

City of Corning, New York

TITLE VI Plan

Date Adopted: August 5, 2024

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A. PROGRAM DESCRIPTION AND SERVICES

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground 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."

Subrecipients of public transportation funding from the Federal Transit Administration (FTA), are required to develop policies, programs, and practices that ensure that federal and state transit dollars are used in a manner that is nondiscriminatory. City of Corning, New York is a subrecipient of FTA financial assistance through a grant from NYSDOT. This Title VI plan details how City of Corning, New York incorporates nondiscrimination policies and practices in providing transit services to the ridership we serve.

The City of Corning receives FTA Section 5311 funding and provides deviated fixed route service for the City of Corning, and the towns of Corning and Erwin under the Corning Erwin Transit System (CEATS). CEATS offers five routes that operate Monday through Friday, 6:30 a.m.- 6:45 p.m. The fare is \$1 each way.

B. City of Corning, New York TITLE VI PLAN

As a subrecipient to NYSDOT receiving Federal Transit Administration Section 5311 funds, City of Corning, New York Title VI plan shall comply with Title VI of the Civil Rights Act of 1964 as presented with the following elements:

- ✓ Title VI Notice to the Public, including a list of locations where the notice is posted
- ✓ Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint)
- ✓ Title VI Complaint Form
- ✓ List of transit-related Title VI investigations, complaints, and lawsuits
- ✓ Public Participation Plan, including information about outreach methods to engage minority and limited English proficient populations, as well as a summary of outreach efforts made since the last Title VI Program submission
- ✓ Language Assistance Plan for providing language assistance to persons with limited English proficiency
- ✓ A table depicting the membership of transit related non-elected committees and councils, the membership of which is selected by the subrecipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees
- ✓ A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program. The approval must occur prior to submission to NYSDOT.
- ✓ Service standards
 - Vehicle load for each mode
 - Vehicle headway for each mode
 - On time performance for each mode
 - Service availability for each mode
- ✓ Service policies
 - Transit Amenities for each mode
 - Vehicle Assignment for each mode

The City of Corning, New York shall update its Title VI plan every three years and present the updated plan to NYSDOT for their review and approval.

B1. City of Corning, New York TITLE VI Policy

The City of Corning, New York commits to comply with Title VI of the Civil Rights Act of 1964 that prohibits discrimination based on race, color, or national origin in programs and activities receiving federal financial assistance. Specifically, Title VI provides that "no person in the United States shall on the ground 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" (Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d et seq.). This requirement is included in the Section 5311 agreement between City of Corning, New York and NYSDOT and third-party contractors.

For more information on City of Corning, New York's Title VI program contact:

Title VI Coordinator

Director of Planning and Economic Development

City of Corning, New York

Director of Planning and Economic Development

500 Nasser Civic Center Plaza

Corning, New York 14830

Phone (607) 962-0340 ext. 1117 /Dial 711 for TDD

corningplanning@cityofcorning.com

B2. Title VI Public Notice

The City of Corning, New York's Notice to the Public is posted in the following locations:

- Agency website at: www.cityofcorning.com and www.rideceats.com
- Public areas of the agency office (Corning City Hall, 500 Nasser Civic Center Plaza, Corning, New York. Public areas means common area, public meeting rooms, etc.)
- Public areas of the Corning Transportation Center located at 85 Denison Parkway East, Corning, New York
- Inside transit vehicles

A sample of the notice posted is shown on the next page.

The City of Corning, New York 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. The City of Corning also operates its programs and services to accommodate persons with disabilities under the Americans with Disabilities Act of 1990. Any person who believes they are subject to discrimination based on race, color, national origin or disability may file a complaint with City of Corning, New York.

For information on City of Corning, New York's Title VI policy or to obtain the Title VI complaint form and procedures visit our website at www.cityofcorning.com Or contact:

Title VI Coordinator
Director of Planning and Economic Development
City of Corning, New York
500 Nasser Civic Center Plaza
Corning, New York 14830
Phone (607)962-0340 ext. 1117 /Dial 711 for TDD
corningplanning@cityofcorning.com

A complainant may also file a complaint directly with New York State Department of Transportation on its Civil Rights website at <https://www.dot.ny.gov/main/business-center/civil-rights/title-vi-ej>.

A complaint can also be filed directly with the Federal Transit Administration Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590

For information in another language, please contact the Title VI Coordinator.

Si necesita información en otra idioma, por favor contacto 607-962-0340.

B3. Title VI Complaint Procedures and Complaint Form

The City of Corning, New York's Title VI Complaint Procedure is available in the following locations:

- Agency website at: www.cityofcorning.com
- Hard copy in the Department of Planning and Economic Development
- In client intake materials
- Other Corning-Erwin Transportation website at: www.rideceats.com

Anyone who believes they have been discriminated against on the basis of race, color, or national origin, may file a complaint by completing and submitting the Title VI Complaint Form (contained in *Appendix B*) to the address below.

City of Corning, New York
Title VI Coordinator
Director of Planning and Economic Development
500 Nasser Civic Center Plaza
Corning, NY 14830
Phone (607) 962-0340 ext. 1117

The complaint form is not required to file a complaint. The complainant may submit any written report as a complaint notice. City of Corning, New York will make reasonable modifications and take information verbally if the complainant requires this accommodation.

The City of Corning, New York investigates complaints received no more than 180 days after the alleged incident. Once the complaint is received, the City of Corning, New York will follow the steps below:

1. Acknowledge receipt of the complaint within 10 days (*Appendix C*)
2. Determine if the City of Corning, New York has jurisdiction to investigate the complaint.
3. Plan to complete the investigation within 45 days.
4. Schedule an interview, if deemed necessary.
5. Determine if other public or private entities are or should be involved.
6. Determine if additional information is needed. Complainant has 15 days to provide the additional information.
7. If the City of Corning, New York is not contacted by the complainant or does not receive the additional information within 15 days, the case can be administratively closed. Additionally, a case can be administratively closed if the complainant no longer wishes to pursue the case.
8. Determine if meetings with the affected party or other interested parties are needed.

After the investigative process has been completed, the City of Corning, New York will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF).

1. A **closure letter** summarizing the allegations and stating that there was no Title VI violation and that the case will be closed. (*Appendix D*)
2. A **letter of finding (LOF)** summarizing the allegations and the interviews regarding the alleged incident, and explaining whether any disciplinary action, additional training of the staff member, or other action will occur. (*Appendix E*)

If the complainant wishes to appeal the decision, the complainant must submit the appeal within 21 days after the date of the closure letter or the LOF.

Filing complaints with City of Corning, New York enables the agency to properly investigate the complaint. A person may also file a complaint directly with:

- New York State Department of Transportation
Office of Diversity and Opportunity
50 Wolf Road, 6th Floor
Albany, NY 12232
(518) 457-1129 Fax (518) 549-1273
OCR-TitleVI@dot.ny.gov
- Federal Transit Administration
Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor-TCR,
1200 New Jersey Ave., SE Washington, DC 20590

If information is needed in another language, please contact City of Corning, New York at (607)-962-0340.

Si se necesita informacion en otro idioma por favor contacto, (607)-962-0340.

B4. Transit Related Title VI Complaints, Investigations and Lawsuits

The City of Corning, New York maintains a log of all Title VI complaints, investigations, and lawsuits pertaining to its transit-related activities since the last Title VI plan update. (Do not include the complainant name. A case number is preferable.)

Reporting Period:

7/2021- 6/2022 (year 1)

7/2022-6/2023 (year 2)

7/2023-6/2024 (year 3)

Check One:

- There have been no investigations, complaints and/or lawsuits filed against City of Corning, New York during the reporting period.
- There have been investigations, complaints and/or lawsuits filed against City of Corning, New York. *See list below.*

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, national origin)	Status (open/closed)	Disposition (finding/no finding)
Complaints				
1.				
2.				
3.				
Investigations				
1.				
2.				
3.				
Lawsuit				
1.				
2.				
3.				

B5. Public Involvement Process

Strategies and Desired Outcomes

City of Corning, New York is required to develop and implement a Public Participation Plan (PPP). This document describes the proactive strategies, procedures, and desired outcomes that underpin our organization's public participation activities. The determination of how specific public participation activities should take place, and which specific measures are most appropriate is based on the following:

- A demographic analysis of the persons City of Corning, New York serves and/or are eligible to receive services.
- The type of transportation program and/or service City of Corning, New York provides.
- The resources available to City of Corning, New York for public outreach.

Effective public involvement is a key element to involving the public in City of Corning, New York's transit service decision making process. This Public Involvement Process describes how City of Corning, New York will disseminate vital agency information and engage the public in the decision-making process. We will seek out and consider the input and needs of interested parties and groups traditionally underserved by transportation systems who may face challenges accessing our services, such as minority and limited English proficient (LEP) persons. Underlying these efforts is our commitment to determining the most effective public involvement methods for a given project or population.

Public Outreach Activities

In efforts to involve minority and limited English proficient (LEP) populations in the planning process and to address linguistic, institutional, cultural, economic, historical, or other barriers that may prevent minority and LEP persons from effectively participating in City of Corning, New York's decision-making process, City of Corning, New York implements early, frequent and continuous engagement for public involvement. The engagement methods includes and are not limited to:

1. Post public involvement notifications on transit vehicles, City of Corning, New York building, and on the City of Corning, New York website.
2. Public meetings will be conducted at times, locations, and facilities that are convenient and accessible.
3. Meeting materials will be available in a variety of predetermined formats and language(s) to serve diverse audiences.
4. Provide professional interpreters in the language(s) spoken by the targeted LEP population(s).

Summary on Public Involvement Activity

Since the last Title VI plan update, City of Corning, New York conducted the following public involvement outreach (emails, website posting, media outlets, in-person, virtual) sessions:

Not applicable; City of Corning, New York is a closed door service provider.

Event Name	Date (Month, Day, Year)	Brief Description of Event Purpose	Outcome Methods	Summary of Attendance
Public Notice	10/23/2022	Public Notice for City's 5311 Application	Publication in the Corning Leader	Unknown
City of Corning-Steuben County Public Transportation Consolidation Study Survey	2/10/2023	Survey of public transit users and non-users how City and County Systems could be improved and to gain any input on potential future consolidation.	Flyers on buses, public library, and Transportation Center, public service announcements, emails	90 responses were received
Comprehensive Plan Open House	6/13/24	Receive input from City residents and interested constituents on priorities as the City begins process of developing updated Comprehensive Plan	Flyers, media release, website posting	100 community members
Comprehensive Plan Survey	6/10/24-8/17/24	To obtain public input for Comprehensive Plan Update.	Final survey results	269 community members had taken the survey

B6. Language Assistance Plan

Language Assistance Plan Components

Limited English Proficient (LEP) persons are people for whom English is not the primary language and who have a limited ability to read, write, speak, or understand English. To comply with the FTA Title VI requirement on nondiscrimination based on national origin, as it affects limited English proficient persons, City of Corning, New York will take reasonable steps to ensure meaningful access to our programs and activities by LEP persons.

In order to ensure meaningful access to City of Corning, New York programs and activities, we shall use the information obtained in the Four Factor Analysis to determine the specific language services that are appropriate to provide to access the transit services. A careful analysis of the clientele and potential clientele we serve will determine if we communicate effectively with LEP persons and the language spoken other than English. The Four Factor Analysis is an individualized assessment that balances the following four factors.

1. A number or proportion of the LEP population(s), specifically served or could be served by City of Corning, New York transit service.
2. The frequency with which LEP persons come into contact with City of Corning, New York.
3. The nature and importance of City of Corning, New York transit services to LEP population(s).

4. The resources available for LEP outreach and how employees are trained to provide language assistance to LEP persons.

LEP Four Factor Analysis

To determine if an LEP population requires language assistance and what specific language services are appropriate, the City of Corning, New York has conducted a Four Factor Analysis¹ of the following areas: (1) Demography, (2) Frequency, (3) Importance, and (4) Resources and costs.

Factor 1–Importance | A number or proportion of the LEP population(s), specifically served or could be served by City of Corning, New York transit service

City of Corning, New York relied on prior experiences with LEP individuals and determined the breadth and scope of language services that were requested on the transit services. During a 12-month period, neither the City of Corning, New York nor the City's Transit Provider, TransDev received calls to the office in which language assistance was requested or where transit operators were asked to provide specific language assistance. There were no recorded incidences where minor children and dependents were asked by their parent or guardian to interpret the transit service information. The Institute for Human Services, Inc. who manages the 211 Helpline Call Center also pulled data for a 12-month period for Steuben County, and there were eight requests for language translators (Seven of them were for Spanish, and one was Albanian), however none of them were for transportation. In addition, the City of Corning, New York consulted with the school district, community agencies and religious organizations where transit services are provided to ask what language assistance, they encounter for their services that could possibly be identified as the language assistance for the transit ridership. The Corning- Painted Post Area School District identified in their most recent published Annual Report that 1% of students within the School District which includes the entire service area have limited English proficiency.

The ridership primarily speaks English. No other language rose to the level of having a limited English proficient population that uses the transit services.

Factor 2: Frequency | Frequency with which LEP people come into contact with City of Corning, New York

Based on the results of the number or proportion of the LEP population(s), specifically served or could be served by City of Corning, New York transit service, City of Corning, New York we know that less than 5% of the transit service population we serve speak English less than very well. City of Corning, New York will conduct additional assessments at least annually or if a known spike occurs that requires a re-evaluation of the LEP population.

Factor 3: Importance | Importance of City of Corning, New York transit services to LEP population

The City of Corning, New York's program and services are critical to the lives of its clients, enabling them to participate as fully as possible in the community, interact and socialize with others, gain skills in daily living and travel to/from work.

¹ DOT LEP guidance <https://www.transportation.gov/civil-rights/civil-rights-awareness-enforcement/dots-lep-guidance>

Factor 4: Resources and Costs | To meet the language assistance needs of the City of Corning, New York LEP population, City of Corning, New York will utilize readily available resources, in addition to other avenues, to not only minimize costs, but to strengthen our partnership with other organizations our clients/riders engage with. Some of those readily available resources may include utilizing 211 which has translation services available; the use of online translation tools including Internet browsers built in translator; and local resources available through GSTBOCES, Corning-Painted Post School District, and SUNY Corning Community College. To supplement these resources, the City of Corning, New York may also retain the services of an interpreter, translate vital documents, and utilize community volunteers. After analyzing the City of Corning, New York budget and reviewing available resources, cost associated to meet language assistance needs of the LEP population will be incurred for retaining an interpreter and translating vital documents.

Providing Language Assistance Services

City of Corning, New York currently meets the language assistance needs of the Spanish-speaking population through the services of an interpreter, built in Internet Browser translators, accessing community organizations that meet the needs of Spanish-speaking population. As needed, key documents are translated to Spanish, meeting the threshold for translation of such materials.

Informing LEP Populations of the Availability of Language Assistance

Language assistance is advertised on our website, on the Title VI notice, through posters in our agency, and through program registration materials, as applicable. City of Corning, New York also utilizes community-based organizations to share the availability of these services, public meetings, rider surveys and interviews, outreach documents, and on vehicles.

City of Corning, New York annually identifies the language capabilities and language assistance needs of our ridership. Should City of Corning, New York have more than 5% of persons in a specific language group that requires language assistance, City of Corning, New York shall comply with the US Department of Justice Safe Harbor Provision and provide written material in the specific language and or oral interpretation of the written material, free of cost.

Updating the Language Assistance Plan

The City of Corning, New York will monitor the effectiveness of the language assistance to determine if enhancements on the methods (translating vital documents, interpretations and website) is required to better communicate with the LEP population. As a part of this process, the City of Corning, New York will incorporate components that encourages feedback from customers on their experience with the implementation of the Language Assistance Plan. Based on the input received, City of Corning, New York will make any immediate critical updates that can be feasibly implemented and document others for the triennial update of the Title VI Plan. Consequently, if there are updates to the Language Assistance Plan within the Human Service – Public Transportation Coordination Plan, City of Corning, New York will review such updates and identify those with impact on components germane to its own Language Assistance Plan. Critical updates that can be feasibly implemented, will be immediately incorporated.

Training Employees to Provide Language Assistance

City of Corning, New York employees are oriented on the principles of Title VI and language assistance. New employees will be provided guidance on the needs of clients served and how best to meet their language needs. Refresher training will be completed with the triennial Title VI Plan update. Reminders on the importance of Title VI and the Language Assistance Plan will be distributed through email. Training will include review of the following Title VI program components:

1. Title VI Notice to the Public

2. Title VI complaint procedures and form
3. Complaint log
4. LEP (Four Factor Analysis and Language Assistance Plan)

If an employee needs further assistance related to LEP individuals, they will work with the City of Corning, New York's Title VI Coordinator to identify strategies to meet the language needs of the participants of the program or service.

B7. Minority Representation on Advisory Boards

City of Corning, New York has no transit-related, non-elected committees or advisory councils.

Efforts to Encourage Minority Representation on Boards and Committees

The City of Corning, New York understands diverse representation on committees, councils and boards results in sound policy reflective of its entire service area. As such, the City of Corning, New York encourages participation of all its clientele/patrons and interested parties on boards, committees or councils.

As vacancies on boards, committees, and councils become available, the City of Corning, New York will make efforts to encourage and promote diversity with active participation of clientele/patrons, community organizations and interested parties. City of Corning, New York contacts advocates of the minority community, such as organizations that serve minority communities and leaders to garner interest in participating onboards, committees or councils.

B8. Recordkeeping and Reporting

City of Corning, New York maintains records related to the agency's implementation of Title VI program, including records of the Title VI Plan Board adoption, records of Title VI staff training, public involvement activities, complaints, investigations, language assistance services and other implementation activities.

City of Corning, New York shall update the Title VI Plan, every three years and submit the plan to the New York State Department of Transportation (NYSDOT) for approval.

B9. Plan and Policy Review

The Title VI policy will be disseminated to employees through new employee orientation and periodic email messages. The City of Corning, New York will review its Title VI Plan at least once every three years to determine if modifications are necessary. The City of Corning, New York subcontracts the operation of all services and will review implementation annually to ensure compliance with Title VI Plan requirements. The agency's review includes verifying that all employees have received ongoing updates, training, and a copy of the Title VI policies and that all postings are in place and in good condition.

Title VI Plan Monitoring – Activity Log

Date	Activity (Review-Update-Addendum- Adoption-Distribution)	Person Responsible	Remarks
August 5, 2024	Adopted and distributed	Director of Planning and Economic Development	Verified intake materials, postings. Verified all employees received Title VI training and copies of Title VI policy.
August 5, 2025	Annual review of implementation	Director of Planning and Economic Development	Verified all new employees received training and copies of Title VI policy. Verified intake materials and postings.
August 5, 2026	Annual review of implementation	Director of Planning and Economic Development	Verified all new employees received training and copies of Title VI policy. Verified intake materials and postings.
August 2, 2027	Updated plan, adopted and distributed	Director of Planning and Economic Development	Verified all employees received training and copies of Title VI policy. Verified intake materials, postings

Program Monitoring

The City of Corning, New York will monitor the effectiveness of the Title VI program through the feedback from clientele, employees, general public and other agencies (NYSDOT, FTA). City of Corning, New York seeks opportunities to continuously improve its Title VI plan, public participation outreach efforts and providing meaningful access of our services to LEP individuals.

B10. Facility Location Equity Analysis

As a subrecipient of federal funds, City of Corning, New York understands we are required to conduct a Title VI equity analysis when planning to construct, expand, or purchase a facility. A facility includes storage facilities, maintenance facilities, and operations centers, but it does not include bus shelters, transit stations, or power substations. The equity analysis requirement applies even to facilities that do not receive direct federal funding (as long as City of Corning, New York receives federal financial assistance, Title VI requirements apply to all programs and activities). The equity analysis compares the equity impacts of various siting alternatives and must occur during the planning phase, prior to the selection of the preferred site, and must include the following:

1. A description of the outreach to persons potentially impacted.
2. A comparison of equity impacts of various siting alternatives.

3. An analysis about whether a disparate impact occurs on the basis of race, color or national origin (including potential cumulative adverse impacts from other facilities with similar impacts in the area) because of the location and construction of a facility. (If there is a disparate impact, the construction of the facility may only occur if there is a substantial legitimate justification, there are no alternative locations that would have a less disparate impact, and it is not a pretext for discrimination).

For any new facility construction, expansion, or acquisition, City of Corning, New York will work with NYSDOT to ensure that the equity analysis is completed and submitted to NYSDOT. The equity analysis will be provided upon request to NYSDOT, FTA and during the triennial review.

The below is intended to provide direction to the reader as to whether City of Corning, New York was required to, completed, and included a Title VI equity analysis with this Title VI Plan update.

Did City of Corning, New York construct, expand or acquired a facility in the past three years?

- No.** City of Corning, New York has not constructed, expanded or acquired a facility.
- Yes.** City of Corning, New York did (construct, expand, acquire) a facility and completed a Title VI equity analysis to compare the equity impacts of various siting alternatives.

Does City of Corning, New York plan to construct, expand or acquire a facility in the next three years? (*check the box next to the appropriate response below*)

- No.** City of Corning, New York does not plan to construct, expand or acquire a facility.
- Yes.** City of Corning, New York plans to (construct, expand or acquire) a facility.

If yes, was a Title VI equity analysis completed? (*check the box next to the appropriate response below*)

- Yes.** A Title VI equity analysis was completed.
- No.** A Title VI equity analysis was not completed.

If no, when will the Title VI equity analysis be completed?

C. REQUIREMENTS FOR FIXED ROUTE TRANSIT PROVIDERS

C1. Service Standards (Quantitative Measures)

Vehicle Load Standard

The average of all loads during the peak operating period should not exceed vehicles' achievable capacities, which is a maximum load factor of 1.5 for each vehicle during both peak and off-peak times. Maximum loads are 25 passengers for regular small buses and 36 passengers for the bigger buses. Overcrowding and loading is not viewed as a major problem for the system, and passengers are rarely required to stand. Under-utilization is more likely a concern for the Corning transit service

Vehicle Headway Standard

Fixed-route service operates between 5:00 a.m. and 7:45 p.m. Monday through Friday. Where ridership is relatively high, headways of 45 and 60 minutes appear appropriate for peak and

base periods, respectively. Bus arrival and departure times should facilitate timed transfers at the Bath Transfer Station and Corning Transportation Center. Scheduling involves the consideration of several factors which include ridership, relationship to major trip generators, and the location of community services.

Scheduling involves the consideration of a number of factors including ridership, productivity, relationship to major trip generators, and the location of community services.

On Time Performance Standard

A vehicle is considered on time if it departs a scheduled timepoint no more than 5 minutes early and no more than 10 minutes late. The City of Corning, New York on-time performance objective is 96 percent or greater. The City of Corning, New York continuously monitors on time performance and system results are published and posted as part of monthly performance reports covering all aspects of operations.

Service Availability Standard

In population densities of over 5,000 persons per square miles, the service standard is route spacing of 3/8 mile. Activity centers that are end destinations for these routes include: employers (with 200 + employees), shopping centers, colleges/schools, hospitals/nursing homes, and social services/government centers. Since the surrounding area and Steuben County is rural in nature, bus service may not conform to the guide in all areas. Long, circuitous routing makes a route less desirable to the public, so CEATS attempts to make routes as direct as possible. The Route Deviation service on local routes meet the ADA mandates.

And the following service policies information:

- Route Deviation must be provided to all riders who reside within $\frac{3}{4}$ of a mile of the existing fixed route bus system.
- Route Deviation must be made available for the same space of services as the existing fixed route bus system.
- Fare is not more than twice the fare on the fixed route bus system. In addition, all trip requests are honored with no distinction made by trip purpose. Route deviation is curb- to -curb service. The minimum reservation time for advance reservations is the next day.

C2. Service Policies

Service policies (system-wide policies) are adopted to ensure that service design and operations practices do not result in discrimination on the basis of race, color or national origin. City of Corning, New York service policies are:

Transit Amenities Policy

The City of Corning has a flag stop system, however, installation of bus shelters and benches along bus routes are important aspect of user comfort and safety. The decision to install a shelter will be based upon the following factors: 1. At least 25 passengers a day must board or transfer at a specific site. 2. There must be no alternate shelter available (i.e. a building overhang, etc.) 3. There must be sufficient space and available right of way. 4. Higher priority will be given to locations known to have a high number of riders who are seniors/disabled. The Corning Transportation Center provides a shelter for users as well as clean restroom facilities. CEATS has made it a priority to include bike racks on new buses when they are ordered. The current fleet all have bike racks installed. Route maps are on display at the Corning Transportation Center and on all buses.

Vehicle Assignment Policy

Vehicle assignments take into account the operating characteristics of vehicles, which are matched to the operating characteristics of the route, trip purpose of passengers, and volume of ridership along a given route.

All vehicles operate out of the Bath Transfer Station in Bath, NY with transfers also taking Place at the Corning Transportation Center. There is also access to Chemung County via connection at the Corning Transportation Center. Fixed routes are serviced by smaller buses with air conditioning and one bigger bus for the longer route. CEATS should provide attractive and comfortable vehicles that are clearly and correctly marked as to the route on which they are operating. Noise, smoke, and odor should be kept to as low a level as possible through use of the latest equipment and maintenance procedures available. Bus exteriors should be washed at least every other day, preferably daily, and body damage and loose panels or door should be scheduled for immediate repair. Bus interiors are to be cleaned daily. The Operator is to achieve a 91% pass rate for NYSDOT inspections, a 98% on time for PM inspections, and have a 10% or less of the fleet out of service at one time

D. LIST OF APPENDICES

- A. Documentation of Board Approval
- B. Title VI Complaint Form
- C. Letter Acknowledging Receipt of Title VI Complaint
- D. Title VI Complaint Letter of Closure
- E. Title VI Complaint Letter of Finding
- F. Title VI Notice to the Public

APPENDIX A: Documentation of Approval

Date: August 5, 2024

RESOLUTION
ADOPTING THE CITY OF CORNING’S
2024 TITLE VI PLAN

Motion by Deputy Mayor Hunt

WHEREAS, the New York State Department of Transportation’s (NYSDOT) Office of Diversity and Opportunity requires municipalities who receive federal financial assistance adopt a Title VI Plan; and

WHEREAS, the Title VI Plan, ensures that no person is excluded from participation in, denied benefits of, or otherwise be subjected to discrimination under any City services and activities based on race, color or national origin, as protected by Title VI of the Civil Rights Act of 1964 and Federal Transit Law under Title 49 Part 21; and

WHEREAS, the City of Corning must update and approve its Title VI Plan every three years and submit it to the NYSDOT Office of Diversity and Opportunity; and

NOW, THEREFORE BE IT RESOLVED, that the Corning City Council approves and adopts the 2024 Title VI Plan.

Seconded by Councilmember Telehany

AYE NAY

Coccho	X	
Hunt	X	
Clark	X	
Muccini	X	
ReSue	ABSENT	
Paterson	X	
Telehany	X	
Hyde	ABSENT	
Boland	X	
Totals	7	

(7 Ayes 0 Nays)

ADOPTED

2 Absent

APPENDIX B: Title VI Complaint Form

City of Corning, New York Title VI and ADA Complaint Form

Section I:			
Your Name:			
Address:			
Telephone (Home):		Telephone (Work/Mobile):	
Email Address:			
Accessible Format Requirements?	Large Print		Audio Tape
	TDD		Other
Section II:			
Are you filing this complaint on your own behalf?		Yes*	No
<i>*If you answered "yes" to this question, go to Section III.</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.		Yes	No
Section III:			
I believe the discrimination I experienced was based on (check all that apply):			
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin <input type="checkbox"/> Disability			
Date of Alleged Discrimination (Month, Day, Year): _____			
Agency name complaint is against: _____			
Location of where the alleged discrimination occurred:- _____			
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 attach additional pages.			

Section IV

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 Court: _____

State Agency: _____

Local Agency: _____

Provide information for the contact person at the agency/court where the complaint was filed.

Name and Title:

Agency:

Address:

Telephone:

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

Signature and date required below.

Signature

Date

Please submit this form by mail, email or in person to the address below.

City of Corning, New York
Attn: Director of Planning and Economic Development- Title VI/ADA Coordinator
500 Nasser Civic Center Plaza
Corning, NY 14830
Corningplanning@cityofcorning.com

This complaint may also be filed directly with the New York State Department of Transportation, Office of Civil Rights, 50 Wolf Road, 6th Floor, Albany, NY 12232, (518) 457-1129 Fax (518) 549-1273, OCR-TitleVI@dot.ny.gov or the Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

APPENDIX C: Letter Acknowledging Receipt of Complaint

Date

Name

Address

City, State Zip

Dear Name:

This letter is to acknowledge receipt of your Title VI complaint against City of Corning, New York alleging _____.

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by contacting our office at (607) 962-0340 ext. 1117 or in writing to City of Corning, New York, 500 Nasser Civic Center Plaza, Corning, NY 14830, or corningplanning@cityofcorning.com.

Sincerely,

Jennifer J. Miller

Title VI Coordinator

500 Nasser Civic Center Plaza
Corning, NY 14830
(607) 962-0340 ext. 1117

APPENDIX D: Title VI Complaint Letter of Closure

Date

Name

Address

City, State Zip

Dear Name:

The matter referenced in your Title VI complaint dated _____ against City of Corning, New York alleging _____ has been investigated. The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964, had in fact been violated. As you know Title VI prohibits discrimination based on race, color, or national origin in any program receiving federal financial assistance.

City of Corning, New York has analyzed the materials and facts pertaining to your case. There was no evidence identified that a violation of your Title VI rights were denied. I therefore advise you that your complaint was not substantiated and that I am closing the matter in our files.

You have the right to 1) provide additional information to this office for reconsideration of your complaint within seven (7) calendar days of receipt of this final written decision and/or 2) file a complaint externally with the Federal Transit Administration at:

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

Thank you for taking the time to contact us. If I can be of assistance to you in the future, do not hesitate to call me.

Sincerely,

Jennifer J. Miller

Title VI Coordinator

500 Nasser Civic Center Plaza
Corning, New York 14830
(607)962-0340 ext. 1117

APPENDIX E: Title VI Complaint Letter of Finding

Date

Name

Address

City, State Zip

Dear Name:

The matter referenced in your letter dated _____ against City of Corning, New York alleging Title VI violation has been investigated. The investigation determined non-compliance by City of Corning, New York in administering the Title VI obligations of nondiscrimination in the programs and services we administer. Immediate efforts are underway to correct the findings.

Thank you for bringing this important matter to our attention. You were extremely helpful during our review of the program to correct our implementation of the Title VI Program. If I can be of assistance to you in the future, do not hesitate to call me at _____.

Sincerely,

Jennifer J. Miller

Title VI Coordinator

500 Nasser Civic Center Plaza
Corning, New York 14830

(607)962-0340 ext. 1117

APPENDIX F: Title VI Notice to the Public

Notifying the Public of Rights under Title VI and the ADA

City of Corning, New York

The **City of Corning, New York** 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, and for persons with disabilities under the Americans with Disabilities Act of 1990. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI or the ADA may file a complaint with the **City of Corning, New York**.

For more information on the **City of Corning, New York's** program, and the obligations and procedures to file a complaint, contact the Director of Planning and Economic Development (607)-962-0340 ext.1117; email corningplanning@cityofcorning.com; or visit our office at **City of Corning, New York**, 500 Nasser Civic Center Plaza, Corning, NY 14830. For more information on how to contact **City of Corning, New York** to find out about Title VI, visit www.cityofcorning.com/planning.

A complainant may file a complaint directly with **City of Corning, New York** TITLE VI Coordinator by following the **City of Corning, New York** complaint procedures also found on the agency's website. A complaint can also be filed with the New York State Department of Transportation on its Civil Rights website at <https://www.dot.ny.gov/main/business-center/civil-rights/title-vi-ej>. Finally, a complaint can be filed directly with the Federal Transit Administration Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, contact (607)-962-0340.

Si necesita información en otra idioma, por favor contacto (607)-962-0340.