



## **COUNTY OF DUTCHESS**

DEPARTMENT OF PUBLIC WORKS  
DIVISION OF PUBLIC TRANSIT

### **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.



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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 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.



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### 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 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.