



MULTI-MODAL TRANSPORTATION SYSTEM

Federal Recipient #7121

Grand Haven, Michigan

TITLE VI

PROGRAM & PROCEDURES

2024

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SECTION 1: PUBLIC NOTICE

Harbor Transit Multi-Modal Transportation System (Harbor Transit) serves as the federal recipient of Section 5307 funds for the cities of Grand Haven and Ferrysburg, Spring Lake Village, Spring Lake Township and Grand Haven Charter Township. As a recipient of federal financial assistance and under Title VI of the Civil Rights Act of 1964 and related Title VI statutes, Harbor Transit assures that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits thereof, or otherwise be subjected to discrimination under any Harbor Transit programs or activities. These prohibitions extend to all programs funded in whole or in part from federal financial assistance and are subject to Title VI requirements.

This policy is intended to establish a procedure under which complaints alleging discrimination in Harbor Transit provisions, services, or activities can be made by persons who are not Harbor Transit employees.

TITLE VI PROGRAM OBJECTIVES

The procedures described and outlined within the following pages of the Title VI Program will enable the Harbor Transit to:

- Ensure that the level and quality of public transit service is provided in a nondiscriminatory manner;
- Promote full and fair participation in public transportation decision-making without regard to race, color, or national origin;
- Ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.

REQUIREMENT TO PROVIDE ADDITIONAL INFORMATION

The Federal Transit Administration may request, at its discretion, information other than that required by Circular FTA C 4702.1B (October 1, 2012) in order for FTA to investigate complaints of discrimination or to resolve concerns about possible noncompliance with DOT's Title VI regulations.

NOTE: Any person who believes Harbor Transit or any entity who receives federal financial assistance from or through Harbor Transit (i.e. sub-contractors or sub-grantees) has subjected them or any specific class of individuals to unlawful discrimination is encouraged to file a complaint of discrimination.

TITLE VI PUBLIC NOTICE

Harbor Transit has created a public notice that complies with Title VI, including instructions to the public on how to file a discrimination complaint. A notice is posted on Harbor Transit's public website, and is posted inside the Operations Center lobby. The public notice (Appendix E) is also posted on all buses. Copies of the U.S. Department of Justice Civil Rights Division pamphlet "Your Rights Under Title VI of the Civil Rights Act of 1964" (available at: www.usdoj.gov/crt/cor/pubs.htm) are stocked at our Operations Center.

SECTION 2: TITLE VI GRIEVANCE PROCEDURE

Harbor Transit Multi-Modal Transportation System (Harbor Transit) has an established a grievance procedure for prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Transportation's Title VI regulations as described in FTA C 4702.1B. **If the complaint procedure information is needed in another language, then contact the Harbor Transit Operations Supervisor at (616) 842-3220.**

Complaints regarding Title VI should be addressed to the following Title VI Specialist who will proceed with the grievance effort:

Harbor Transit
Attn: Human Resources Director
440 North Ferry Street
Grand Haven, MI 49417

1. A complaint should:
 - (a) Be in writing, or if taken verbally, provide for a written record,
 - (b) Contain the name and address of the complainant,
 - (c) Include a brief description of the alleged non-compliance in sufficient detail to inform of the nature and date of the alleged non-compliance, and
 - (d) Be signed by the complainant or someone authorized to do so on his/her behalf. If a complaint is filed on behalf of a class or third part, it should identify the third party by name, if possible, or identify the alleged victims of discrimination.

2. A complaint should be filed with 180 days after the complainant becomes aware of the alleged violation. Upon receipt of the complaint, the Human Resources Director shall promptly contact the complainant in writing to acknowledge receipt of the complaint, advise that the allegations are being investigated, and state that a determination will be made and forwarded to the complainant within 30 days. [If more information is needed to resolve the case, the Human Resources Director may contact the complainant. The complainant has 30 days from the date of the letter to send requested information to the Human Resources Director. If the complainant does not submit the additional information within that time frame, the Human Resources Director can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.]

3. An investigation, conducted by the Human Resources Director, shall follow the filing of a complaint. These rules contemplate informal but thorough investigations affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint. Documentation of actions taken in investigating the complaint will be maintained.

4. After reviewing the complaint, the Human Resources Director will issue one of two letters (Appendix B) to the complainant: a closure letter or a letter of find (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explain whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeals the decision, he/she has 30 days after the date of the letter, or the LOF, to do so.

5. The Human Resources Director shall maintain the files and records of Harbor Transit relating to the Title VI complaints filed.

6. The complainant can request a reconsideration of the case in instances where he/she is dissatisfied with the resolution. The request for reconsideration should be made within 30 days to the Harbor Transit Transportation Director.

7. The complainant can request a reconsideration of the case in instances where he/she is dissatisfied with the resolution of the Transportation Director. The request for reconsideration should be made within 30 days to the Harbor Transit Multi-Modal Transportation System Board of Directors.

8. The complainant can request reconsideration of the case in instances where he/she is dissatisfied with the Board of Director's resolution. Any person who believes he, or she, or any specific class of persons to be subjected to discrimination prohibited by Title VI may file a complaint with the Federal Transit Administration (FTA) by sending it to:

Federal Transit Administration
FTA Office of Civil Rights
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 the FTA.

9. The right of a person to a prompt and equitable resolution shall not be impaired by the person's pursuit of other remedies such as filing the alleged complaint with the responsible federal department or agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.

10. These rules shall be construed to protect the substantive rights of interested persons to meet appropriate due process standards, and to assure that Harbor Transit Multi-Modal Transportation System complies with Title VI and implementing regulations.

TITLE VI COMPLAINT FORM

A sample of the Title VI complaint form is shown in Appendix A.

SECTION 3: TITLE VI INVESTIGATIONS, COMPLAINTS, LAWSUITS

To date, Harbor Transit has not recorded any Title VI investigations, nor has it received any complaints or lawsuits since the last update of this plan. A form (Appendix C) is prepared for recording summary information, complaint basis, status of investigations, and any important notes pertaining to an incident.

TITLE VI COMPLAINT DETERMINATION & RECORDS OF COMPLAINTS

Harbor Transit recognizes that Title VI complaints may not always be indicated to Harbor Transit as a specific or direct Title VI violation; therefore, all written complaints received for Harbor Transit—whether directly or indirectly—are reviewed by the designated Title VI Specialist (Harbor Transit, Human Resources Director) with regard to violation of Title VI rights. All Dispatching staff is trained to recognize possible Title VI complaints and to inform Harbor Transit's Operations Supervisor immediately. Those complaints not requiring Title VI investigation are followed up within three (3) business days, with appropriate departmental managers involved as needed. Complaints warranting Title VI investigation, whether received through written record or subsequent interview, are the responsibility of the Title VI Specialist and will follow the sequence of steps detailed in the section *Title VI Complaint Process Overview* later outlined in this document.

The Title VI master data file, retained by the Human Resources Director, includes such key information as:

- Basic information about the complaint such as when it was filed, who filed it, and who it was against, where the incident occurred, and identified witnesses.
- A description of the nature of the alleged discriminatory action.
- Notes/Status of the investigation.
- Findings of the investigation.

Harbor Transit will follow timelines set forth in guidance from the Department of Transportation for processing Title VI discrimination complaints. Forms are available to the public upon request and are shown in Appendix A.

SECTION 4: PUBLIC PARTICIPATION PLAN

PURPOSE OF THE PLAN

As an FTA grant recipient, Harbor Transit complies with the public participation requirements of 49 U.S.C. Sections 5307(b) – requiring programs of projects to be developed with public participation – and 5307(c)(1)(I) – requiring a locally developed process to consider public comment before raising a fare or carrying out a major reduction in transportation service.

The fundamental objective of public engagement programs is to ensure that the concerns and issues of those with a stake in transportation decisions are identified and addressed in the development of policies, programs, and projects being proposed in their communities. As projects vary in time and size, the public participation process may vary for each, as well as the extent of public participation.

The following strategies are meant to ensure constructive, productive dialogue that will lead to practical decisions benefitting all members of the community, including low income, traditionally unsupervised, and/or Limited English proficient populations.

Harbor Transit's Public Participation Plan is based on the following principles:

- The engagement process will be flexible and accommodate participation in a variety of ways, and be adjusted as need;
- Harbor Transit will seek inclusiveness and proactively reach out to and engage low income, minority, and/or Limited English proficient populations;
- All Community feedback will be given careful and respectful consideration;
- Participation methods will allow for early involvement and be ongoing;
- Participation methods will have a clear purpose and use for the input, and will be described in language that is easy to understand;
- Transparency – information provided will be accurate, trustworthy, and complete;
- Harbor Transit will respond and incorporate appropriate public comments into transit decisions;
- Meetings will be held in locations which are fully accessible and welcoming to all area residents. Including low income and/or minority members of the community, and in locations relevant to the topics being presented and discussed.

OUTREACH AND INVOLVEMENT ACTIVITIES

Ongoing involvement strategies include:

- **Website/Social/Traditional Media:** Harbor Transit's website is used to share transit information, including proposed service changes. Information is also shared through social media outlets with community comment sought. Notices describing service proposals are also distributed directly on buses for those without access to social media or internet. Press releases to area newspapers, television, and radio stations are used to notify the community of upcoming Harbor Transit activities or to relay information.
- **Title VI Public Notices:** Notices are posted in readily accessible locations on all Harbor Transit revenue vehicles, ensuring that drivers understand our obligations and passengers understand their rights. Program notices are displayed in the lobby of the Dispatch office, and are posted on Harbor Transit's website.

- **Authority Board Meetings:** Board meetings are held bi-monthly and the public is invited to attend. A comment period is scheduled at the start of the meetings. All meetings are ADA-Accessible and can be reached using public transportation. Open Board Seats are communicated on the Harbor Transit website, social media and local newspaper in an effort to reach minority, and or low income persons in effort to further diversify board representation.
- **Local Advisory Council:** The LAC meets 4 times annually. Membership is made up of persons from the community and users of public transportation, representing varying demographic profiles. A public comment period is scheduled at the beginning of each meeting. Meeting locations are ADA-accessible and can be reached by using public transportation.
- **Regional Partnership:** Harbor Transit's local MPO – West Michigan Shoreline Regional Development Commission (WMSRDC) in the development of the area's Long-Range Transportation Plan and Transportation Improvement Plan (TIP). The WMSRDC public participation process satisfies Harbor Transit's public participation requirements for its program of projects, and ensures that existing and future expenditures for transportation projects and programs are based on continuing, cooperative and comprehensive planning process.
- **Customer Comment/Complaint Process:** Persons may call the main Harbor Transit Phone number at (616) 842-3220 ext.2 to place a formal complaint, or to comment on current, proposed, or recommended service changes. A complaint can also be submitted via email at customerservice@harbortransit.org Social Media outlets Facebook offer additional opportunities for soliciting and receiving public feedback.

Since Harbor Transit's Last Submission, the Authority has utilized the following Specific outreach activities:

- **Public Hearing:** Board took public comments on reinstatement of fares.
- **Community/Residential Center Meetings:** Communication on Harbor Transit's Transportation Services took place at Four Pointes Center for Successful Aging in Grand Haven, MI. The Momentum Center in Grand Haven, MI conducted interviews for LAC Board Members.
- **Public Transit Surveys:** Customer surveys are typically conducted annually or at the very minimum every 3 years. Surveys help identify commonality and service needs based on the demographic background of the community. The surveys assist in the development of improved services. The surveys collected comments about reinstatement of fares.

MAJOR SERVICE & FARE CHANGE POLICY

Harbor Transit will consider public comments before raising a fare or carrying out a major reduction in transit services. Public input will be solicited while proposals are under consideration, and affected community members are notified before the implementation of any service changes or fare increases.

SECTION 5: LIMITED ENGLISH PROFICIENCY PLAN

On August 11, 2000, the President signed E.O. 13166, "Improving Access to Services for Persons with Limited English Proficiency." The Executive Order requires Federal agencies to examine the services they provide, identify any need for services to those with limited English proficiency (LEP), and develop and implement a system to provide those services so LEP persons can have meaningful access to them. It is expected that agency plans will provide for such meaningful access consistent with, and without unduly burdening, the fundamental mission of the agency. The Executive Order also requires that the Federal agencies work to ensure that recipients of Federal assistance provide meaningful access to their LEP applicants and beneficiaries. Executive Order 13166 applies to all federal agencies, all programs and operations of entities that receive funding from the federal government, including state agencies, local agencies and governments, private and non-profit entities, and sub-recipients.

Federally assisted recipients are required to make reasonable efforts to provide language assistance to ensure meaningful access for LEP persons to the recipient's programs and activities.

The actions that the recipient may be expected to take to meet its LEP obligations depend upon the results of the four factor analysis including the services the recipient offers, the community the recipient serves, the resources the recipient possesses, and the costs of various language service options. All organizations would ensure nondiscrimination by taking reasonable steps to ensure meaningful access for persons who are LEP.

FOUR FACTOR ANALYSIS

The DOT guidance outlines four factors recipients should apply to the various kinds of contacts they have with the public to assess language needs for ensuring reasonable and meaningful access for LEP persons:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of Harbor Transit.
2. The frequency with which LEP individuals come in contact with Harbor Transit.
3. The nature and importance of the program, activity, or service provided by Harbor Transit to the LEP Community.
4. The resources available to Harbor Transit and the overall cost.

The greater the number or proportion of eligible LEP persons; the greater the frequency with which they have contact with a program, activity, or service; and the greater the importance of that program, activity, or service, the more likely enhanced language services will be needed. Smaller recipients with more limited budgets are typically not expected to provide the same level of language service as larger recipients with larger budgets. The intent of DOT's guidance is to suggest a balance that ensures meaningful access by LEP persons to critical services while not imposing undue burdens on small organizations and local governments.

Additional detail can be found in the Dept. of Transportation issued Policy Guidance Concerning Recipients' Responsibilities to LEP Persons, Federal Register: December 14, 2005 (Volume 70, Number 239).

A summary of the results of Harbor Transit's four-factor analysis is contained in the following section.

FACTOR 1: THE PROPORTION, NUMBER, AND DISTRIBUTION OF LEP PERSONS

The U.S. Census Bureau (2020) has a range of four classifications of how well persons speak English. The classifications used are “very well,” “well,” “not very well,” and “not at all.” For Harbor Transit’s planning purposes, we are considering people that speak English less than “very well” as Limited English Proficient persons.

Table 1: Population 5 Years Old & Older Speaking a Language Other than English at Home, with any change from the last plan update noted in parenthesis.

	Population 5 years old & older	Speak a Language Other than English at Home	Percent Speaking a Language Other than English at Home
Grand Haven, City of	10,144 (Decrease 10)	324 (Increase 10)	3.19% (Increase 1.34%)
Ferrysburg, City of	2,923 (Increase 43)	224 (Increase 196)	7.7% (Increase 6.73)
Spring Lake, Village of	2,358 (Increase 38)	53 (Increase 18)	2.2% (Increase 0.7%)
Grand Haven Charter Twp.	16,088 (Increase 1,132)	685 (Increase 113)	4.2% (Increase 0.4%)
Spring Lake Township	14,318 (Increase 258)	535 (Increase 103)	3.7% (Increase 0.6%)

Source: U.S. Census Bureau 2020 / American Fact Finder / *Profile of General Population & Housing Characteristics 2020* (DP-1).

Table 2: Among the Languages Spoken at Home, the Proportion of Population 5 Years Old or Older Speaking English Less Than “Very Well.”

	Spanish, speaking English less than “very well.”	Other Indo-European, speaking English less than “very well.”	Asian & Pacific Islander, speaking English less than “very well.”
Grand Haven, City of	0.6%	0.8%	0.0%
Ferrysburg, City of	1.0%	2.9%	0.0%
Spring Lake, Village of	0.1%	0.7%	0.0%
Grand Haven Charter Twp.	7.8%	20.1%	61.7%
Spring Lake Township	16.7%	24%	40%

FACTOR 2: THE FREQUENCY WITH WHICH LEP INDIVIDUALS COME INTO CONTACT WITH HARBOR TRANSIT

A very small percentage of Latino/Spanish-speaking people reside within Harbor Transit’s service area, and of that population, a smaller percentage speak English less than very well. However, Harbor Transit provides some transit information in both English and Spanish to accommodate those passengers designated as LEP. This information can be found in Appendix J.

FACTOR 3: THE NATURE AND IMPORTANCE OF THE PROGRAM, ACTIVITY, OR SERVICE PROVIDED BY HARBOR TRANSIT TO THE LEP COMMUNITY

Without a conscious effort from federal recipients to make available adequate and necessary information to all persons, some populations may not have fair and equal access to important, perhaps life-saving services. Harbor Transit recognizes that access to public transportation is crucial to many populations within the community, regardless of background. As the provider of public transportation for the cities of Grand Haven and Ferrysburg, Spring Lake Village, Spring Lake Township, and Grand Haven Charter Township, Harbor Transit does not provide direct emergency services or assistance to the community in situations that potentially have serious or life-threatening implications on an LEP individual, especially compared to services such as health, emergency transportation, utilities, fire/police protection, and other emergency services.

Harbor Transit Multi-Modal Transportation System does understand its role within the community and operates in full agreement with the U.S. Department of Transportation’s Limited English Proficiency Guidance Section IV (4) recognizing that the inability of an LEP person to effectively utilize public transit (due to a language barrier) could in fact adversely affect his or her ability to obtain quality health care, child care, education, or access to employment opportunities within the service area.

FACTOR 4: THE RESOURCES AVAILABLE TO HARBOR TRANSIT AND THE OVERALL COST

Although current resources remain limited, Harbor Transit provides assistance by offering operational information in Spanish. This information includes hours of service, fares and rules regarding the use of Harbor Transit services. Additionally, in the event that language interpretation should be needed, Harbor Transit will utilize the resources of our LAC Board member Chrysteen Moelter-Gray, retired Spanish professor, Grand Haven, MI, cell 248-217-3879 who is proficient in both speaking and writing Spanish. Harbor Transit will also utilize Google Translate for additional assistance interpreting for passengers.

Based on the Four-Factor analysis of determining the need for an LEP program, Harbor Transit has chosen not to implement a plan at this time. However, Harbor Transit will remain vigilant in reviewing LEP data which could prove to be the basis for such implementation in the future.

PROVIDING LANGUAGE ASSISTANCE MEASURES

In compliance with the “safe harbor” threshold, Spanish-language assistance will be provided for LEP individuals through the translation of key or “vital” documents and materials, as well as through oral language interpretation when necessary and when possible. Translation of all Harbor Transit plans and materials is not possible due to cost restrictions and secondary population levels that do not warrant such measures.

Harbor Transit continues to provide Spanish-language “vital” documents (those documents deemed necessary to understanding the transit system’s policies and safety measures, and for utilizing all available services) have been identified and translated into Spanish (Appendix F & Appendix G). However, Harbor Transit will consider additional translation of other documents in the future, especially those suggested from within the local LEP community.

SECTION 6: TITLE VI MINORITY REPRESENTATION NON-ELECTED BOARDS & COUNCILS

The tables below reference, respectively, the proportion of non-elected planning boards and councils consisting of public representation with that of service-area demographic characteristics:

BODY	AFRICAN AMERICAN	ASIAN AMERICAN	CAUCASIAN	LATINO	NATIVE AMERICAN	OTHER*
Authority Board	0%	0%	100%	0%	0%	0%
Local Advisory Council	0%	0%	100%	0%	0%	0%

Source: U.S. Census Bureau 2020 / American Fact Finder / *Profile of General Population & Housing Characteristics 2020* (DP-1).

*Those identifying as Native Hawaiian and Other Pacific Islander, Some Other Race, or Two or More Races.

JURISDICTION	TOTAL	AFRICAN AMERICAN	ASIAN AMERICAN	CAUCASIAN	LATINO	NATIVE AMERICAN	OTHER*
City of Grand Haven	10,944	96	128	10,791	222	132	54
City of Ferrysburg	3,013	24	41	2,820	92	54	34
Spring Lake Village	2,497	14	17	2,356	43	3	74
Grand Haven Charter Township	18,004	156	300	16,185	761	100	492
Spring Lake Township	15,296	112	174	14,079	444	56	459
TOTAL	49,754	402	660	46,231	1003	345	1,113

Source: U.S. Census Bureau 2020 / American Fact Finder / *Profile of General Population & Housing Characteristics 2020* (DP-1).

*Those identifying as Native Hawaiian and Other Pacific Islander, Some Other Race, or Two or More Races.

Efforts will continue to encourage the participation of minorities on Harbor Transit committees. Recruiting efforts planned or used in the past to fill open or newly created board or council seats include:

- Public notice of board or committee vacancies.
- Outreach to local chapters of minority service organizations.
- Allowing additional time for vacancies to remain open, to allow time to get the word out

SECTION 7: MONITORING SUBRECIPIENTS

In accordance with 49 CFR 21.9(b), and to ensure that sub recipients are complying with the DOT Title VI regulations, primary recipients must monitor their sub recipients for compliance with the regulations.

Harbor Transit does not have sub recipients of Federal financial assistance.

SECTION 8: DETERMINATION OF SITE OR LOCATION OF FACILITIES

If the recipient has constructed a facility, such as a storage facility, maintenance facility, operations center, etc., the recipient shall include a copy of the Title VI equity analysis conducted during the planning stage with regard to the location of the facility. The equity analysis assures that the location of the construction is selected without regard to race, color, or national origin.

Harbor Transit has not constructed any facilities since the last time the Title VI program was filed.

APPENDIX A

TITLE VI COMPLAINT FORM

HARBOR TRANSIT MULTI-MODAL TRANSPORTATION SYSTEM

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).

The Environmental Justice component of Title VI guarantees fair treatment and meaningful involvement for all people regardless of race, color, national origin, or income with respect to the development, implementation, and enforcement of environmental laws, regulations, and policies. Executive Order 12898 directs Harbor Transit to make achieving environmental justice part of its mission by identifying and addressing (when appropriate) disproportionately high and adverse human health or environmental effects of its programs, policies, and activities on minority and low-income populations, and to undertake reasonable steps to ensure that Limited English Proficiency (LEP) persons have meaningful access to the programs, services, and information provided by Harbor Transit.

In order to be processed, the signed, original complaint forms must be mailed or hand delivered to:

Harbor Transit
Attn: Human Resources Director
440 North Ferry St.
Grand Haven, MI 49417

Upon request, reasonable accommodations will be made for persons who are unable to complete the complaint form due to disability or Limited English Proficiency. A complaint may also be filed by a representative on behalf of a complainant.

<i>Section I:</i>		
Name:		
Address:		
City:	State:	ZIP Code:
Email Address:	Home Phone:	Work Phone:
<i>Section II:</i>		
Did anyone else witness the incident? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Please list any witnesses, including name, address, and phone number (use a separate sheet, if necessary):		

APPENDIX A (Cont.)

TITLE VI COMPLAINT FORM (cont'd)

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"/>	
Other: _____	
Date of Alleged Discrimination (Month, Day, Year): _____	
Explain as clearly as possible what happened and why you believe discrimination has occurred. Please provide dates, location, and time of discrimination. Use additional sheets as necessary:	

Indicate the person(s) you believe responsible for the discrimination (if known):	
Name(s):	
Work Location (if known):	
Section IV:	
Have you previously filed a Title VI complaint with this agency? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Section V:	
You may attach any written materials or other information that you think is relevant to your complaint.	
<i>I hereby swear/affirm that the information in this TITLE VI Complaint Form is true and correct to the best of my knowledge:</i>	
Signature:	Date:

Please submit this form in person at the address below, or mail this form to:

Harbor Transit
Attn: Human Resources Director
440 North Ferry St.
Grand Haven, MI 49417
Phone: (616) 842-3220

INTERNAL USE ONLY:	
Date Received:	Signature/Human Resource Manager:

APPENDIX B

Letter Acknowledging Receipt of Complaint:

Today's Date

Ms. Jane Doe
1234 Grand Haven St.
Grand Haven MI 49417

Dear Ms. Doe:

This letter is to acknowledge receipt of your complaint against Harbor Transit Multi-Modal Transportation System 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 calling (616) 842-3220, or write me at this address.

Sincerely,

Harbor Transit
Human Resources Director
440 North Ferry St.
Grand Haven, MI 49417

APPENDIX B (Cont'd)

Letter Notifying Complainant that the Complaint is substantiated:

Today's Date

Ms. Jane Doe
1234 Grand Haven St.
Grand Haven, MI 49417

Dear Ms. Doe:

The matter referenced in your letter of _____ (date) against Harbor Transit Multi-Modal Transportation System alleging 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,

Harbor Transit
Human Resources Director
440 North Ferry St.
Grand Haven, MI 49417

APPENDIX B (Cont'd)

Letter Notifying Complainant that the Complainant is Not Substantiated:

Today's date

Ms. Jane Doe
1234 Grand Haven St.
Grand Haven, MI 49417

Dear Ms. Doe:

The matter reference in your complaint of _____ (date) against Harbor Transit Multi-Modal Transportation System 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.

Harbor Transit Multi-Modal Transportation System has analyzed the materials, and facts pertaining to your case for evidence of Harbor Transit's 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 1) appeal within seven calendar days of receipt of this final written decision from Harbor Transit Multi-Modal Transportation System, 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
East Building-5th Floor TCR
1200 New Jersey Ave SE
Washington DC 20590

Sincerely,

Harbor Transit
Human Resources Director
440 North Ferry St.
Grand Haven, MI 49417

APPENDIX C

TITLE VI TRANSIT-RELATED INVESTIGATIONS, LAWSUITS & COMPLAINTS

HARBOR TRANSIT MULTI-MODAL TRANSPORTATION SYSTEM

	SUBMISSION DATE	SUMMARY	STATUS	ACTION TAKEN
INVESTIGATIONS				
NAME Last: First:				
NAME Last: First:				
NAME Last: First:				
NAME Last: First:				
LAWSUITS				
NAME Last: First:				
NAME Last: First:				
NAME Last: First:				
COMPLAINTS				
NAME Last: First:				
NAME Last: First:				
NAME Last: First:				

Notifying the Public of Rights Under Title VI

HARBOR TRANSIT MULTI-MODAL TRANSPORTATION SYSTEM

- Harbor Transit Multi-Modal Transportation System (“Harbor 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 he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Harbor Transit.
- For more information on Harbor Transit’s civil rights program, and the procedures to file a complaint, contact the Harbor Transit, Human Resources Department at (616) 842- 3220 or visit the administrative office at 440 North Ferry Street, Grand Haven, MI 49417. For more information, visit www.harbortransit.org.
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the 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 (616) 842-3220, Ext.1.

APPENDIX E

TITLE VI STATEMENT

HARBOR TRANSIT OPERATIONS CENTER & VEHICLE NOTICE

Harbor Transit Multi-Modal Transportation System

Know Your Rights

Title VI – Civil Rights Act of 1964

Harbor Transit operates without regard to race, color, or national origin. Information on Harbor Transit's Title VI obligations—including a Title VI complaint form—can be obtained by calling 616.842-3220 going to Harbor Transit's website: www.harbortransit.org, or by visiting or writing Harbor Transit's Title VI Specialist at:

Harbor Transit
Attn: Human Resources Director
440 North Ferry St.
Grand Haven, MI 49417

**APPENDIX F
TRANSLATED HOURS & RATES INFORMATION**

HARBOR TRANSIT

HARBOR TRANSIT

Helpful Information For Harbor Transit Customers: Please call 842-3200 for service: Harbor Transit provides demand-response bus services to Grand Haven, Village of Spring Lake, Ferrysburg, Grand Haven Charter Township and Spring Lake Township.

Información para clientes de Harbor Transit: Llame el 842-3200 para servicios. Harbor Transit ofrece servicios de transito en Grand Haven, Spring Lake, Ferrysburg, Grand Haven Charter Township, Spring Lake Township.

REGULAR SERVICE OPERATION HOURS:

HORAS DE SERVICIOS:

Monday - Friday	6:00 a.m. to 6:00 p.m. (last call 5:30 p.m.)
Saturday	9:00 a.m. to 4:00 p.m. (last call 3:30 p.m.)
Sunday	8:00 a.m. to 1:00 p.m. (last call 12:30 p.m.)

Lunes - Viernes	6:00 a.m. - 6:00 p.m. (ultimo viaje 5:30 p.m.)
Sábado	9:00 a.m. - 4:00 p.m. (ultimo viaje 3:30 p.m.)
Domingo	8:00 a.m. to 1.00 p.m. (ultimo viaje 12:30 p.m.)

LAKESHORE TROLLEY: Operates Lake Shore Trolley route from 12 p.m. to 10:00 p.m. Monday through Sunday, Memorial Day weekend to Labor Day.

LAKESHORE TROLLEY: La ruta de Lake Shore trolley se ofrece de las 12:00 P.M. - 10:00 P.M., , De lunes a domingo, Comenzando Dia de los Caidos (Memorial Day) y terminando el Dia del Trabajo (Labor Day)

BEACH EXPRESS: The Harbor Transit Beach Express Service runs during summer months on Saturday & Sunday every 30 to 45 minutes, from Noon 12p.m. to 6p.m. (weather permitting).

BEACH EXPRESS: El Servicio de Harbor Transito Rapido de la Playa comienza meses de verano cada 30 a 45 minutos, desde el mediodía hasta las 18:00 (si el tiempo lo permite).

Seat belts are available on the Harbor Transit buses, and use is encouraged. Buses are equipped for Lift accommodations.

Para su seguridad Harbor Transit recomienda que se usen los cinturones de seguridad. Los autobuses están equipados con elevadores para sillas de rueda.

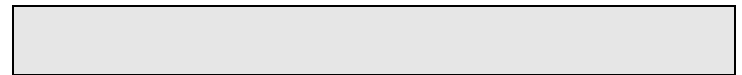
BUS FARE – DEMAND RESPONSE:		TROLLEY FARE:	
19-59 Years	\$1.50	19-59 Years	\$1.50
60 Years- older	.75	60 Years- older	.75
18 Years- younger	.75	18 Years- younger	.75
Disabled	.75	Disabled	.75
Persons with Medicare Card	.75	Persons with Medicare Card	.75
4 Years-Under With paying adult (limit 2)	FREE	4 Years-Under With paying adult (limit 2)	FREE

TARIFA DE AUTOBUS		TARIFA DE TROLLEY	
19-59 años	\$1.50	19-59 años	\$1.50
60 años +	.75	60 años +	.75
Menor de edad de 18 años	.75	Menor de edad de 18 años	.75
Descapacitados	.75	Descapacitados	.75
Personas con tarjeta de Medicare	.75	Personas con tarjeta de Medicare	.75
Niños 4 años o menos (máximo 2, tiene que estar con un adulto que haya pagado)	GRATIS	Niños 4 años o menos (máximo 2, tiene que estar con un adulto que haya pagado)	GRATIS



2023-2024

*Note: Fare rates may be subject to change.



2023-2024

Noticia: las tarifas están sujetas a cambios.



Rules of Courtesy and Personal Conduct

Please observe the following rules for the comfort and safety of all of our passengers!

- Please remain seated while the bus is in motion. Seat belts are provided and encouraged for your safety.
- Standing on the seats, sitting in the aisles or blocking doorways is not allowed.
- Keep hands, arms and other objects inside the bus.
- Be respectful of other passengers:
 - No eating, drinking or smoking on board the bus.
 - No use of profanity or insulting language or gestures.
 - No yelling, roughhousing or throwing of objects.
 - No loitering, panhandling or soliciting of any kind.
 - No physical assaults of any kind.
 - No possession or use of alcohol or illegal substances.
 - Carrying weapons or flammable or explosive materials is strictly prohibited.
 - No use of radios, CD/MP3 players or other sound-producing devices without the use of personal headphones.
 - **KEEP THE BUSES CLEAN! We encourage passengers to demonstrate good housekeeping practices and dispose of any and all trash that may have accumulated during their trip as they exit the bus in the containers provided.**
- Keep aisles clear. Collapse strollers and shopping carts before boarding the bus. Carry small children and bags on your lap and secure any loose items.
- No vandalism or graffiti on the inside, or outside, of the bus.
- No wearing skates/rollerblades on any Harbor Transit vehicle.
- No animals, except those used as ADA service animals.
- No harassment of Harbor Transit drivers or staff.
- Accommodations with respect to the Rules of Courtesy and Personal Conduct will be provided as required by federal, state and local disability laws and ordinances.

Harbor Transit reserves the right to deny service or to have a passenger removed from the bus, or Harbor Transit property, for displaying poor conduct or violating system rules.

- **If it's unwanted, it's harassment.** Whether the harassment is based on race, gender, or religious affiliation, involves unwanted or persistent attention, is physical, violent, or threatening in nature, Harbor Transit does not tolerate it.

Harbor Transit is committed to providing public transportation services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964. Questions or concerns regarding Title VI obligations may be addressed to the Harbor Transit, Human Resources Director, 440 North Ferry St., Grand Haven, MI 49417, or by calling (616) 842-3220.

APPENDIX G (Cont.)

Español

- Por favor, permanezca en su asiento cuando el autobús está en marcha. Los cinturones de seguridad están para ser utilizados para su seguridad.
- Se prohíbe estar de pie en los asientos, sentarse en el pasillo, o bloquear la entrada.
- Mantenga sus manos, brazos, y otros objetos dentro del autobús.
- Sea respetuoso con los demás
 - Se prohíbe comer, beber, y fumar en el autobús.
 - Se prohíbe blasfemar o insultar y hacer gestos ofensivos.
 - Se ruega no gritar, formar alboroto ni tirar cosas.
 - Se *prohíbe* deambular, mendigar, y hacer peticiones de ningún tipo.
 - Se prohíbe agresión de cualquier tipo
 - Prohibido beber alcohol y tomar o poseer sustancias ilegales.
 - Llevar armas o artículos inflamables o explosivos están terminantemente prohibido.
 - Se prohíbe usar radios, CD/MP3 ni otros aparatos que producen sonido sin usar audífonos.
 - **¡Mantengan los autobuses limpios! Animamos a los pasajeros a demostrar su buen hacer. Por favor tire toda la basura que cada uno haya acumulado durante su viaje a los contenedores previstos antes de que se baje del autobus.**
- Mantengan los pasillos libres. Cierre los cochecitos y carritos de la compra antes de subir al autobús. Lleve a los niños y bolsas en su regazo y mantengan controlados sus objetos.
- Se prohíbe el vandalismo y graffiti dentro de o fuera del autobús.
- Prohibido llevar patinetes/ni patines de rueda.
- Prohibido llevar animales, excepto perros guía.
- Se prohíbe el acoso a conductores o empleados de Harbor Transit.
- **Los asientos serán siempre de acuerdo a las reglas de cortesía y conducta personal como lo disponen las leyes de discapacidad federales, estatales y locales, y las ordenanzas.**
Harbor Transit se reserva el derecho de negar el servicio o de expulsar del autobús a cualquier pasajero, o de la propiedad de Harbor Transit, por mala conducta o violación de las reglas.
 - **Si no es deseado, es acoso.** No importa si es de raza, sexo, o religión, si entraña atención persistente no deseada, ya sea física, violencia o amenazas, Harbor Transit no lo permitirá.

Harbor Transit se compromete a proporcionar los servicios de transporte público sin tener en cuenta la raza, color, ni nacionalidad de acuerdo con el Título VI de la ley de Derechos Civiles de 1964. Preguntas o asuntos con respecto a las obligaciones de Título VI pueden dirigirse al Director de Recursos Humanos Harbor Transit, 440 North Ferry Street., Grand Haven, MI 49417, o llamando al (616) 842-3220.