

# TITLE VI (CIVIL RIGHTS) PLAN



City of Kingston Citibus  
17 Hoffman Street  
Kingston, New York 12401  
845-331-3725

# **TITLE VI ( CIVIL RIGHTS) PLAN**

## **I. Statement of Policy**

All plans, programs and services of the Kingston Citibus and contracted providers shall be operated in accordance with the nondiscriminatory provisions of the Title VI of the Civil Rights Act of 1964, as amended; the Federal Register; US Department of Transportation 23; code of Federal Regulation (CFR), Part 200.9 and 49 CFR, Parts 21,26 and 27, Part V dated December 6, 2000; and

Whereas, the Citibus administers programs of the US DOT, and abides by the US DOT 23 and 49 CFR Parts 200.9 and 21,26 and 27, respectively; and , in the event Citibus distributes federal aid funds to another government entity, Citibus will include Title VI language in all written agreements and will monitor for compliance; and

The Supervisor of the Citibus or his/her designee shall implement the Citibus Title VI Policy Document for the Citibus Transportation Area as documented by the US Bureau of the Census through the following methods:

## **II. Delegated Authority**

The Citibus Supervisor and his/her designee shall be responsible for monitoring the implementation of the Citibus Title VI Plan, but not necessarily limited to the following:

1. Receiving and, if necessary, assisting with the writing of discrimination complaints which are filed by users of Citibus plans, programs or services.
2. Upon request, providing Citibus users with copies of the Citibus Title VI Plan.

## **III. COMPLAINT POLICY AND PROCEDURE**

The City of Kingston Citibus shall have in effect the complaint process noted below which incorporates the elements of due process. These procedures cover all complaints regarding Citibus probes or activities filed under Title VI of the Civil Rights Act of 1964 or 49 CFR 21, "Nondiscrimination in the Federally-Assisted Programs of the United States Department of Transportation." The process follows the steps identified below:

1. Title VI says "that no person in the United States shall, on the grounds of race, color or nation origin, be denied the benefits of or be subject to discrimination under any program or activity receiving Federal Financial assistance." Written complaints recorded on the " Complaint Form " are to be date stamped by the person who received the complaint and entered it into the "Complaint Log."

Documented receipts are to be provided to complainants who hand deliver complaints.

2. Complaints must be filed with the agency within one hundred eighty (180) days of the date of the alleged discriminatory act or treatment occurred.
3. When complaints are received by the Citibus Supervisor, complainant shall be referred to the New York State Department of Transportation (NYSDOT), Office of equal Opportunity development and Compliance (OEODC) Civil rights Unit, within three (3) business days of the date of receipt. NYSDOT shall conduct its inquiry and issue its Final Report within one hundred eight (180) days of the date of filing the complaint.
4. Any party dissatisfied with the Final Report will be advised of the right to file a complaint with the applicable state or federal agency.
5. No person who has filed a complaint, testified, assisted or participated in any manner in an investigation shall be intimidated, threatened, coerced or retaliated against.

#### **IV. POSTING TITLE VI INFORMATION**

Kingston Citibus shall post the customers Title VI rights on the city website in English and Spanish and shall also post the Title VI rights information on all buses in the fleet.

This Plan has been developed and designed in accordance with the guidelines and procedures and enumerated in the preceding paragraphs.

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Toni M. Roser  
Transportation Supervisor, Kingston Citibus

The City of Kingston has prepared an LEP study and implementation following the four factor framework as follows:

### **LEP – APPLYING THE FOUR-FACTOR FRAMEWORK**

1. The City of Kingston assessed the number and proportion of LEP persons served or encountered in the eligible service population from the 2009 census. The numbers are as follows:
  - a. The total population for the City of Kingston is 22,599
  - b. 76.10 % of the population is White.
  - c. 14.00 % of the population is Black or African American.
  - d. 9.80 % of the population is Hispanic or Latino.

The City of Kingston assessed the percentage of languages spoken by persons in the eligible service population from the 2009 census. The numbers are as follows:

- a. 84.8% of residents of Kingston speak English at home.
  - b. 8.5% of residents speak Spanish at home.
  - c. 6.7% of residents speak other language at home.
2. As identified above, the LEP individuals inquire about use, and are affected by the services that Kingston Citibus provides on a daily basis. Operational services include fixed route service, Medicaid, and ADA paratransit service. These LEP individuals also come into contact with Citibus by calling our dispatch lines, administrative staff and also our City Hall. They have also used our website, emailing, and our facebook page to inquire about services.

Kingston Citibus will organize surveys throughout the 2012 calendar year to ask LEP persons whether they are aware of the assistance Kingston Citibus provides, and how Citibus can be more helpful.

3. Through community outreach and driver communications, it was assessed that most of the LEP population uses Kingston Citibus as their primary means of transportation for commuting to and from work, shopping and doctor's appointments. They access the fixed route services and also the paratransit services.

If limited English is a barrier to using these services then the consequences for the individual are serious. Critical information such as route schedule information, fare and payment information, system rules, Medicaid information, information on accessing paratransit information, obtaining complaint forms, and any safety and security announcements would be limited to these LEP individuals.

4. Based on all information that Kingston Citibus assessed, we had the resources to put together a plan to provide the information necessary to allow LEP clients equal access to our system with minimal costs incurred.

### **CITY OF KINGSTON LEP PLAN**

1. The City of Kingston Citibus offers Spanish speaking employees at the Police Station and the Department of Public Works upon request for all information regarding transit service from Medicaid transportation to ADA paratransit service to fixed route services.

- a. When a phone from a Spanish speaking LEP customer is received, or when the customer comes into the offices, the first step is to contact a Spanish speaking employee or the police dispatcher.
  - b. When written communication from an LEP person is received, it is forwarded to our civil rights department for translation into English and then the response is translated into their native language.
  - c. Bus operators who are not bilingual may have difficulty providing an LEP person who boards the vehicle and requests information. In such circumstances, the bus operator could ask if another passenger on the bus could serve as a translator, or the driver could radio the office for assistance. The bus driver could also direct the passenger to the translated information on the buses such as route schedules.
2. The City of Kingston Citibus incorporates a variety of methods to communicate with transit users and the public. These methods include printed schedule information in English and Spanish, signs inside of the vehicles printed in English and Spanish, schedule information and public service announcements located on the City of Kingston website in English and Spanish.
  3. Title VI information is posted in English and Spanish on all of our buses and is monitored by the maintenance department during the monthly PM inspections to assure they remain posted on the bus in good order.
  4. The City of Kingston Citibus works with the Department of Social Services, The Department of Labor, Gateway Community Industries, and the Resource Center for Accessible Living, the Office for Aging and the Ulster Greene ARC to ensure that all people who need public transportation receive public transportation.
  5. Citibus will be contacting the Hispanic Outreach Advisory Board to include our agency in all mailing seminars and activities related to the Hispanic Community.
  6. LEP training is given to all bus operators at their time of hire with refresher information distributed each year.

## **KINGSTON CITIBUS SERVICE STANDARDS**

The City of Kingston Citibus has the following service standards for our fleet of buses.

1. All buses are air conditioned, handicap accessible, clean, and equipped with security cameras.
2. Vehicle headway is 1 hour on all routes.
3. Fixed route service hours are Monday through Friday from 6:30 am until 7:30 pm, Saturdays from 9:30 am until 5:30 pm.
4. ADA Paratransit service is available the same hours as our fixed route service.

## **KINGSTON CITIBUS PUBLIC PARTICIPATION**

Kingston Citibus meets its public participation needs by posting information on the City of Kingston website, in the local newspaper and through public meetings when necessary.

Kingston Citibus works with the Department of Social Services, the Department of Labor, the Office for the Aging, Ulster –Greene ARC, Gateway Community Services and the Senior complexes to ensure that all people who need public transit services receive these services.

The City of Kingston holds monthly council meetings. These monthly meetings are held to allow the public to be able to voice their opinions to the members of the Common Council who are elected by the community. The agenda for these meetings provides time for transit related issues along with issues pertaining to the City of Kingston and all other departments. They are held at City Hall, located at 420 Broadway, Kingston, NY, in the council chambers. City Hall is a central location and the building is handicap accessible. Council Chambers can accommodate a large amount of people, and is on the city bus route. These meetings are advertised in the local newspaper and on the City website ([www.ci.kingston.ny.us](http://www.ci.kingston.ny.us)). If a specific transit issue needs to be addressed, a special meeting will be held. These meetings are held by the Ulster County Transportation Council (UCTC) and are solely related to transit issues. Some of the issues are studies that pertain to improving our routes, services and marketing strategies. These

meetings may be held by the City of Kingston or the Ulster County Office Building. The Ulster County Office Building is located in the City of Kingston on Fair Street and is also handicap accessible and located on the city bus route.

These meetings are held at these locations so that our low income population and minority populations can access them. The two locations are held in areas that are within walking distance also from the lower income neighborhoods and largely populated minority neighborhoods.

***The City of Kingston has assessed the current plan and believes it provides an inclusive mechanism for low income and minority population participation within the City of Kingston and Port Ewen. We also believe that we can do more to help the minority groups. As a result we will be contacting community groups and conducting more surveys to improve our service to these individuals.***

### **KINGSTON CITIBUS CONSTRUCTION PROJECTS (PRIOR 3 YEARS)**

1. Installation of a security fence at the Bus Garage located at 478 Hasbrouck Ave. Kingston, NY. No environmental study was needed for this project. It replaced an existed fence. ARRA funding through FTA was used for this project.
2. Installation of a bus wash at the Bus Garage located at 478 Hasbrouck Ave. Kingston, NY. No environmental study was need for this project. No construction was done, the building was already constructed and we replaced the inside units. The building was repaired and a new roof was installed.

### **ACTIVE COMPLAINTS OR LAWSUITS ALLEGING DISCRIMINATION**

1. Kingston Citibus has no active law suits or complaints alleging discrimination on the basis of race, color or national origin.



**CITY OF KINGSTON TITLE VI COMPLAINT FORM**

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

Home Telephone (\_\_\_\_\_) \_\_\_\_\_

Work Telephone (\_\_\_\_\_) \_\_\_\_\_

Cell phone (\_\_\_\_\_) \_\_\_\_\_

**DISCRIMINATION BECAUSE OF:**

Race       Color       National Origin       Sex is Female       Age

Creed/Religion       Disability       Retaliation       Sex is Male       Other

**DATE OF ALLEGED INCIDENT:** \_\_\_\_\_

Explain as briefly and clearly as possible what happened and how you were discriminated against. Indicate who was involved. Be sure to include the names and contact information of any witnesses. If more space is needed please use the back of this form.

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

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: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

\_\_\_\_\_

SIGNATURE

DATE

***Please mail completed form to:***

Kingston Citibus  
17 Hoffman Street  
Kingston, NY 12401  
Title VI Coordinator

Attention:



**THE FOLLOWING IS POSTED ON ALL KINGSTON CITIBUS BUSES**

The City of Kingston 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. If you believe that you have been subjected to discrimination under Title VI, you may file a complaint. All complaints can be directed to Kingston Citibus, 17 Hoffman Street, Kingston, NY 12401, attention Transportation Supervisor.

**SPANISH VERSION**

La ciudad de Kingston está confiada a asegurarse de que no se excluye de la participación adentro, ni negó a ninguna persona las ventajas de sus servicios de tránsito en base de la raza, del color, o del origen nacional, según lo protegido por Title VI del acto de las derechas civiles de 1964. Si usted cree que le han sujetado a la discriminación bajo título VI, usted puede archivar una queja. Todas las quejas se pueden dirigir a Kingston Citibus, calle de 17 Hoffman, Kingston, NY 12401, supervisor del transporte de la atención.

**AGENCIES ASSOCIATED WITH KINGSTON CITIBUS**

Ulster-Green ARC	139 Cornell Street	Kingston, NY 12401
ARCS	138 Pine Street	Kingston, NY 12401
Benedictine Hospital	105 Mary's Avenue	Kingston, NY 12401
Ulster County Community Action	70 Lindsley Avenue	Kingston, NY 12401
Family of Woodstock – Kingston	PO Box 3516	Kingston, NY 12402
Gateway Community Industries, Inc.	One Amy Kay Parkway	Kingston, NY 12401
Mental Health Association of Ulster	PO Box 2304	Kingston, NY 12402
Office for the Aging	Ulster County Bus. Complex	Kingston, NY 12401
VESID services	301Manchester Road 2 <sup>nd</sup> floor	Poughkeepsie, NY 12603
Ulster County Dept. Social Services	Ulster County Business Complex	Kingston, NY 12401



Usted ha archivado esta queja con otro federal, estado, o agencia local, o con federal o tribunal estatal?

Sí \_\_\_\_\_ Ninguna \_\_\_\_\_ Si sí, compruebe todo el que aplíquese: \_\_\_ de la agencia federal \_\_\_ de la corte federal \_\_\_ de la Agencia Estatal \_\_\_ del tribunal estatal \_\_\_ de la agencia local Proporcione por favor la información sobre una persona de contacto en la agencia/la corte donde la queja fue archivada:

Nombre: \_\_\_\_\_

Dirección: \_\_\_\_\_ Ciudad, estado, cierre relámpago: \_\_\_\_\_

Número de teléfono: \_\_\_\_\_ Firme por favor abajo. Usted puede atar cualquier material escrito o la otra información que usted piensa es relevante a su queja.

\_\_\_\_\_

FIRMA FECHA Envíe por favor llenada el formulario:

Kingston Citibus Calle de

17 Hoffman Kingston, NY 12401

Atención: Coordinador del título VI

## **KINGSTON, NY CENSUS DATA**

### **ACS Demographic and Housing Estimates: 2005-2009**

**Data Set: 2005-2009 American Community Survey 5-Year Estimates**

**Survey: American Community Survey**

**Geographic Area: Kingston city, New York**

NOTE. Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the [official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties](#).

For more information on confidentiality protection, sampling error, nonsampling error, and definitions, see Survey Methodology.

ACS Demographic and Housing Estimates	Estimate	Margin of Error (+/-)	Percent	Margin of Error (+/-)
<b>SEX AND AGE</b>				
Total population	22,599	41	22,599	(X)
Male	10,301	394	45.6%	1.7
Female	12,298	399	54.4%	1.7
Under 5 years	1,721	247	7.6%	1.1
5 to 9 years	1,355	212	6.0%	0.9
10 to 14 years	1,535	228	6.8%	1.0
15 to 19 years	1,331	229	5.9%	1.0
20 to 24 years	1,592	294	7.0%	1.3
25 to 34 years	3,424	423	15.2%	1.9
35 to 44 years	2,929	320	13.0%	1.4
45 to 54 years	3,275	333	14.5%	1.5
55 to 59 years	1,191	182	5.3%	0.8
60 to 64 years	954	182	4.2%	0.8
65 to 74 years	1,516	186	6.7%	0.8
75 to 84 years	1,245	215	5.5%	1.0
85 years and over	531	149	2.3%	0.7
Median age (years)	36.3	2.1	(X)	(X)
18 years and over	17,149	375	75.9%	1.7
21 years and over	16,265	389	72.0%	1.7
62 years and over	3,751	317	16.6%	1.4
65 years and over	3,292	298	14.6%	1.3
18 years and over	17,149	375	17,149	(X)
Male	7,689	364	44.8%	1.6

ACS Demographic and Housing Estimates	Estimate	Margin of Error (+/-)	Percent	Margin of Error (+/-)
Female	9,460	283	55.2%	1.6
65 years and over	3,292	298	3,292	(X)
Male	1,090	166	33.1%	3.8
Female	2,202	223	66.9%	3.8
RACE				
Total population	22,599	41	22,599	(X)
One race	21,620	314	95.7%	1.4
Two or more races	979	311	4.3%	1.4
One race	21,620	314	95.7%	1.4
White	17,197	583	76.1%	2.6
Black or African American	3,160	501	14.0%	2.2
American Indian and Alaska Native	63	47	0.3%	0.2
Cherokee tribal grouping	7	13	0.0%	0.1
Chippewa tribal grouping	0	123	0.0%	0.2
Navajo tribal grouping	0	123	0.0%	0.2
Sioux tribal grouping	0	123	0.0%	0.2
Asian	369	182	1.6%	0.8
Asian Indian	64	55	0.3%	0.2
Chinese	46	47	0.2%	0.2
Filipino	65	80	0.3%	0.4
Japanese	0	123	0.0%	0.2
Korean	50	47	0.2%	0.2
Vietnamese	127	127	0.6%	0.6
Other Asian	17	22	0.1%	0.1
Native Hawaiian and Other Pacific Islander	0	123	0.0%	0.2

ACS Demographic and Housing Estimates	Estimate	Margin of Error (+/-)	Percent	Margin of Error (+/-)
Native Hawaiian	0	123	0.0%	0.2
Guamanian or Chamorro	0	123	0.0%	0.2
Samoan	0	123	0.0%	0.2
Other Pacific Islander	0	123	0.0%	0.2
Some other race	831	286	3.7%	1.3
Two or more races	979	311	4.3%	1.4
White and Black or African American	673	286	3.0%	1.3
White and American Indian and Alaska Native	45	66	0.2%	0.3
White and Asian	14	22	0.1%	0.1
Black or African American and American Indian and Alaska Native	32	34	0.1%	0.2
Race alone or in combination with one or more other races				
Total population	22,599	41	22,599	(X)
White	18,100	600	80.1%	2.7
Black or African American	4,023	529	17.8%	2.3
American Indian and Alaska Native	210	125	0.9%	0.6
Asian	417	193	1.8%	0.9
Native Hawaiian and Other Pacific Islander	0	123	0.0%	0.2
Some other race	942	288	4.2%	1.3
HISPANIC OR LATINO AND RACE				
Total population	22,599	41	22,599	(X)
Hispanic or Latino (of any race)	2,214	411	9.8%	1.8
Mexican	1,088	386	4.8%	1.7
Puerto Rican	528	232	2.3%	1.0
Cuban	43	66	0.2%	0.3
Other Hispanic or Latino	555	244	2.5%	1.1



ACS Demographic and Housing Estimates	Estimate	Margin of Error (+/-)	Percent	Margin of Error (+/-)
Not Hispanic or Latino	20,385	413	90.2%	1.8
White alone	16,052	567	71.0%	2.5
Black or African American alone	3,070	506	13.6%	2.2
American Indian and Alaska Native alone	52	46	0.2%	0.2
Asian alone	369	182	1.6%	0.8
Native Hawaiian and Other Pacific Islander alone	0	123	0.0%	0.2
Some other race alone	26	31	0.1%	0.1
Two or more races	816	304	3.6%	1.3
Two races including Some other race	20	24	0.1%	0.1
Two races excluding Some other race, and Three or more races	796	302	3.5%	1.3
Total housing units	10,396	349	(X)	(X)

<b>LANGUAGE SPOKEN AT HOME</b>				
<b>Population 5 years and over</b>	<b>20,878</b>	<b>+/-244</b>	<b>20,878</b>	<b>(X)</b>
English only	17,704	+/-522	84.8%	+/-2.3
Language other than English	3,174	+/-478	15.2%	+/-2.3
Speak English less than "very well"	1,377	+/-317	6.6%	+/-1.5
Spanish	1,771	+/-379	8.5%	+/-1.8
Speak English less than "very well"	939	+/-292	4.5%	+/-1.4
Other Indo-European languages	1,069	+/-320	5.1%	+/-1.5
Speak English less than "very well"	257	+/-112	1.2%	+/-0.5
Asian and Pacific Islander languages	278	+/-163	1.3%	+/-0.8
Speak English less than "very well"	173	+/-103	0.8%	+/-0.5
Other languages	56	+/-59	0.3%	+/-0.3
Speak English less than "very well"	8	+/-22	0.0%	+/-0.

## **PORT EWEN, NY CENSUS DATA**

<b>ACS Demographic Estimates - <a href="#">show more</a> &gt;&gt;</b>	<b>Estimate</b>	<b>Percent</b>	<b>U.S.</b>	<b>Margin of Error</b>
Total population	4,131			+/-369
Male	1,772	42.9	49.3%	+/-185
Female	2,359	57.1	50.7%	+/-277
<b>Median age</b> (years)	43.7	(X)	36.5	+/-3.3
Under 5 years	142	3.4	6.9%	+/-72
18 years and over	3,077	74.5	75.4%	+/-292
65 years and over	681	16.5	12.6%	+/-139
<b>One race</b>	4,111	99.5	97.8%	+/-369
White	3,764	91.1	74.5%	+/-362
Black or African American	268	6.5	12.4%	+/-261
American Indian and Alaska Native	0	0.0	0.8%	+/-123
Asian	63	1.5	4.4%	+/-61
Native Hawaiian and Other Pacific Islander	0	0.0	0.1%	+/-123
Some other race	16	0.4	5.6%	+/-22
Two or more races	20	0.5	2.2%	+/-31
Hispanic or Latino (of any race)	37	0.9	15.1%	+/-37

