



248 Otis Street, PO Box 630  
Rome, NY 13442  
315-336-3950

**Title VI Plan  
Adopted July 2016**

**Plan Statement:**

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 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" (42 U.S.C. Section 2000d).

The Civil Rights Restoration Act of 1987 broadened the scope of the Title VI coverage by expanding the definition of terms "programs or activities" to include all programs or activities of Federal Aid recipients, sub-recipients, and consultants, whether such programs and activities are federally assisted or not.

Birnie Bus Service/Tours/Transportation and A.F. Mulligan, Inc. are committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, national origin, or , as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A.

A handwritten signature in black ink, appearing to read "Timothy C. Birnie", written over a horizontal line.

Timothy C. Birnie, President

A handwritten date "8/8/16" written in black ink, positioned above a horizontal line.

Date

Birnie Bus Corporate Seal:



## Public Notification Process

### **Title VI Information Dissemination:**

Title VI information flyers will be prominently and publicly displayed in all of Birnie Bus Service/Tours/Transportation and AF Mulligan, Inc. revenue vehicles, and printed schedules. A complete copy of our Title VI Policy as well as the name of our Safety Investigator will be available on our company website under the link for “Public and Commuter Routes” at [www.birniebus.com](http://www.birniebus.com)

The Title VI Policy information will be distributed to all of our employees via insert in payroll and through our annual employee education.

### **Title VI Complaint Procedures**

#### **How to file a Title VI Complaint?**

The complainant may file a written, signed complaint up to thirty (30) days from the alleged discrimination. The complaint must include the following information in order for us to properly investigate the allegation fully:

- Name of complainant, mailing address, and how to contact the complainant (i.e. telephone number, email address, etc.)
- How, when, where and why the complainant feels that he or she was discriminated against. They should also include the location, names and contact information of any person(s) who may have witnessed the alleged discrimination.
- Other information that may be deemed significant by the complainant.

The Title VI Complaint Form (see Appendix A) may be used to submit the complaint information. The complaint may be filed in writing to Birnie Bus at the following address:

**Birnie Bus Service, Inc.  
ATTN: Safety Investigator  
248 Otis Street, PO Box 630  
Rome, NY 13442**

**Note:** Birnie Bus encourages all complainants to submit their complaint via certified mail through the US Postal Service, and/or ensure that all written correspondence can be tracked easily. For any complaint that is originally submitted via fax, an original, signed copy of the complaint **MUST** be received as soon as possible, but no later than thirty (30) days from the alleged date of discrimination.

A letter acknowledging receipt of complaint will be mailed within seven (7) days (Appendix B). Birnie Bus will provide appropriate assistance to complainants, including those persons with disabilities, or who have Limited English Skills. We will make every effort to address all complaints in an expeditious manner.

**How will complainant be notified of the outcome of the complaint?**

Birnie Bus Service will send a final written response (Please See Appendix C or D) to the complainant. In the letter notifying a complainant that the complaint IS NOT substantiated (Appendix D), the complainant is also advised of his or her right to **a)** appeal within seven (7) calendar days of receipt of the final written decision from Birnie Bus or **b)** file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration. Every effort will be made to respond to Title VI complaints within sixty (60) working days of receipt of such complaints, if not sooner.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

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

**Community Outreach:**

Birnie Bus Service/Tours/Transportation and A.F. Mulligan, Inc. makes efforts to reach out to its community in the following ways by attending various informational events, job fairs, county fairs, parades, Department of Labor Workforce Centers, The Refugee Center in Utica, NY, The Rescue Mission of Rome, Homeless Veterans Group, and the such. Notice of all public hearings that relate to public contracts held by Birnie Bus or its affiliates are posted on our website to allow the community an opportunity to participate in such hearings; Title VI information flyers are displayed in all Birnie Bus Service/Tours/Transportation and AF Mulligan, Inc. revenue vehicles; and the Title VI plan is available on our website, which has the ability to choose a language that will allow viewers to read in another language most of the fixed content. We have done advertising on the local Bosnian Radio, as a large population reside in our service areas. We employ bi-lingual individuals (Spanish, Bosnian, Russian ) at this time who will assist in communication efforts to individuals with Limited English Skills.



**Birnie Bus Tours, Inc.  
Inter-county Commuter Fixed Route Service  
From Little Falls to Syracuse, NY  
Standards and Service Policies**

**Standards**

**Vehicle Load Standards:**

The average of all loads during the peak operating period should not exceed vehicle's achievable capacities, which are 55 passengers for a 50-foot commuter coach bus.

**Vehicle Headway Standards:**

This system operates weekly from early morning to late evenings Monday through Saturday. Due to the extended distance between destinations, each route runs once a day, serving many stops multiple times. Each stop is serviced at least twice a day. Stops with higher ridership populations are serviced more frequently, generally once every hour.

Many factors are taken into consideration when scheduling potential bus stop locations. These include: density of transit-dependent population and activities, large employment centers, land use connectivity, transit/pedestrian friendly streets, and relationship with major transportation developments.

**On-Time Performance Standards**

A vehicle is considered on time if it departs a scheduled stop at the time advertised in the printed schedule. Riders are strongly encouraged to arrive at a stop ten to fifteen minutes before the advertised time. Vehicles on-time performance is sporadically monitored by GPS and more thoroughly if a customer complaint arises.

**Service Availability Standards**

Birnie Bus Tours, Inc. distributes transit service so that all major population points are serviced and stops are located within ¼ of a mile of local bus service or central commercial areas.

**Service Policies**

**Transit Amenities Policy**

Distribution of our system schedules are installed throughout the community in prominent public areas. The schedule can also be found on our website, which has the ability to choose a language that will allow viewers to read in another language most of the fixed content. The public is also free to call for additional information on our scheduling.

**Vehicle Assignment Policy**

All vehicles are 50 foot commuter coach buses assigned to the main Birnie Bus Headquarters in Rome, NY. As per our contract, these are managed so that vehicles do not exceed a useful life of seven years or 500,000 miles, whichever comes first. All buses are air conditioned and equipped with a wheelchair lift to provide accessibility.

**TITLE VI COMPLAINT FORM**

Title VI of the 1964 Civil Rights Act requires 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." If you feel you have been discriminated against, please provide the following information in order to assist us in processing your complaint and sent it to:

**Birnie Bus Service, Inc.  
248 Otis Street, PO Box 630  
Rome, NY 13442  
ATTN: Safety Investigator**

Please print clearly:

Name: \_\_\_\_\_

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

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

Telephone Number: \_\_\_\_\_ (home) \_\_\_\_\_ (cell) \_\_\_\_\_ (message)

Person discriminated against:

Address of person discriminated against:

City, State, Zip Code:

Please indicate why you believe the discrimination occurred:

\_\_\_\_\_ race or color \_\_\_\_\_ income

\_\_\_\_\_ national origin \_\_\_\_\_ other

What was the date of the alleged discrimination?

Where did the alleged discrimination take place?

Please describe the circumstances as you saw it:

Please list any and all witnesses' names and phone numbers:

What type of corrective action would you like to see taken?

Please attach any documents you have which support the allegation. Then date and sign this form.

---

Your signature

---

Print your name

---

Date

**Appendix B**

**Letter Acknowledging Receipt of Complaint**

(Today's Date)

Ms. Jo Doe  
1234 Main St.  
Somewhere, Any State ZIP

Dear Ms. Doe:

This letter is to acknowledge receipt of your complaint 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 telephoning (315) 336-3950, or write to me at this address.

Sincerely,

Birnie Bus Service, Inc.  
Attn: Safety Investigator  
248 Otis Street, PO Box 630  
Rome, NY 13442

**Appendix C**

**Letter Notifying Complainant that the Complaint Is Substantiated**

Today's Date  
Ms. Jo Doe  
1234 Main St.  
Somewhere, Any State, ZIP

Dear Ms. Doe:

The matter referenced in your letter of \_\_\_\_\_ (date), alleging a Title VI violation has been investigated.

(An/Several) apparent violation(s) of Title VI of the Civil Rights Act of 1964, including those mentioned in your letter (was/were) identified. Efforts are underway to correct these deficiencies.

Thank you for calling this important matter to our attention. You were extremely helpful during our review of the program. (If a hearing is requested, the following sentence may be appropriate) You may be hearing from this office, or from federal authorities, if your services should be needed during the administrative hearing process.

Sincerely,

Birnie Bus Service, Inc.  
Attn: Safety Investigator  
248 Otis Street, PO Box 630  
Rome, NY 13442



**Appendix D**

**Letter Notifying Complainant that the Complaint Is  
Not Substantiated**

Today's Date  
Ms. Jo Doe  
1234 Main St.  
Somewhere, Any State, ZIP

Dear Ms. Doe:

The matter referenced in your complaint of \_\_\_\_\_ (date) 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.

Birnie Bus Services, Inc. has analyzed the materials and facts pertaining to your case for evidence of failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated. I therefore advise you that your complaint has not been substantiated, and that I am closing this matter in our files.

You have the right to appeal this decision within seven calendar days of receipt of this final written decision from Birnie Bus Services, Inc. , and/or 2) file a complaint externally with the U.S. Department of Transportation and/or 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,

Birnie Bus Service, Inc.  
Attn: Safety Investigator  
248 Otis Street, PO Box 630  
Rome, NY 13442

## Appendix E

### **Samples of Narrative to be included in Posters to be Displayed in Revenue Vehicles**

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" (42 U.S.C. Section 2000d).

Birnie Bus Services, Inc. and its affiliates are committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A. If you feel you are being denied participation in or being denied benefits of the transit services provided by Birnie Bus Services, Inc. or one of its affiliates, or otherwise being discriminated against because of your race, color or national origin, you may contact our office at:

**Birnie Bus Service, Inc.  
Attn: Safety Investigator  
248 Otis Street, PO Box 630  
Rome, NY 13442**

For more information, visit our website at [www.birniebus.com](http://www.birniebus.com)

**Appendix F**

**Employee Annual Education Form**

**Title VI Policy**

No person 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.

All employees of Birnie Bus Service/Tours/Transportation and A.F. Mulligan, Inc. are expected to consider, respect, and observe this policy in their daily work and duties. Citizen questions or complaints shall be directed to the Safety Investigator or his/her designee.

In all dealings with citizens, please use courtesy titles (i.e. Mr., Mrs., Ms., or Miss) to respectfully address citizens without regard to race, color or national origin.

**Appendix G**

**Acknowledgement of Receipt of Title VI Program**

I hereby acknowledge the receipt of Birnie Bus Service, Inc. Title VI Plan. I agree to familiarize myself with the contents of this manual and will abide by the same ensuring that no person is excluded from participation in, or denied the benefits or services delivered by Birnie Bus Service, Inc. on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A.

---

Employee signature

---

Print your name

---

Date