



# Dutchess County Public Transit Title VI Program Fiscal Years 2018-2019 to 2020-2021



Dutchess County Public Transit  
Dutchess County Department of Public  
Works  
14 Commerce Street  
Poughkeepsie, NY 12603  
January 2018



**DUTCHESS COUNTY PUBLIC TRANSIT  
TITLE VI PROGRAM  
FISCAL YEARS 2018 to 2021  
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## **DUTCHESS COUNTY PUBLIC TRANSIT TITLE VI PROGRAM FISCAL YEARS 2018-2019 to 2020-2021**

**Reference:** FTA Circular 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration (FTA) Recipients (October 1, 2012).

### **INTRODUCTION**

The purpose of this Title VI Program is to establish guidelines to effectively monitor and ensure that Dutchess County Public Transit services, commonly known to the public as Dutchess County Public Transit are in compliance with FTA Title VI requirements.

Title VI states that “no person in the United States 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.” The FTA is required to ensure that federally-supported transit services and related benefits are provided consistent with Title VI. The Title VI Report requires an update every three years.

Dutchess County Public Transit will ensure that its programs, policies, and activities comply with Department of Transportation’s (DOT) Title VI Regulations (49 CFR Part 21) and with Limited English Proficient (LEP) Persons requirements (70 FR 74087, December 14, 2005). Dutchess County Public Transit is committed to creating and maintaining a public transportation system that is free of all forms of discrimination. Dutchess County Public Transit will take necessary preventive corrective and disciplinary actions to stem behavior that violates this policy or the rights and privileges it is designed to protect. FTA requires recipients to document compliance with DOT Title VI regulations by submitting a Title VI Program once every three years.

### **Dutchess County Public Transit Title VI Policy Statement**

*Dutchess County Public Transit is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended.*



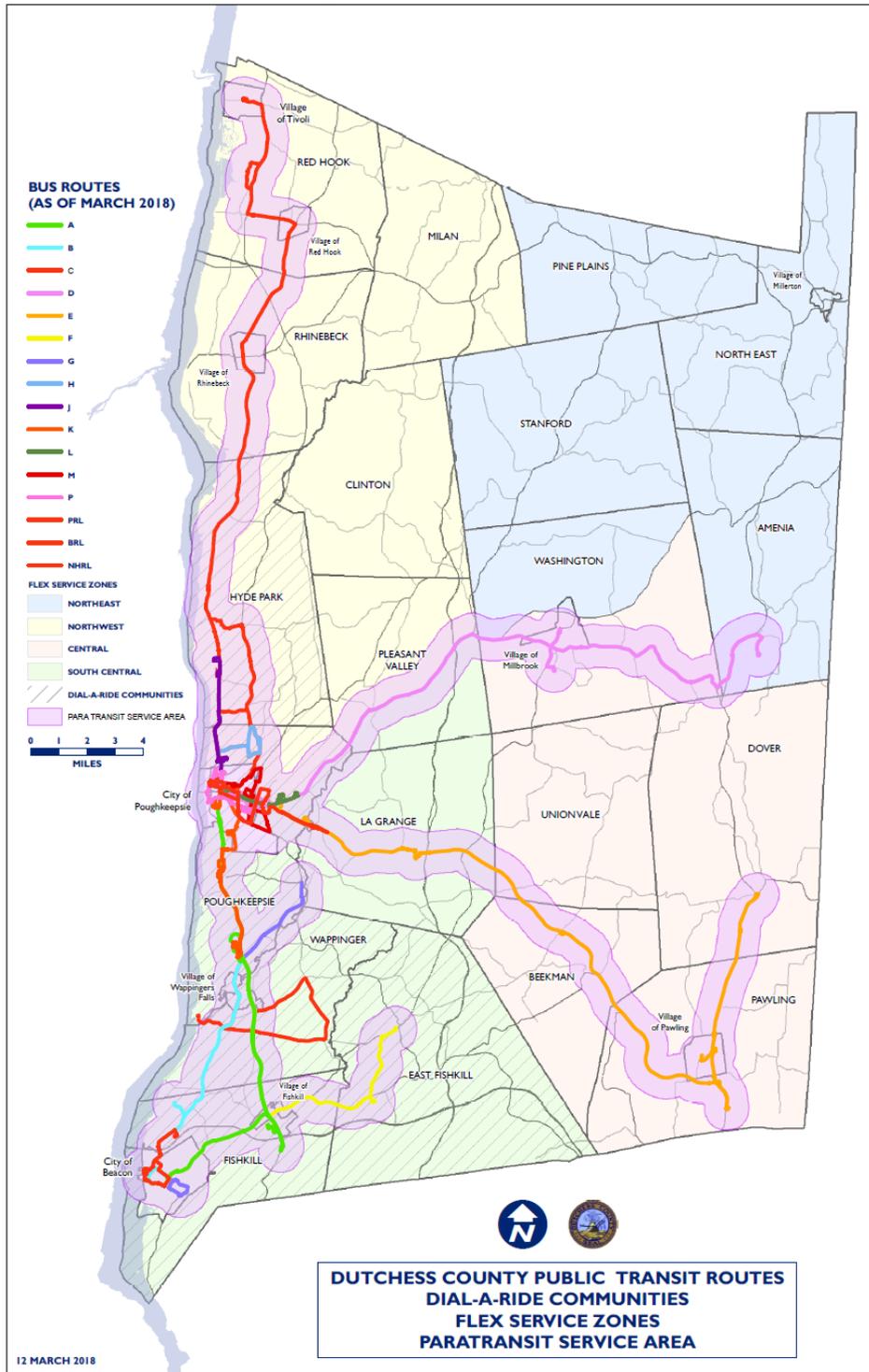
## ENVIRONMENTAL JUSTICE REQUIREMENTS

Dutchess County Public Transit shall integrate an environmental justice analysis into its National Environmental Protection Act (NEPA) documentation of construction projects. Dutchess County Public Transit is not required to conduct environmental justice analyses of projects where NEPA documentation is not required. Dutchess County Public Transit will consider preparing an environmental assessment (EA) or environmental impact statement (EIS) to integrate into its documents the following components when performing construction projects:

- A description of the low-income and minority population within the study area affected by the project, and a discussion of the method used to identify this
- population (e.g., analysis of Census data, direct observation, or a public involvement process);
- A discussion of all adverse effects of the project both during and after construction that would affect the identified minority and low-income populations;
- A discussion of all positive effects of the project that would affect the identified minority and low-income populations, such as improvements in transit service, mobility, or accessibility;
- A description of all mitigation and environmental enhancement actions incorporated into the project to address the adverse effects, including, but not limited to, any special features of the relocation program that go beyond the requirements of the Uniform Relocation Act and address adverse community effects such as separation or cohesion issues; and the replacement of the community resources destroyed by the project;
- A discussion of the remaining effects, if any, and why further mitigation is not proposed; and
- For projects that traverse predominantly minority and low-income and predominantly non-minority and non-low-income areas, a comparison of mitigation and environmental enhancement actions that affect predominantly low-income and minority areas with mitigation implemented in predominantly non-minority or non-low-income areas.



**Dutchess County Public Transit SERVICE AREA MAP**





Dutchess County Public Transit's objectives are to:

- Ensure that the level and quality of transportation service is provided without regard to race, color or national origin.
- Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations.
- Promote the full and fair participation of all affected populations in transportation decision making.
- Prevent the denial, reduction or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- Ensure meaningful access to programs and activities by persons with limited English proficiency (LEP).



## TITLE VI REQUIREMENTS

1. **Requirement to Notify Beneficiaries of Protection under Title VI.** In order to comply with 49 CFR, Section 21.9(d), Dutchess County Public Transit shall provide information to the public regarding Dutchess County Public Transit’s obligations under DOT’s Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI.

### Title VI Notice to the Public

Dutchess County Public Transit informs members of the public of its Title VI protection rights by posting of a Title VI Notice to the Public and providing bilingual complaint procedures, as shown in Exhibits A and B. The Title VI Notice to the Public is posted at several locations, including the Poughkeepsie Transit Hub, Beacon Intermodal Center, on buses, inside Dutchess County Public Transit Rider’s Guide and on Dutchess County Public Transit’s website, [www.dutchessny.gov/PublicTransit](http://www.dutchessny.gov/PublicTransit).



**EXHIBIT A  
NOTICE TO THE PUBLIC**



# ***Dutchess County Public Transit Title VI Policy***

In compliance with U.S. Department of Transportation Title VI regulations (49 CFR part 21), Dutchess County Public Transit operates programs without regard to race, color, and national origin. Contact the Dutchess County Public Transit at 14 Commerce Street, Poughkeepsie, NY 12603, (845) 473-8521 or email: [publictransit@dutchessny.gov](mailto:publictransit@dutchessny.gov) to request additional information regarding Dutchess County Public Transit nondiscrimination obligations.

Any person who believes himself or any specific class of persons to be subjected to discrimination prohibited by Title VI may by himself or by a representative file a written complaint with Dutchess County Public Transit or with the Federal Transit Administration (FTA) Office of Civil Rights, Attention: Title VI Program Coordinator, East Building -- 5th Floor TCR, 1200 New Jersey Avenue SE, Washington, DC 20590. A complaint must be filed no later than 180 days after the date of the alleged discrimination, unless the time for filing is extended by FTA.



Transit Information: (845) 473-8424 | TDD/TTY: 711 | [www.dutchessny.gov/PublicTransit](http://www.dutchessny.gov/PublicTransit)





## ***Dutchess County Public Transit Política del Título VI***

En cumplimiento de regulaciones del Departamento de Transporte del Título VI de USC. (49 CFR parte 21), la Dutchess County Public Transit opera programas sin distinción de raza, color y origen nacional. Póngase en contacto con el Ayuntamiento de Escalon Tránsito en 14 Commerce Street, Poughkeepsie, NY 12603, (845) 473-8521 o por correo electrónico: [publictransit@dutchessny.gov](mailto:publictransit@dutchessny.gov) para solicitar información adicional con respecto a la ciudad de las obligaciones del Dutchess County de no discriminación.



Cualquier persona que crea a sí mismo o cualquier clase específica de personas a ser sometidas a una discriminación prohibida por el Título VI podrá, por sí mismo o por un representante archivar una queja por escrito con la Dutchess County Public Transit o con la Oficina de la Administración Federal de Tránsito (FTA) de los Derechos Civiles, Atención: Programa del Título VI Coordinador, East Building - 5<sup>o</sup> piso TCR, 1200 New Jersey Avenue SE, Washington, DC 20590. Una queja debe ser presentada no más tarde de 180 días después de la fecha de la supuesta discriminación, a menos que el plazo de presentación es extendida por TLC.



Transit Information: (845) 473-8424 | TDD/TTY: 711 | [www.dutchessny.gov/PublicTransit](http://www.dutchessny.gov/PublicTransit)





**Title VI Notice Online at**

<http://www.co.dutchess.ny.us/CountyGov/Departments/PublicWorks/19749.htm>

Mass Transit Regulatory

www.co.dutchess.ny.us/CountyGov/Departments/PublicWorks/19749.htm

Paratransit Service  
Procedures for Public Comment Process on Fare and/or Service Changes (.pdf)  
Regulatory and Forms  
Parks and Ride Lots  
Loading/Unloading Bicycles From Public Transit Bus Bike Racks (.pdf)  
Public Works  
Dutchess County Transportation Council  
Poughkeepsie Transit Study  
Frequently Asked Questions

Return to: Laurie Hanton - Records Access Officer  
Dutchess County Department of Public Works Administration  
626 Dutchess Tpke. Poughkeepsie, NY 12603

To expedite the process, application can be faxed to Laurie Hanton, (845) 486-2040; however, the original must also be sent.

**Questions?** Email <mailto:lhanton@dutchessny.gov> -or- Call (845) 486-2085

**Charter Policy**

Dutchess County Charter Policy (.pdf)  
Application for Special Bus Services (.pdf)

**Title VI**

Dutchess County Title VI Program (.pdf) - 2015  
Dutchess County Title VI Program (.pdf) - 2011  
Title VI Non-Discrimination Policy Statement (.pdf)  
Title VI Complaint Procedures (.pdf)  
Title VI Complaint Form (.pdf)

**Disadvantaged Business Enterprise**

Disadvantaged Business Enterprise Program Announcement (.pdf)  
Dutchess County Public Transit Disadvantaged Business Enterprise Program (.pdf)

**Americans With Disabilities Act**

Reasonable Modification Procedure  
ADA Complementary Paratransit Service Information

**Related info**  
Address Info-Finder

4:07 PM 3/31/2018



2. **Requirement to Post Notice of Title VI.** Dutchess County Public Transit is required to post a public notice of the protections against discrimination afforded by Title VI.

**Dutchess County Public Transit Locations Where Title VI Notice is Posted:**

The following is a list of locations where transit-related bilingual Title VI Public Notices are posted:

- Dutchess County Public Transit buses
- Dutchess County Public Transit Rider’s Guide
- Dutchess County Public Transit website: [www.dutchessny.gov/PublicTransit](http://www.dutchessny.gov/PublicTransit)
- Beacon Intermodal Center, 1500 NY-9D, Wappinger’s Falls, NY 12590
- Poughkeepsie Transit Hub, Market Street @ Main Street, Poughkeepsie, NY
- Dutchess County Public Transit Offices, 14 Commerce Street, Poughkeepsie, NY



- 3. Requirement to Develop Title VI Complaint Procedures and Complaint Form.** Dutchess County Public Transit is required to develop procedures for investigating and tracking Title VI complaints filed against Dutchess County Public Transit and to make these procedures for filing a complaint available to the general public.



## DUTCHESS COUNTY PUBLIC TRANSIT TITLE VI COMPLAINT PROCEDURES

Submission of Complaint: Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Dutchess County Public Transit (hereinafter referred to as “DCPT”) may file a Title VI complaint by completing and submitting Dutchess County Public Transit Title VI Complaint Form.

Any passenger, vendor, supplier, or member of the public who feels that he or she has been subjected to conduct that violates this policy may file a complaint with the County Transit Administrator in which the alleged discriminatory action originated. Complaints may be filed either in writing, setting out the details of the complaint, or by telephone. The County Transit Administrator will follow up with the complainant and determine the appropriate venue for investigation of the complaint.

The complaint shall be in writing and signed by the complainant(s). Written complaints shall include:

- Date of the alleged discrimination.
- Date when the complainant(s) became aware of the alleged act of discrimination; or
- Date that conduct was discontinued or the latest instance of conduct.
- Detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint.

The complaint can be sent to the following:

- Dutchess County Public Transit, Attn: County Transit Administrator, 14 Commerce Street, Poughkeepsie, NY 12603, fax to: 845.473.8662 or email to: [PublicTransit@dutchessny.gov](mailto:PublicTransit@dutchessny.gov).
- New York State Department of Transportation, Office of Civil Rights, Attn: Director, 50 Wolf Road, Sixth Floor, Albany, NY 12232, fax: 518.549.1273 or email: [OCR-TitleVI@dot.ny.gov](mailto:OCR-TitleVI@dot.ny.gov)
- Federal Transit Administration (FTA), Office of Civil Rights, Attn: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave, SE, Washington, DC 20590.

### Investigation of Complaints



Dutchess County Public Transit investigates complaints received no more than 180 days after the alleged incident. Dutchess County Public Transit will process complaints that are complete. Once the complaint is received, Dutchess County Public Transit 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.

Any passenger, vendor, supplier, or member of the public who feels that he or she has been subjected to conduct that violates this policy may file a complaint with the County Transit Administrator in which the alleged discriminatory action originated. This may be done either in writing, setting out the details of the complaint, or by telephone. The County Transit Administrator will follow up with the complainant and determine the appropriate venue for investigation of the complaint.

All complaints which allege illegal harassment are serious and shall be investigated immediately. Depending upon the circumstances of the complaint, the investigation will be conducted by the County Transit Administrator, Commissioner of Public Works or private investigator. If, through investigation, the complaint is found to have merit, appropriate disciplinary action, which may include termination, will be taken against the offender. The disciplinary action/termination will be taken pursuant to the collective bargaining unit, if any, applicable to the offender.

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.

#### Appeals Process

If the complainant wishes to appeal the decision, she/he has 180 days after the date of the letter or the LOF to do so with the following agencies:

- The Federal Transit Administration Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590 if the complainant believes the occurrence of the discriminatory act is in violation of federal laws. Complainants must be filed **within 180 days of the alleged discriminatory act.**
- The Federal Equal Employment Opportunity Commission if the complainant believes the occurrence of the discriminatory act is in violation of federal laws. Complainants are reminded that the complaint to the federal Equal Employment Opportunity Commission



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must be filed within 180 days of the alleged discriminatory act or 300 days if the charge is also covered by a state or local anti-discrimination law.

In accordance with FTA Circular 4702.1B, Chapter 9, Complaints, such a complaint must be filed within 180 calendar days after the date of the alleged discrimination.



## ANEXO B

### CIUDAD DE DUTCHESS COUNTY PUBLIC TRANSIT TÍTULO VI PROCEDIMIENTOS DE QUEJA

Presentación de la Queja: Cualquier persona que crea que ha sido discriminada por motivos de raza, color u origen nacional por la Dutchess County Public Transit puede presentar una queja conforme al Título VI completando y enviando el Formulario de Quejas del Título VI de la Dutchess County Public Transit.

Cualquier pasajero, vendedor, proveedor o miembro del público que sienta que ha sido víctima de una conducta que viola esta política puede presentar una queja ante el Coordinador de Tránsito en el que se originó la supuesta acción discriminatoria. Las quejas se pueden presentar por escrito, exponiendo los detalles de la queja o por teléfono. El Coordinador de Tránsito hará un seguimiento con el demandante y determinará el lugar apropiado para la investigación de la queja.

La queja debe ser por escrito y firmada por el denunciante (s). Las quejas escritas incluirán:

Fecha de la supuesta discriminación.

- Fecha en que el querellante se dio cuenta del presunto acto de discriminación; o
- Fecha en que se discontinuó la conducta o la última instancia de conducta.
- Descripción detallada de los problemas, incluidos los nombres y los títulos de los puestos de trabajo de las personas consideradas partes en la denuncia.

La queja se puede enviar a lo siguiente:

- Dutchess County Public Transit, Attn: County Transit Administrator, 14 Commerce Street, Poughkeepsie, NY 12603, fax to: 845.473.8662 or email to: [PublicTransit@dutchessny.gov](mailto:PublicTransit@dutchessny.gov).
- New York State Department of Transportation, Office of Civil Rights, Attn: Director, 50 Wolf Road, Sixth Floor, Albany, NY 12232, fax: 518.549.1273 or email: [OCR-TitleVI@dot.ny.gov](mailto:OCR-TitleVI@dot.ny.gov)
- Federal Transit Administration (FTA), Office of Civil Rights, Attn: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave, SE, Washington, DC 20590.

### Investigación de Quejas

Dutchess County Public Transit investiga las quejas recibidas no más de 180 días después del presunto incidente. La Ciudad procesará las quejas que estén completas. Una vez que se reciba



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la queja, la Ciudad la revisará para determinar si nuestra oficina tiene jurisdicción. El demandante recibirá una carta de acuse de recibo en la que le informará si nuestra oficina investigará la queja.

Cualquier pasajero, vendedor, proveedor o miembro del público que sienta que ha sido víctima de una conducta que viola esta política puede presentar una queja ante el Coordinador de Tránsito en el que se originó la supuesta acción discriminatoria. Esto puede hacerse por escrito, exponiendo los detalles de la queja, o por teléfono. El Coordinador de Tránsito hará un seguimiento con el demandante y determinará el lugar apropiado para la investigación de la queja.

Todas las quejas que alegan acoso ilegal son serias y se investigarán de inmediato. Dependiendo de las circunstancias de la queja, la investigación será conducida por el Coordinador de Tránsito, el Comisionar de Public Works o el investigador privado.

**EXHIBIT C**



**DUTCHESS COUNTY PUBLIC TRANSIT TITLE VI COMPLAINT FORM**

Dutchess County Public Transit operates its programs and services without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes that she or he has been aggrieved by any unlawful discriminatory practice under Title VI must file a complaint within 180 days of the alleged occurrence to any of the following by mail, in person, fax and/or email as explained at the end of the form.

<b>Section I:</b>		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
<b>Section II:</b>		
Are you filing this complaint on your own behalf?	<input type="checkbox"/> Yes*	<input type="checkbox"/> No
<i>*If you answered "yes" to this question, go to <b>Section III</b>.</i>		
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.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>Section III:</b>		



I believe the discrimination I experienced was based on (check all that apply):

Race     
  Color     
  National Origin     
  Disability

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 VI:**

Have you previously filed a discrimination complaint with this agency?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
--	------------------------------	-----------------------------

If yes, please provide any reference information regarding your previous complaint.

\_\_\_\_\_

\_\_\_\_\_

**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:
<b>Section VI:</b>
Name of agency complaint is against:
Name of person complaint is against:
Title:
Location:
Telephone Number (if available):

You may attach any written materials or other information that you think is relevant to your complaint. Your signature and date are required below

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Mail, fax, email or deliver completed form to:

- Dutchess County Public Transit, Attn: County Transit Administrator, 14 Commerce Street, Poughkeepsie, NY 12603, fax to: 845.473.8662 or email to: [PublicTransit@dutchessny.gov](mailto:PublicTransit@dutchessny.gov).
- New York State Department of Transportation, Office of Civil Rights, Attn: Director, 50 Wolf Road, Sixth Floor, Albany, NY 12232, fax: 518.549.1273 or email: [OCR-TitleVI@dot.ny.gov](mailto:OCR-TitleVI@dot.ny.gov)
- Federal Transit Administration (FTA), Office of Civil Rights, Attn: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave, SE, Washington, DC 20590.

If any transit related information is needed in an alternative language, contact Dutchess County Public Transit County Transit Administrator at 14 Commerce Street, Poughkeepsie, NY 12603, fax to: 845.473.8662, call to 845.473.8521 or email to: [PublicTransit@dutchessny.gov](mailto:PublicTransit@dutchessny.gov).



**ANEXO C  
DUTCHESS COUNTY PUBLIC TRANSIT TÍTULO VI FORMULARIO DE QUEJA**

Dutchess County Public Transit opera sus programas y servicios sin distinción de raza, color y origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles de 1964. Cualquier persona que crea que ha sido perjudicada por alguna práctica discriminatoria ilegal bajo el Título VI debe presentar una queja dentro de los 180 días de la supuesta ocurrencia a cualquiera de los siguientes por correo, en persona, fax y / o correo electrónico como se explica al final del formulario.

<b>Sección I:</b>		
Nombre:		
Teléfono (Casa):		
Telephone (Home):	Teléfono (Trabajo):	
Dirección de correo electrónico:		
Requisitos de formato accesible?	<input type="checkbox"/> Impresión grande	<input type="checkbox"/> Cinta de audio
	<input type="checkbox"/> TDD	<input type="checkbox"/> Otro
<b>Sección II:</b>		
¿Está presentando esta queja en su propio nombre?	<input type="checkbox"/> Sí *	<input type="checkbox"/> No
* Si respondió "sí" a esta pregunta, vaya a la Sección III.		
De lo contrario, proporcione el nombre y la relación de la persona por la que se queja.		
Explique por qué ha solicitado un tercero:		
Confirme que ha obtenido el permiso de la parte perjudicada si está presentando una demanda en nombre de un tercero	<input type="checkbox"/> Sí	<input type="checkbox"/> No
<b>Sección III:</b>		
Creo que la discriminación que experimenté se basó en (marque todo lo que corresponda):		
<input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen nacional <input type="checkbox"/> Discapacidad		
Fecha de presunta discriminación (mes, día, año): _____		
Explique con la mayor claridad posible qué sucedió y por qué cree que fue discriminado. Describe a todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la persona (s) que lo discriminó (si lo conoce), así como los nombres y la información de contacto de los testigos. Si necesita más espacio, utilice la parte de atrás de este formulario.		
_____		
<b>Sección VI:</b>		
¿Ha presentado anteriormente una queja por discriminación con esta agencia?	<input type="checkbox"/> Sí	<input type="checkbox"/> No



<p>En caso afirmativo, proporcione cualquier información de referencia con respecto a su queja anterior.</p> <p>_____</p> <p>_____</p>
<p><b>Sección V:</b></p> <p>Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?</p> <p><input type="checkbox"/> Sí      <input type="checkbox"/> No</p> <p>En caso afirmativo, <u>marque todo lo que corresponda</u>: <input type="checkbox"/> Tribunal Federal:</p> <p><input type="checkbox"/> Tribunal Federal: _____ <input type="checkbox"/> Agencia Estatal: _____</p> <p><input type="checkbox"/> Tribunal estatal: _____ <input type="checkbox"/> Agencia local: _____</p> <p>Proporcione información sobre una persona de contacto en la agencia / tribunal donde se presentó la queja.</p> <p>Nombre: _____</p> <p>Título: _____</p> <p>Agencia: _____</p> <p>Dirección: _____</p> <p>Teléfono: _____</p>
<p><b>Sección VI:</b></p> <p>El nombre de la queja de la agencia está en contra: _____</p> <p>La queja del nombre de la persona es contra: _____</p> <p>Título: _____</p> <p>Ubicación: _____</p> <p>Número de teléfono (si está disponible): _____</p>

Puede adjuntar cualquier material escrito u otra información que considere relevante para su reclamo. Su firma y fecha son requeridas a continuación

\_\_\_\_\_

Firma

\_\_\_\_\_

Fecha

Envíe por correo, fax, correo electrónico o entregue el formulario completo a:

- Dutchess County Public Transit, Attn: County Transit Administrator, 14 Commerce Street, Poughkeepsie, NY 12603, fax to: 845.473.8662 or email to: [PublicTransit@dutchessny.gov](mailto:PublicTransit@dutchessny.gov).
- New York State Department of Transportation, Office of Civil Rights, Attn: Director, 50 Wolf Road, Sixth Floor, Albany, NY 12232, fax: 518.549.1273 or email: [OCR-TitleVI@dot.ny.gov](mailto:OCR-TitleVI@dot.ny.gov)



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- Federal Transit Administration (FTA), Office of Civil Rights, Attn: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave, SE, Washington, DC 20590.

Si se necesita información relacionada con el tránsito en un idioma alternativo, comuníquese con el Coordinador de Tránsito de la Dutchess County Public Transit en 14 Commerce Street, Poughkeepsie, NY 12603, fax to: 845.473.8662, llame al 845.473.8424 o envíe un correo electrónico a: [PublicTransit@dutchessny.gov](mailto:PublicTransit@dutchessny.gov).



- 4. Requirement to Record and Report Transit-Related Title VI Investigations, Complaints, and Lawsuits.** Dutchess County Public Transit is required to prepare and maintain a list of investigations, complaints, or lawsuits that pertain to allegations of discrimination on the basis of race, color, and/or national origin in transit-related activities and programs and that pertain to the entity submitting the report, not necessarily the larger agency or department of which the entity is a part.

Dutchess County Public Transit’s County Transit Administrator will maintain a list of Title VI investigations, complaints, and lawsuits and include a summary and description of actions taken by Dutchess County Public Transit , as required by the Title VI regulations. The list will include the date that the investigation, lawsuit, or complaint was filed; a summary of the allegations(s); the status of the investigation; lawsuit, or complaint; and actions taken in response, or final findings related to the investigation, lawsuit, or complaint. The list will be included in Dutchess County Public Transit’s Title VI submittal every three years.

Dutchess County Public Transit has received two transit-related Title VI investigations, complaints or lawsuits as shown below:



**EXHIBIT D**

**DUTCHESS COUNTY PUBLIC TRANSIT LIST OF INVESTIGATIONS, LAWSUITS AND COMPLAINTS**

List of Investigations, Lawsuits and Complaints				
	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
<b>Investigations</b>				
1	2/7/2018	FTA Investigating that the service changes made within the City of Poughkeepsie caused an impact to census tracts of color.	Closed	The information gathered during our investigation does not support a finding that the City or the County violated Title VI requirements in their respective service termination and service expansion. The record shows both recipients complied with the applicable DOT Title VI regulations and FTA Title VI guidance. The City terminated service based on financial considerations, such as budgetary constraints, without regard to race, color, or national origin. Since the time of the complaint's filing, the County indicated that it has further expanded service in response to public comments. We recognize the impact that service cuts and even more so, service termination, may have on communities; however, FTA cannot step in and reverse local decisions or direct localities to fund transit service. This letter, therefore, concludes the processing of your complaint.
2				
<b>Lawsuits</b>				
1				
2				
<b>Complaints</b>				
1	6/22/2017	Community Voices Heard alleged that the service changes made within the City of Poughkeepsie in July 2017 caused an impact to census tracts of color.	Closed	Dutchess County expanded bus service into the City of Poughkeepsie on July 1, 2017 when the City of Poughkeepsie discontinued its bus service on June 30, 2017. Since February 2016, public meetings was held to discuss the routes that was to operate within the City of Poughkeepsie. The routes were finalized in May 2017 and implemented on July 2017. Based on further feedback, routes were readjusted again in September 2017 to address concerns. Since the County does not operate more than 50 buses, a service equity analysis was not required, but was completed anyway to demonstrate that there was no disparate impacts of the service change implementation.
2	Jun-17	Thomas Price filed a complaint that the elimination of City Bus on June 30, 2017 caused an impact to persons of race and color in the City of Poughkeepsie	Closed	This relates to the City of Poughkeepsie and not Dutchess County Public Transit, since the County did not discontinue bus service on June 30, 2017, it expanded its service into the City of Poughkeepsie on July 1, 2018.
Add additional lines as needed.				
The list will include the date that the investigation, lawsuit, or complaint was filed; a summary of the allegations(s); the status of the investigation; lawsuit, or complaint; and actions taken in response, or final findings related to the investigation, lawsuit, or complaint.				



## **Dutchess County Public Transit Title VI Program – Fiscal Years 2018 to 2021**

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- 5. Promoting Inclusive Public Participation and Language Assistance Plan.** Dutchess County Public Transit is required to develop a Public Participation Plan that includes an outreach plan to engage minority and limited English proficient populations, as well as a summary of outreach efforts made since the last Title VI Program submission. This plans are shown in Exhibit E respectively.



## EXHIBIT E - DUTCHESS COUNTY PUBLIC TRANSIT PUBLIC PARTICIPATION PLAN

### Introduction

Dutchess County is a county located in the southeastern portion of the U.S. state of New York. As of the 2010 census, the population was 297,488. The county seat is Dutchess County Public Transit of Poughkeepsie. The county was created in 1683 and later organized in 1713.

When Henry Hudson sailed up the Hudson River in 1609, laying claim to the valley for the Dutch Crown, the east bank of the river had been home for centuries to the Wappinger Indians and other members of the Algonquin Federation. They called one of their encampments Poughkeepsie, the reed-covered lodge by the little water place." Dutchess was named after England's future Queen Mary, not after the Dutch, who relinquished their claims to the area in 1683.

Dense forests and rolling hills were hospitable to trappers and farmers who immigrated to the valley, many of whom were European political and religious refugees. Trading posts became settlements; inns sprang up along the King's Highway (now Route 9) from Manhattan to Albany and the Mohawk Valley.

During the Revolutionary War, the Village of Fishkill served as an encampment for General George Washington's troops and, briefly, as the capitol of New York State. Poughkeepsie was the state capitol in 1788 when the United States Constitution was ratified with the provision that certain amendments later incorporated into the Bill of Rights were needed to insure personal liberty.

Throughout the 19th century, industry boomed in Dutchess with labor provided by continued immigration from Europe. Brick yards and textile mills thrived in Beacon and Poughkeepsie, while the Livingstons and Roosevelts conducted lucrative shipping trades and farmed their huge estates along the Hudson River waterfront.

Late in the century, the railroads brought Dutchess County within easy reach of wealthy New Yorkers who built their weekend and seasonal retreats here. The Astors, Rogers, and Vanderbilts were among the families whose vast and beautiful estates dotted the landscape along the river and in the eastern highlands.

As this leisure class with money and time to pursue learning and culture emerged, literary and historical societies, schools and institutions of higher learning were established. Libraries were presented to even the smallest communities by local benefactors. Landscape painters Frederick



Church and Thomas Cole gained fame and patronage as the Hudson River School flourished, while landscape architecture was advanced by the work of Andrew Jackson Downing and Calvert Vaux. During Franklin Roosevelt's presidency, the trauma of the Great Depression gave way to hope as Franklin and Eleanor made Dutchess an experimental laboratory for New Deal ideas. FDR was the only President to win a fourth term in the White House: when Thomas E. Dewey from Pawling ran against him in 1944, it was the only time in American history when two men from the same county vied for the Presidency.

The dramatic proliferation of highways and suburbs after World War II alerted residents to the need for stewardship of the County's extraordinary historic legacy. In recent years, many buildings and landscapes have been preserved through adaptive re-use, nomination to the National Register of Historic Places, and the development of entire historic districts. In consideration of the County's predominantly rural character, more than 200,000 acres of farmland have been dedicated to agricultural districts.

Dutchess County's history is visible at every turn. Colonial homesteads, gothic cottages, clapboard farmhouses, Victorian villas, Beaux Arts mansions, stone churches, and country inns--all stand in silent witness to past lives and events that have shaped the distinctive character of Dutchess County. High-tech industries and modern shopping malls have replaced brickyards and trading posts, but historic resources remain an integral part of the Dutchess County landscape.

As part of this transportation planning process, Dutchess County Public Transit desires and requests citizen input on the work, projects, and products proposed and created by Dutchess County.

Dutchess County Public Transit is provided under a transit management contract with First Transit, Inc. This contractual arrangement has been in place since April 1, 2014. Dutchess County Public Transit provide service on 16 fixed routes throughout Dutchess County, six dial-a-ride services in six municipalities, four rural flex service zones and a complementary ADA paratransit service.

Dutchess County Public Transit recognizes the importance and necessity of the public participation process.

The following groups govern the activities of the Dutchess County Public Transit:

Dutchess County Executive is given full responsibility for the total operation of all County departments based on general directives provided by the Dutchess County Legislature. The County Legislature is the policy-making and appropriating body of County Government. The Legislature has the power to levy taxes, adopt the County Budget, make appropriations, and adopt local laws subject to approval by the County Executive. It is comprised of 25 part-time



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Legislators, who are elected from separate districts throughout the County for two-year terms. There are standing committees composed of its members, as well as advisory committees and boards with citizen participation.

All meetings of the Dutchess County Legislature are open to the public. Members of the public may request time on the agenda of the Dutchess County Legislature to comment on specific subjects of interest to the Dutchess County Legislature Dutchess County Legislature members.

A minimum of two weeks advance notice should be given for requested agenda time. Additional subcommittees and working groups may be appointed at any time by Dutchess County Legislature and Dutchess County Executive to address specific transportation- related topics or areas of interest to the County.

### **Goals and Objectives**

The public participation process required by 23 CFR 450 should “... provide complete information, timely public notice, full public access to key decisions, and support early and continuing participation of the public in developing plans and Transportation Improvement Programs...”

Dutchess County Public Transit is committed to the availability of timely, complete information; to the notification of and public access to the decision-making process; and to ongoing public participation throughout the transportation planning process including, but not limited to, the development of the Transit Development Plan, the Transportation Improvement Program, review of transit services, fares and operating perimeters and Federal Transit Administration civil rights issues such as Title VI, Disadvantage Business Enterprise (DBE), Equal Opportunity Program (EEO), Americans With Disabilities Act (ADA), program of projects and the Public Participation Process. Through this *Public Participation Process*, Dutchess County Public Transit aims to identify methods for obtaining public input and encouraging public participation in the transportation planning process.

### **Stakeholders and Public Groups**

Dutchess County Public Transit has identified the following groups and individuals as those having potential interest in public input and participation opportunities:

- Neighborhood organizations;
- Homeowner associations;
- Chamber of Commerce and other business groups;
- Groups representing travel modes - transit, bicycle, pedestrian, freight;



- Advocacy groups for the disadvantaged and/or minority groups;
- Media – newspapers, television, radio;
- Governmental agencies;
- Educational Institutions (school districts, community colleges, private schools, State universities);
- Organizations or individuals who have been notified of public hearings for major projects, or organizations and individuals who have submitted written comments relating to public hearings for major projects, service changes and plans. These individuals and organizations would remain on the mailing list as long as the major project is under development.

### Information Access

All planning and programming information of Dutchess County Public is available for public review. The information can be viewed at the Dutchess County Public Transit offices, 14 Commerce Street, Poughkeepsie, NY 12603. Additional information is posted online at [www.dutchessny.gov/PublicTransit](http://www.dutchessny.gov/PublicTransit).

### Outreach Techniques

Information about all Dutchess County Public Transit meetings is added to the existing Public Meeting Calendar that is produced weekly and that is distributed to local newspapers (Poughkeepsie Journal, Mid-Hudson News) as well as local radio stations in Poughkeepsie and the mid-Hudson Valley, and is placed on Dutchess County Public Transit's website. In addition, the agenda for the meetings is posted in at Dutchess County Office Building, 22 Market Street, Poughkeepsie, NY 12601 and Dutchess County Public Transit, 14 Commerce Street, Poughkeepsie, NY 12603 and on the website, <http://www.co.dutchess.ny.us/countygov/departments/legislature/clindex.htm> and <http://www.dutchessny.gov/CountyGov/Departments/PublicWorks/28787.htm> a minimum of seventy-two (72) hours prior to the meetings.

Meeting information, when needed, is included in press releases, social media (Facebook and Twitter) and email blasts as appropriate. Regular meetings, as well as special activities related to transit planning, Title VI and project development are included.

Press releases to area newspapers, television stations, and radio stations is used to notify citizens of upcoming activities of Dutchess County Public Transit.

Dutchess County Public Transit maintains an active participation in the local government access



cable channel and through online web streaming of meetings. Programs describing the activities of Dutchess County Public Transit are included in the programming.

Dutchess County Public Transit's website, [www.dutchessny.gov/PublicTransit](http://www.dutchessny.gov/PublicTransit), is be used to provide information about Dutchess County Public Transit's activities including information about the development of the Transit Development Plan, the Transportation Improvement Program, program of projects and Federal Transit Administration civil rights documents such as Title VI and others. Dutchess County Public Transit's representatives are listed along with contact information.

Formal notices for public input meetings are published in the Poughkeepsie Journal.

Dutchess County Public Transit posts transit schedules and rider information on its website in English and available upon request in Spanish. Dutchess County Public Transit also provides easy access to bilingual (English and Spanish) administrative staff and bus operators during operating hours to answer questions for Dutchess County Public Transit limited English proficiency passengers.

### **Public Meetings**

Dutchess County Public Transit reaches out to the community directly through meetings with agency and community staff and their clients, as needed. Information regarding Dutchess County Public Transit's services is disseminated at these meetings. Information is also made available at various locations throughout the community, including Dutchess County Public Transit, on buses and on Dutchess County Public Transit's website at [www.dutchessny.gov/PublicTransit](http://www.dutchessny.gov/PublicTransit).

Dutchess County Public Transit County Transit Administrator participates in monthly meetings with the Dutchess County Transportation Commission (DCTC), local non-profit organizations, chamber of commerce and other community meetings to discuss transit planning activities and coordination.

When transit issues are discussed, Dutchess County Public Transit schedules transit workshops to invite the public to provide feedback on transit related issues and also uses Dutchess County Public Transit Advisory Committee and Universal Transportation Accessibility Task Force, who provides advice to the transit system, as an opportunity to gather public feedback before enacting on a decision that may be made by Dutchess County Public Transit, Dutchess County Department of Public Works, Dutchess County Executive or Dutchess County Legislature.

Dutchess County Public Transit County Transit Administrator also participates in the development of the "Public Involvement Plan" and the Coordinated Public Transit and Human



Services Transportation Plan. The plan was last updated by DCTC in 2015. When the plan was developed, a series of meetings were conducted countywide with participants from throughout the County. Recommendations to maximize community involvement are reflected in these plans and adopted by DCTC and Dutchess County Public Transit.

### **General Awareness Surveys**

Dutchess County Public Transit, from time to time conducts on-board rider and general awareness surveys in conjunction with various service planning related projects. These personal one-on-one surveys allow passengers to convey any concerns or comments they have regarding Dutchess County Public Transit services.

### **Bilingual Outreach**

Dutchess County Public Transit provide Spanish speaking passengers with bilingual information on public transit services. Staff assistance is utilized in outreach programs and offered for programs and public meetings. In addition, if any transit related information is needed an alternative language, passengers can contact the Dutchess County Public Transit Administrator.

### **Input Mechanisms**

Dutchess County Public Transit accepts input and comments from the public through a variety of means:

- a) Dutchess County Public Transit's website at [www.dutchessny.gov/PublicTransit](http://www.dutchessny.gov/PublicTransit)
- b) By mail to 14 Commerce Street, Poughkeepsie, NY 12603
- c) By emailing to [PublicTransit@dutchessny.gov](mailto:PublicTransit@dutchessny.gov)
- d) By faxing a request or letter to 845.473.8424

Comment forms can also be obtained at [www.dutchessny.gov/PublicTransit](http://www.dutchessny.gov/PublicTransit), by calling 845.473.8424 to have one mailed, by emailing a request to [PublicTransit@dutchessny.gov](mailto:PublicTransit@dutchessny.gov) or by faxing to 845.473.8662.

The public may submit comments to the Dutchess County Executive, members of the Dutchess County Legislative, Dutchess County Public Transit Advisory Committee, or Universal Transportation Accessibility Task Force. Comments on Dutchess County Public Transit services, plans, reports, and programs may be made at public input meetings. Dutchess County Public



Transit ensures that all public input meeting locations are accessible in accordance with the Americans with Disabilities Act.

Members of the public, or a representative of a group, with expressed comments on a particular topic may make a request to the County Executive an appointment to serve as a citizen representative on an appropriate subcommittee, if one is activated.

Interested members of the public are able to offer input to the committees at a public forum element of each agenda.

Dutchess County Public Transit does consider and respond to all public input received during the planning and program development processes. If significant written or oral comments are received on transit services, FTA civil rights or plans, a summary, analysis, and report on the disposition of the comments is made a part of the conclusion of the public participation process.

### **Schedule**

Notification and announcement of all upcoming public meetings are made approximately 30 days in advance of the scheduled meeting through the methods described in the Outreach Techniques section of this plan. Legal notice of a scheduled public input meeting is published in the Poughkeepsie Journal approximately 7 to 10 days prior to the meeting.

Regularly scheduled public meetings occur on an as needed basis based on specific subject matter such as the development of the Transit Development Plan, the Transportation Improvement Program, review of transit services, fares and operating perimeters, program of projects, Federal Transit Administration civil rights issues such as Title VI, Disadvantage Business Enterprise, Equal Opportunity Program and Americans With Disabilities Act. Other public input meetings are held throughout the year, as necessary.

Updates and revisions to Dutchess County Public Transit's Public Participation Plan require a 10-day public comment period. Dutchess County Executive will approve this plan following the completion of the public comment period, if revisions are needed after the initial adoption of the plan.

### **Evaluation**

Dutchess County Public Transit will review this Public Participation Plan periodically in order to monitor the effectiveness of the procedures outlined in this document. Following evaluation of the outputs and outcomes of the Public Participation Plan, Dutchess County Public Transit may



revise these methods to incorporate new and innovative ways to involve the public in the transportation decision-making process.

### **Summary of Public Participation Activities**

During Fiscal Years 2014-2017, the following is a summary of Title VI policy planning activities that took place:

- Promoted the transit service changes within the City of Poughkeepsie, new Route I and addition of Sunday service. This public outreach process which included consultation and soliciting feedback through a series of public meetings. The public outreach process included conducting a survey on board transit buses, publishing flyers for distribution to the ridership, posting on the transit buses, issuing a press release to local media outlets (Poughkeepsie Journal), issuing a formal public notice within the Poughkeepsie Journal, adding information about the proposed service changes on [www.dutchessny.gov/PublicTransit](http://www.dutchessny.gov/PublicTransit) and holding a formal public workshops between February 2017 and October 2017.
- Promoted the Title VI Policy and Public Participation Process for a 10-day period and sought feedback from the public. The public outreach process included publishing flyers for distribution to the ridership, posting on the transit buses, issuing a press release to local media outlets (Poughkeepsie Journal), issuing a formal public notice within the Poughkeepsie Journal, adding information about the process on [www.dutchessny.gov/PublicTransit](http://www.dutchessny.gov/PublicTransit) and lastly holding a formal public workshop in May 2015. The draft plan was available for review by the public at Dutchess County Public Transit, 14 Commerce Street, Poughkeepsie, NY 12603.
- There have been no fare changes to Dutchess County Public Transit fares since August 2010. There was a fare modification on January of 2017 which included the creation of a 3, 5, 7 and 31-Day Anytime Pass, new 20-Ride Reduced Fare Ticket and new transfer policy between routes within Poughkeepsie.



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- Title VI Equity Analysis.** Dutchess County Public Transit does not have any transit related facilities in the planning stages and that would soon be under construction using Federal Transit Administration funding. A separate Title VI Equity Analysis would be prepared by a third-party consultant and will be submitted separate cover if applicable. Therefore, this section does not apply.



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- 7. Requirement to Provide Meaningful Access to LEP Persons.** Dutchess County Public Transit must have a language assistance plan for providing language assistance to persons with LEP. Title VI and its implementing regulations require that FTA recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are LEP. This plan is shown in the Exhibit F.



**EXHIBIT F**  
**DUTCHESS COUNTY PUBLIC TRANSIT**  
**LIMITED ENGLISH PROFICIENCY (LEP) PLAN**

**Introduction**

This Limited English Proficiency (LEP) Plan has been prepared to address Dutchess County Public Transit’s responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The Plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, Federal Transit Administration Circular 4702.1A dated May 13, 2007, which state that no person shall be subjected to discrimination on the basis of race, color, or national origin.

Executive Order 13166, titled Improving Access to services for Persons with Limited English Proficiency, indicates that differing treatment based upon a person’s inability to speak, read, write, or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all State and local agencies which receive federal funds, including Dutchess County departments receiving federal grant funds.

**Background**

Dutchess County Department of Public Works, Public Transit Division administers Dutchess County Public Transit services under a transit management services contract with First Transit, Inc. for fixed route and demand response services. The Dutchess County Executive provides overall direction for Dutchess County Public Transit with Dutchess County Legislature is the policymaking body for the transit system. Advisory committees that support the Division and County Executive are the Dutchess County Public Transit Advisory Committee and Universal Transportation Accessibility Task Force.

Dutchess County Public Transit services consist of fixed routes and demand response services. Dutchess County Public Transit operates generally Monday through Saturday from 5:00 a.m. to 12:45 a.m. and Sunday from 7:00 a.m. to 7:00 p.m. with no service on New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

Dutchess County Public Transit has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by Dutchess County Public Transit. As defined by 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 plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, and how to notify LEP persons that assistance is available. In order to prepare this plan, Dutchess County Public Transit undertook the U.S. Department of Transportation four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter Dutchess County Public Transit activities or services.
2. The frequency with which LEP persons come in contact with Dutchess County Public Transit activities or services.
3. The nature and importance of programs, activities, or services provided by Dutchess County Public Transit to the LEP population.
4. The interpretation services available to Dutchess County Public Transit passengers and overall cost to provide LEP assistance.

A summary of the results of Dutchess County Public Transit four-factor analysis is reflected in the following section.

**Meaningful Access: Four-Factor Analysis**

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter Dutchess County Public Transit’s activities, or services.

The 2010 United States Census reported that Dutchess County had a population of 297,488. The population density was 373 persons per square mile. The racial makeup of Dutchess County was 238,387 (80.1%) White, 29,518 (9.9%) African American, 893 (0.3%) Native American, 10,437 (1.3%) Asian, 108 (0%) Pacific Islander, 12,209 (4.1%) from other races, and 7,800 (2.6%) from two or more races. Hispanic or Latino of any race were 31,267 persons (10.5%).

Of its 297,488 total residents, Dutchess County Public Transit is the home of only 14,874 residents who speak English “less than very well”, “not well” and/or “not at all” – this represents only 5 percent of Dutchess County Public Transit’s population. This was reported in the American Community Survey of the U.S. Census Bureau (2012-2016). People of Spanish descent are the primary LEP persons likely to be involved with Dutchess County Public Transit programs and transit services. For Dutchess County Public Transit, New York place, the American Community Survey of the U.S. Census Bureau (2012-2016) shows that among the area’s population, 95 percent speak English as a first language or “very well” as a second



language. For groups who speak English “less than very well”, “not well” and/or “not at all”, 5.0 percent are Hispanic, and 0.0 percent of Dutchess County Public Transit’s population is limited English speaking persons of Asian descent.

There are two areas of LEP concentration in the County including the City and Town of Poughkeepsie, the Town of Wappinger; and the City of Beacon, and Towns of Fishkill and East Fishkill.

According to the Department of Labor website, only 6% of the residents of Dutchess County speak English less than very well.

2. The frequency with which LEP come in contact with Dutchess County Public Transit services.

Dutchess County Public Transit staff reviewed the frequency with which the County Transit Administrator and contractors staff that could have contact with LEP persons. To date, Dutchess County Public Transit has had no requests for interpreters and no requests for translated transit program documents.

Bus operators are in regular contact with LEP persons on Dutchess County Public Transit services of which the majority is Spanish. All transit information is available in alternative languages. Dutchess County Public Transit staff or its contractor’s staff have Spanish proficiency or access to Spanish speaking staff at all times.

3. The nature and importance of programs, activities, or services provided by Dutchess County Public Transit services to the LEP population.

Demographic and survey data show that Dutchess County Public Transit passengers are primarily Caucasian, with Spanish comprising the next largest group of passengers.

Dutchess County Public Transit provides public transit service throughout Dutchess County. Information about the public transit service is disseminated through bus schedules, the website and by word of mouth. During regular transit service, there are translators available on all shifts for many languages, including Spanish, Arabic, and Ukrainian. The reason that those languages available is that those people who speak languages other than English are employees of the contractor. During emergency evacuation, there are translators available on all shifts for most languages.

LEP persons use the transit service successfully. The few who have language barriers are accommodated with translators. As previously noted, community service organizations tell us that while they also have interpreters. Dutchess County Public Transit will continue to



provide assistance with language barriers for transit information as needed. Interpreters are contacted by the local community college's professors in each language periodically to ask schedule and service-related questions to ensure competency on the part of the translators.

4. The resources available to Dutchess County Public Transit and overall cost to provide LEP assistance.

Dutchess County Public Transit County Transit Administrator has access to a variety of services and resources that can help in outreaching and providing LEP assistance at low or no cost. Community and regionally-based resources include:

- Quarterly Public Meetings in the City of Poughkeepsie
- Dutchess County Human and Social Services Agencies

The above resources will be used on a regular basis or as needed to assist in identifying needs of Dutchess County Public Transit LEP population. They will also serve as a means to widely disseminate bilingual transit service information and announcements and to notify the LEP population of planned workshops and outreach efforts.

Dutchess County Public Transit interacts with the City of Poughkeepsie, the Housing Authority, Dutchess Community College, the Dutchess County Department of Community & Family Services and Department of Behavioral & Community Health, etc. to gather data on LEP persons and establish contacts with community organizations.

Organizations such as Medicaid, housing, legal services, mental health services, etc. who have direct access to the LEP population have been contacted with information regarding LEP persons and are told how they can use our website to communicate with us about informational and transportation needs. These organizations have indicated that language is not a barrier.

Informational presentations involving access to public transportation for the LEP population have been conducted throughout 2015, 2016, and 2017 to inform agencies on services available to their target populations, which include the LEP population. The County Transit Administrator conducts public and individual interaction with agencies and the ridership directly to determine LEP needs. The website offers several language translations.

Based on the four-factor analysis, Dutchess County Public Transit will develop its LEP Plan as outlined in the following section.



## Identification of LEP Population

Dutchess County Public Transit has developed several possible ways to assist in identifying LEP populations within Dutchess County Public Transit, including:

1. Examine records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events or meetings.
2. Have a staff person greet participants as they arrive to sponsored transit events or other community events where Dutchess County Public Transit has a presence. By informally engaging participants in conversation it is possible to gauge each attendee's ability to speak and understand English.
3. Survey vehicle operators and other front-line staff, such as Dutchess County Public Transit bus operators, on their experience concerning any contacts with LEP persons.
4. Network with local social and human services organizations to assist in identifying LEP groups and individuals most in need of LEP assistance and to further facilitate dissemination of information about Dutchess County Public Transit services.

## Language Assistance Measures

There are plans for several language assistance options available to LEP persons, including both oral and written language services. There are also various ways in which transit staff can respond to LEP persons, whether in person, by telephone, or in writing.

- Provide a bilingual transit representative at community events and public hearings.
- Placement of statements in notices and publications that interpreter services are available for these meetings.
- Survey bus operators, dispatchers, and other front-line staff on their experience concerning any contacts with LEP persons during the previous year.
- Post Dutchess County Public Transit Title VI Policy and LEP plan on Dutchess County Public Transit's website, [www.dutchessnty.gov/PublicTransit](http://www.dutchessnty.gov/PublicTransit).
- When an interpreter is needed, for a language other than Spanish, in person or on the telephone, staff will attempt to access language assistance services from a professional translation service or qualified community volunteers.

## Outreach Techniques



When staff prepares a document or schedules a meeting, for which the target audience is expected to include LEP individuals, documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population. Interpreters will be available as needed. Dutchess County Public Transit currently uses a variety of outreach approaches, as described below.

### Public Outreach Activities

Dutchess County Public Transit website posts transit information at [www.dutchessny.gov/PublicTransit](http://www.dutchessny.gov/PublicTransit). Dutchess County Public Transit provides easy access to bilingual (English and Spanish) administrative staff and bus operators during operating hours to answer questions during their regular shift schedules for those LEP passengers who use Dutchess County Public Transit services.

Dutchess County Public Transit reaches out to the community directly through meetings with agency and community staff and their clients, as needed. Information regarding Dutchess County Public Transit services is disseminated at these meetings, including schedules and appropriate fliers. Transit information also is made available at a variety of locations throughout the community and on Dutchess County Public Transit buses.

### Public Meetings

Dutchess County Public Transit conducts and participates in transit meetings that are open to the general public. Dutchess County Public Transit collaborates with the DCTC, and other agencies regarding public meetings relating to public transit services.

### Participation in Community Activities

Dutchess County Public Transit staff uses a number of public outreach techniques cited in the San Joaquin Council of Governments “Public Participation Plan”, including the following:

#### *Public Meetings & Workshops*

- Offer customized presentations to existing groups and organizations.
- Co-host workshops with community groups, business associations, etc.
- Sponsor a forum or summit with partner agencies, with the media, or other community organizations.



- Encourage opportunities for public input directly to the Dutchess County Executive, Dutchess County Legislature members as well members of the Dutchess County Public Transit Advisory Committee and Universal Transportation Accessibility Task Force.
- When Dutchess County Public Transit staff makes community presentations to groups whom they know in advance are limited-English speakers, an interpreter is hired to translate information from the presentation to meeting attendees.
- When passengers communicate with Dutchess County Public Transit staff and state a language preference, requested materials are provided in the requested language.

#### *Techniques for Public Meetings/Workshops*

- Open Houses.
- Facilitated discussions.
- Question and Answer session with Dutchess County Public Transit staff.
- Customized presentations.
- Vary the time of day for workshops (day/evening).

#### *Visualization Techniques*

- Maps.
- Charts, Illustrations, Photographs.
- Web content and interactive games.
- Electronic voting.
- PowerPoint slide shows.

#### *Polls/Surveys*

- For major planning studies, such as the Transit Development Plan, conduct statistically valid telephone polls in English as well as in Spanish.
- Electronic surveys via web.
- Intercept interviews where people congregate, such as at transit hubs.
- Printed surveys distributed at meetings, transit hubs, on-board transit vehicles etc.

#### *Printed Materials*

- User- friendly documents (including use of executive summaries.
- Outside review of written materials to ensure clear, concise language.
- Post cards.
- Maps, charts, photographs, and other visual means of displaying information.

#### *Targeted Mailings/Flyers*

- Work with community-based organizations to distribute flyers.
- Distribute "Take-one" flyers to key community organizations.



- Notices that are posted on Dutchess County Public Transit vehicles are provided in English and Spanish, as drivers most frequently come into contact with Spanish-speaking individuals. Dutchess County Public Transit provides these notices to other limited-English speaking passengers upon request.

*Utilize local media*

- News releases.
- Opinion pieces/commentaries.
- Purchase display ads.
- Negotiate inserts into local printed media.
- Place speakers on Radio/ TV talk shows.
- Public Service Announcements on radio and TV.
- Develop content for public access/cable television programming.
- Civic journalism and non-profit partnerships.

*Use of the Internet/Electronic Access to Information*

- Web site with updated content.
- Use social media to reach a larger audience.
- Electronic duplication of open house/workshop materials.
- Interactive web with surveys.
- Use the web to provide interaction among participants.
- Access to planning data (such as maps, charts, background on travel models, forecasts, census data, and research reports).
- Provide information in advance of public meeting.

*Notify Public via*

- Blast e-mails.
- Notice widely disseminated through new partnerships with community-based and interest organizations.
- Newsletters.
- Printed materials.
- Electronic access to information.
- Local media.
- Notices placed on board transit vehicles at transit hubs.

*Techniques for Involving Low Income Communities and Communities of Color*

- "Take One" flyers on transit vehicles and transit hub.
- Outreach in the community (flea markets, churches, health centers, etc.).
- Include information on meeting notices and how to request translation assistance.



- Robust use of "visualization" techniques, including maps and graphics to illustrate trends, choices being debated, etc.

*Techniques for Reporting on Impact of Public Comments*

- Direct mail and email to participants from meetings, surveys, etc., to report final outcomes.
- Newsletter articles.
- Updated and interactive web content.

*Techniques for Involving Limited-English Proficient Populations*

- Personal interviews or use of audio recording devices to obtain oral comments.
- Translated documents and web content on key initiatives.
- On-call translators for meetings.
- Translated news releases and outreach to alternative language media, such as radio, television, newspapers, and social media.
- Include information on meeting notices on how to request translation services.
- Robust use of visualization techniques, including maps and graphics to choices being debated, etc.
- Train staff to be alert to and anticipate the need of low-literacy participants in meetings, workshops, and the like.
- Information/comment tables or booths at community events and public gathering places.
- Comment cards/"take one" cards on board transit vehicles.

LEP Training and Implementation by Dutchess County Public Transit Staff

- When new hires start employment, The County's transit contractor provides copies to its employees of its own policies and procedures regarding Title VI. These materials has been updated to include Dutchess County's policy on outreach to and communication with limited-English speaking persons.
- As new policies/procedures are developed, or existing policies/procedures are amended, these new documents are distributed to affected employees through various methods, including but not limited to paper distribution, electronic documents, postings in employee break rooms, and scheduled group or individual training sessions.
- Vehicle operators, who are the most direct point of contact for LEP persons, have several methods to respond to an LEP individual. In many instances, LEP individuals are accompanied by a companion who speaks English and can translate for the passenger. In addition, some vehicle operators are bilingual. If vehicle operators are not bilingual, they



are instructed to ask for assistance from a bilingual passenger. In the few cases where there is no one on the bus who can offer language assistance, the bus operator contacts a dispatcher. Some of Dutchess County Public Transit dispatchers speak Spanish, and they are available to assist bus operators in translating for their passengers.

### **Assurances**

Dutchess County Public Transit will ensure that no person, on the grounds of race, color, national origin, as provided by Title VI of the Civil Rights Act of 1964, will be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination. Further, Dutchess County Public Transit will notify the public of protections against discrimination afforded them by Title VI regulations and will take preventive corrective and disciplinary action necessary to stem behavior that violates the rights and privileges the regulations are designed to protect.

Dutchess County Public Transit will post information on its website and ensure that it reflects current information consistent with the requirements of 49 CFR Section 21.9(d).

### **Monitoring and Updating the LEP Plan**

Dutchess County Public Transit will update the LEP plan as required by U.S. DOT. At a minimum, the plan will be reviewed and updated when data the U.S. Census is available, or when it is clear that higher concentrations of LEP individuals are present in Dutchess County Public Transit service area. Updates will include the following:

### **Documentation of LEP Personal Contacts**

- How the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determination as to whether the need for translation services has changed.
- Determine whether local language assistance programs have been effective and sufficient to meet the need.
- Determine whether Dutchess County Public Transit's financial resources are sufficient to fund language assistance resources needed.
- Determine whether Dutchess County Public Transit has fully complied with the goals of this LEP Plan.
- Determine whether complaints have been received concerning Dutchess County Public Transit failure to meet the transit needs of LEP individuals.

### **Availability of Title VI Plans and Procedures**



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Dutchess County Public Transit LEP Plan and the Title VI procedures are included in Dutchess County Public Transit's website at [www.dutchessny.gov/PublicTransit](http://www.dutchessny.gov/PublicTransit). Any person or agency with internet access will be able to access and download the plan from Dutchess County Public Transit's website. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail, or in person. LEP individuals may request copies of the plan in translation which Dutchess County Public Transit will provide, if feasible.

Questions or comments regarding the LEP Plan may be submitted to Dutchess County Public Transit's County Transit Administrator:

- Dutchess County Public Transit, Attn: County Transit Administrator, 14 Commerce Street, Poughkeepsie, NY 12603, fax to: 845.473.8662 or email to: [PublicTransit@dutchessny.gov](mailto:PublicTransit@dutchessny.gov).

8. **Minority Representation on Planning and Advisory Bodies.** Dutchess County Public Transit must describe efforts to encourage participation of minorities on committees, board,



councils, or other bodies. Dutchess County Public Transit must provide a table of transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by Dutchess County Executive and/or Legislature, and must indicate the racial breakdown of the membership of such committees or councils.

**Outreach Efforts to Encourage Participation**

Dutchess County Public Transit values the ethic and cultural diversity of the public it serves in Dutchess County. Accordingly, the Dutchess County Public Transit actively seeks and encourages the participation of underrepresented groups on its non-elected committees when filling a vacancy.

Dutchess County Public Transit makes concerted effort to provide the opportunity for qualified individuals from underrepresented ethnic groups to join its advisory committees so that these bodies for accurately represent the ethnic, gender, and geographic diversity of the County.

Dutchess County Public Transit utilizes a number of strategies to promote meaningful participation by underrepresented groups, including targeted outreach. Methods may include, but are not limited to, one or more of the following:

- Paid and free notices in the local media, especially those ethically/culturally-based for the targeted group we are trying to reach. This effort includes print, electronic and social media.
- Translating notices into the native language of the targeted group.
- Posting the vacancy on the County’s website.
- Making presentations at existing meetings of civic, cultural or human service organizations frequented by the underrepresented group.
- Outreach to civic, cultural or human services organizations known to serve the targeted group informing them of the opportunity and need and enlisting their help.
- Including the vacancy and underrepresentation on flyers posted on the buses
- Placing informational signs on County bulletin boards, and other facilities.
- Sending emails on the vacancy and underrepresentation to past attendees of the County’s public meetings and forums.

Dutchess County Public Transit has two transit advisory committees or non-elected committees. The committee’s composition is listed below.

**EXHIBIT G  
DUTCHESS COUNTY PUBLIC TRANSIT MINORITY REPRESENTATION ON**



**PLANNING AND ADVISORY BOARDS**

The current members of the Dutchess County Public Transit Advisory Committee is shown below as of February 1, 2018:

<b>NAME</b>	<b>ORGANIZATION/MUNICIPALITY</b>
Anderson, Bridgette	Dutchess Community College
Hall, Alistair	Vassar College
Cagle, Brenda	Town of Red Hook
Ceyala, Elizabeth	Hudson River Housing
Cmaylo, Jonathan	NYS DOT Public Transportation Bureau
Coots, Daniel	NYS DOT Region 8
Debald, Mark	Dutchess County Planning Dept./Transportation Council (DCTC)
DiCaprio, Deborah	Marist College
Donnelly, Paul	Town of Hyde Park
Dupree, Michael	Town of Hyde Park
Fanelli, Peter	Town of Poughkeepsie
Favata, Sandy	DC DCFS (Dept. of Community & Family Services)
French, Linda	Town of Dover
Godfrey, Charles	Town of Milan
Gutierrez, P. Damian	Town of Amenia
Ivana Powers	Northeast Community Center
Hesse, Paul	City of Poughkeepsie
LaColla, Robert	Town of Fishkill
Adams, Tom	Town of Fishkill
Campanaro, Marie	Town of Fishkill
Lee, Sarah	Think Dutchess Alliance for Business
Legacy, Bob	Arlington Business Improvement District
McCourt, Darcy	Abilities First
Muller, Patrick	Taconic Resources for Independence
Newman, Kevin	CVH (Community Voices Heard), NYBC, BPACA
Paquette, Lisa	DCPT First Transit
Reckess, Azzy	Citizen
Renino, Stephanie	Dutchess One Stop



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Ribaudo, Joseph	GAP
Roche, Maureen	Cornell Cooperative Extension Dutchess County
Ruggiero, Anthony	City of Beacon
Mayor Randy Casale	City of Beacon
Sammon, Amanda	DCPT First Transit
Tuttle, Dylan	Dutchess County Planning Dept./Transportation Council (DCTC)
Carey, Bill	CIA Culinary Institute of America
Van Tine, Tom	Village of Fishkill
Kwame, Anesta	NAACP, Southern Dutchess Branch
Vrba, Mary Kay	Dutchess Tourism
Whalen, David	DC DPW
Williams, Scott	Village of Wappingers Falls
Wilson, Rad	Village of Fishkill
Zaccheo, Beth	Paz Health Care, Pathways Community Support Services, Avalon Assisted Living & Wellness
Merritt, Stan	Poughkeepsie City School District
Zahan, Toufiq S	NYS DOT Public Transportation Bureau
Sandow, Laurie	Citizen
Price, Tom	Citizen
Cherry, Natasha	City of Poughkeepsie
Flowers, Yvonne	City of Poughkeepsie

The current members of the Universal Transportation Accessibility Task Force is shown below as of February 1, 2018:

Name	Position
David Whalen	Chair, Deputy Commissioner of Dutchess County Public Works
Toni-Marie Ciarfella	Deputy Commissioner for Special Needs
Michelle Bertran	Delegate for Chair of Human Rights Commission
Don Sagliano	County Legislature Majority
Randy Johnson	County Legislature Minority



## Dutchess County Public Transit Title VI Program – Fiscal Years 2018 to 2021

Helen Clawson	Citizen
Dana Jones	Special Needs Citizen
Chris Baiano	County Government
Sandra Favata	County Government

Race	Quantity
White	50
African American	4
Asian/Pacific Islander	2
American Indian or Alaskan Native	0
Native Hawaiian or Other Pacific Islander	0
Multi Race	0
Hispanic	1

9. **Requirement to Develop System-Wide Standards and Policies.** FTA requires all fixed-route transit providers to develop quantitative service standards and policies for their fixed-route



service. Individual public transportation providers may set standards that best reflect their local environment.

Since Dutchess County Public Transit operates fixed route bus service, the exhibit on the next page will discuss the system-wide standards and policies.

**EXHIBIT H  
DUTCHESS COUNTY PUBLIC TRANSIT SYSTEM-WIDE STANDARDS AND POLICIES**



**1. Vehicle Load**

*Measure: Provides service levels to prevent overcrowding and standees.*

Dutchess County Public Transit’s goal is to have an average maximum load factor for urban and rural service is not to exceed 1.25, as measured by a ratio of total passengers to seats on board the vehicles. This equates to a maximum of approximately 11 standees on a 40’ vehicle.

Dutchess County Public Transit works closely with its contractors to ensure passengers are not left behind due to overcrowding or overloads. Overcrowding is particularly monitored on routes daily, especially since most Dutchess County Public Transit routes operate infrequently or in some cases, two or three times a day. Dutchess County Public Transit provides bus service using 28 to 40 foot buses to minimize overcrowding and ensure that all passengers are picked up. Size of bus is assigned to routes based on demand.

Buses in the Dutchess County Public Transit fleet currently used have seating and standing capacities of:

Series	Length	Make	Model	Seats	Standing
100	40 ft	Orion	VII	30	12
200	35 ft	Gillig	Low Floor	28	23
200	40 ft	Gillig	Low Floor	33	28
400	35 ft	El Dorado National	Axxess	30	12
500	30 ft	El Dorado National	EZ Rider II	23	12
600	28 ft	International	AC/UC	20	7

**2. Vehicle Headway**

*Measure: Provides adequate service frequency based on the corridor of operation and ridership demand.*

Dutchess County Public Transit system-wide goal is to provide service every 60 minutes during the peak and 180 minutes during the off-peak times in the urban areas of the County, as demand warrants. Services in rural areas of Dutchess County Public Transit is deployed as demand warrants. The vehicle headway standard is designed to ensure that passengers have equitable wait times for transit vehicles. Vehicle headways are measured as the amount of time between the departure of two subsequent buses along the same route or service corridor. The peak period is defined as Monday through Friday between 6:00 a.m. and 9:00 a.m. and 3:00 p.m. to 6:00 p.m.



**Dutchess County Public Transit Title VI Program – Fiscal Years 2018 to 2021**

Route	Days of Week	Areas Served	Frequency	Schedule From
A	Monday-Saturday Sunday	Poughkeepsie, Poughkeepsie Galleria, Wappingers Falls, Walmart, Dutchess Mall, Fishkill, and Beacon (selected trips).	90 90	6:15 a.m. - 11:53 p.m. 8:45 a.m. – 7:19 p.m.
B	Monday-Saturday	Poughkeepsie, Poughkeepsie Galleria, Wappingers Falls, Fishkill, and Beacon	90 90	5:30 a.m. - 10:03 p.m. 9:15 a.m. – 6:56 p.m.
C	Monday-Saturday	Poughkeepsie, DCC, Hyde Park, Rhinebeck, Red Hook, and Tivoli	90-180	5:21 a.m. - 11:36 p.m.
D	Monday-Saturday	Poughkeepsie, Pleasant Valley, Millbrook, Amenia, and Wassaic	90-180	5:45 a.m. - 10:56 p.m.
E	Monday-Saturday Sunday	Poughkeepsie, LaGrange, Billings, Union Vale, Beekman, Pawling, and Wingdale	30-180 30-60	5:15 a.m. - 12:26 a.m. 8:31 a.m. – 9:31 a.m. & 5:37 p.m. – 7:33 p.m.
F	Monday-Friday Saturday Sunday	Poughkeepsie, Beacon, Fishkill, East Fishkill, and Hopewell Junction	90-180 210 70-90	6:00 a.m. - 10:25 p.m. 8:00 a.m. – 5:15 p.m. 9:40 a.m. – 4:20 p.m.
G	Monday-Saturday	Poughkeepsie, Wappinger, Fishkill, and Beacon	30	11:10 a.m. - 7:21 p.m.
H	Monday-Saturday Sunday	Northeast Poughkeepsie, DCC, Marist College	60 60	7:15 a.m. – 11:06 p.m. 9:48 a.m. – 6:19 p.m.
J	Monday-Friday Saturday	North Poughkeepsie via Route 9	60 60	6:15 a.m. – 8:11 p.m. 8:15 a.m. – 7:11 p.m.
K	Monday-Friday Saturday	South Poughkeepsie via Route 9	60 60	6:20 a.m. – 12:06 a.m. 7:15 a.m. – 11:10 p.m.
L	Monday-Friday Saturday Sunday	Central Poughkeepsie via Main Street	30-60 30-60 60	6:17 a.m. – 10:44 p.m. 7:15 a.m. – 10:44 p.m. 9:15 a.m. – 5:45 p.m.



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M	Monday-Friday Saturday	East Poughkeepsie	60 60	6:37 a.m. – 8:42 p.m. 8:15 a.m. – 7:42 p.m.
P	Monday-Friday Saturday	West Poughkeepsie	60 60	6:05 a.m. – 7:43 p.m. 7:43 a.m. – 6:43 p.m.
Poughkeepsie Rail Link	Monday-Friday	Central Poughkeepsie	45	5:01 a.m. - 7:27 a.m. 6:03 p.m. - 9:05 p.m.
New Hamburg Rail Link	Monday-Friday	New Hamburg, Wappinger, Poughkeepsie Galleria	45	5:43 a.m. – 7:05 a.m. 6:31 p.m. – 8:50 p.m.
Beacon Rail Link	Monday-Friday	Central Beacon	30-60	5:28 a.m. – 8:05 a.m. 5:38 p.m. – 8:04 p.m.

### 3. On-time Performance

*Measure: Provides accessible and reliable transit services to Dutchess County*

To ensure reliable services, Dutchess County Public Transit aims to have a 90% on-time performance target at major stops and transfer hubs and an 80% on-time performance target at minor timepoint stops for fixed route operations. In addition, Dutchess County Public Transit standard is less than 1% of fixed-route trips missed or removed from the daily schedule. For demand response services, the standard for on-time performance is at least 90% of all demand response trips arriving within the thirty-minute (30) pick-up window.

### 4. Service Availability

*Measure: Provides accessible and reliable transit services to Dutchess County*

Dutchess County Public Transit goal is to provide transit service to major origins and activity centers within Dutchess County. This goal includes providing transit within ¼ mile of 70% of all Dutchess County residents by census block, 70% of major employers and other large trip generators, and 70% of large multifamily housing developments as well as ensuring that 70% and 70% of middle and high schools are within ½ mile and ¼ mile, respectively, of transit service.

#### Service Policies

##### 1. Distribution of Transit Amenities



The transit amenities policy is designed to provide the framework for the distribution of bus stop amenities equitably throughout the transit system. When resources allow for improvements at multiple stop locations, Dutchess County Public Transit will prioritize resources based on passenger activity and transfer opportunities. Dutchess County Public Transit will also recognize the amount of observed boarding versus alighting activity when siting amenities such as shelters, benches, and real-time information screens.

In situations where Dutchess County Public Transit has the authority and available resources to site new amenities at multiple bus stops, amenities will be programmed for placement at those stops based on a ranked score. Amenities may include, but are not limited to, shelters, seating, trash receptacles, and transit information displays. Rankings are based on total scores assigned to each candidate stop and are based on weighted factors, including passenger boardings, transfer opportunities, and access to major activity nodes. While Dutchess County Public Transit will use rankings to program the installation of amenities, external factors (e.g., site limitations, regulations of local jurisdictions, etc.) may dictate that amenities be installed out of order or not at all. Maintenance and replacement of existing amenities will not be subject to ranked scoring.

## **2. Vehicle Assignment**

The vehicle assignment policy is designed to provide the framework for the distribution of buses in an equitable fashion throughout the system. All vehicles used in transit service will be ADA accessible and accommodate at least two wheelchairs and two bicycles. Vehicle size and capacity will be assigned based on demand and passenger load factors. The current policy is defined below and subject to change based on ridership demand. The vehicles used by Dutchess County Public Transit range from 2008 to 2017 and are deployed county-wide. Cutaway (600 series) are used on demand response services only.



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Route	Weekday AM	Weekday PM	Saturday	Sunday	Weekday AM	Weekday PM	Saturday	Sunday	Comments
A	100/200 (35/40)/400	100/200 (35/40)/400	100/200 (35/40)/400	100/200 (35/40)/400	2	3	3.5	1	Saturday Route A interlines with Route F
B	200 (35)/ 400	200 (35)/ 400	200 (35)/ 400	200 (35)/ 400	2	2	2	1	
C	200 (35)/400/500	200 (35)/400/500	200 (35)/400/500		2.33	3.34	3	0	Poughkeepsie RailLink is interlined with Flex Northwest and Route C (may have some ADA)
D	400/500	400/500	400/500		1	2	2	0	
E	400/500	400/500	400/500		1	2	2	0	
F	400/500	400/500	400/500	400/500	1	2	0.5	1	Saturday Route A interlines with Route F
G	500	500	500		1	1	1	0	
H	100/200 (35/40)/400	100/200 (35/40)/400	100/200 (35/40)/400	100/200 (35/40)/400	1	1	1	1	
J	200/500	200/500	200/500		1	1	1	0	
K	100/200 (35/40)/400	100/200 (35/40)/400	100/200 (35/40)/400	100/200 (35/40)/400	2	2	2	0	
L	200/400	200/400	200/400	200/400	2	2	2	1	
M	200/400/ 500	200/400/ 500	200/400/ 500		1	2	1	0	
P	200/400/ 500	200/400/ 500	200/400/ 500		1	2	1	0	
Poughkeepsie RailLink	500	500			0.33	0.33	0	0	Poughkeepsie RailLink is interlined with Flex Northwest and Route C (may have some ADA)
New Hamburg RailLink	500	500			0.5	0.5	0	0	New Hamburg RailLink is interlined with Flex Central (may have some ADA)
Beacon RailLink	500	500			0.5	0.5	0	0	Beacon RailLink is interlined with Flex So Central (may have some ADA)
Flex NW	500	500			0.34	0.33	0	0	Poughkeepsie RailLink is interlined with Flex Northwest and Route C (may have some ADA)
Flex Central	500	500			0.5	0.5	0	0	New Hamburg RailLink is interlined with Flex Central (may have some ADA)
Flex So Central	500	500			0.5	0.5	0	0	Beacon RailLink is interlined with Flex So Central (may have some ADA)
ADA Paratransit	600	600	600	600	1	2	2	1	On weekdays, 1 full time ADA bus in the a.m., 2 full time ADA bus in the p.m. On Saturday 2 full time ADA buses, 1 full time ADA bus on Sunday
Flex NE	600	600			1	1	0	0	
Dial-A-Ride	600	600			5	5	0	0	*Wappinger has DAR Mon-Fri *Poughkeepsie City has DAR Mon-Fri (Two buses on Tuesday, Wednesday & Thursday) *East Fishkill has DAR Mon, Wed and Fri *Poughkeepsie Town North has DAR Mon, Thurs and Fri *Poughkeepsie Town South has DAR Mon, Wed and Fri *Hyde Park has DAR Tues *Fishkill has DAR Tues and Thurs
Fixed Route Spare					21	28	22	5	
Demand Response Spare					7	8	2	1	
Fixed Route Spare %					51.2%	34.9%	48.8%	88.4%	
Demand Response Spare %					46.2%	38.5%	84.6%	92.3%	
100/Orion	6								
200/Gillig	6			Total Pull Out	28	36	24	6	
400/Axxes	10			Spare	28	20	32	50	
500/EZ Rider II	21			Spare %	50.0%	35.7%	57.1%	89.3%	
600/International	13								
900/El Dorado	0								
900/Arboc	0								
Fixed Route	56								
Fixed Route	43								
Demand Response	13								
	56								

