

III. Subcontracts and Vendors

All subcontractors and vendors who receive payments from City of Marshall 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 of City of Marshall 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 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 C) may be used to submit the complaint information. The complaint may be filed in writing with Tracy Hall at the following address:

City of Marshall
Attn: Tracy Hall
323 W Michigan Ave
Marshall, Michigan 49068

NOTE: City of Marshall 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.

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 City of Marshall will be directly addressed by City of Marshall. City of Marshall shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, City of Marshall 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 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?

City of Marshall 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 City of Marshall, 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.

If an attorney is being retained insert sample language:

Once sufficient information for investigating the complaint is received by City of Marshall, a written response will be drafted subject to review by the transit's attorney. If appropriate, City of Marshall attorney may administratively close the complaint. In this case, City of Marshall will notify the complainant of the action as soon as possible.

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

Marshall Dial-A-Ride (MDART) has developed this Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to MDART services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand

English. This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training staff, how to notify LEP persons that assistance is available, and information for future plan updates. In developing the plan while determining the MDART's extent of obligation to provide LEP services, the MDART undertook a U.S. Department of Transportation four factor LEP analysis which considers the following: 1) The number or proportion of LEP persons eligible in the MDART service area who maybe served or likely to encounter an MDART program, activity, or service; 2) the frequency with which LEP individuals come in contact with an MDART service; 3) the nature and importance of the program, activity or service provided by the MDART to the LEP population; and 4) the resources available ton MDART and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

VII. Community Outreach

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

City of Marshall is engaging the public in its planning and decision-making processes, as well as its marketing and outreach activities. In the City's 2009/10 budget, funds have been allocated to commence a study to explore possible service expansion thought the possible coordination with other public transit agencies, review of funding options, and sustainability of service. The public will be invited to participate in the process whether though public meetings or surveys.

The City of Marshall has participated with the City of Battle Creek in looking at coordinating services. With the development along Michigan Ave between Battle Creek and Marshall, both entities agree that a coordinated effort would be the best approach to providing public transit through this corridor.

Public Meetings. When new service is proposed it is taken before the Local Advisory Board to discuss the feasibility of extending service. All are welcome to attend the meeting. Meetings are schedule once a year unless otherwise needed.

Customer Complaint Process. Citizens may call the Deputy Director at (269) 781-3985 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. City of Marshall complaint process was updated in 2007-2008.

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.