|--|--|
| Lawsuits | | | | |
|-----------------|--|--|--|--|

APPENDIX C

Montezuma County Public Transportation TITLE VI COMPLAINT FORM

| | | | | |
|---|-------------|--|-------------------|----|
| Section I: | | | | |
| Name: | | | | |
| Address: | | | | |
| Telephone (Home): | | | Telephone (Work): | |
| Electronic Mail Address: | | | | |
| Accessible Format Requirements? | Large Print | | Audio Tape | |
| | TDD | | Other | |
| Section II: | | | | |
| 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 |
| 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 | | | | |
| 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 |

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

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

Clint Watson
1700 North Dolores Road
Cortez, CO 81321

APPENDIX D

Montezuma County Public Transportation

TITLE VI COMPLAINT PROCEDURE

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Montezuma County Public Transportation (hereinafter referred to as “the Authority”) may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form. Montezuma County Public Transportation investigates complaints received no more than 180 days after the alleged incident. The Authority will process complaints that are complete.

Once the complaint is received, the Authority 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.

The Authority has 7 days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 7 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 7 business days, the Authority 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. 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. If the complainant wishes to appeal the decision, she/he has 10 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 2059

z, Co. 81321

APPENDIX E
STAFF LEP SURVEY

Montezuma County Public Transportation is studying the language assistance, needs of its riders so that we can better serve, communicate, and increase access with Limited English Proficient persons. Please complete the following survey and return it to Jennifer Morris by Dec. 15, 2018].

How often do you come into contact, with passengers who do not speak English or have trouble understanding you when you speak English to them? (Circle one)

Daily

Weekly

Monthly

Less frequently than monthly

What languages do these passengers speak? Please list.

What languages other than English do you understand or speak?

Would you be willing to serve as a translator when needed?