

# City of Hornell TITLE VI Plan

Date Adopted: January 15, 2026

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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 nondiscriminatory manner. City of Hornell is a subrecipient of FTA financial assistance through a grant from NYSDOT. This Title VI plan details how City of Hornell incorporates nondiscrimination policies and practices in providing transit services to the ridership we serve.

Hornell Area Transit (HAT) receives FTA Section 5311 funding and provides deviated fixed route service for Central & Western Steuben County, and Eastern Allegany. HAT operates daily routes to Almond, Alfred, Bath, and Canisteo, and provides Dial-A-Ride service to residents of the City of Hornell and the surrounding area, Monday-Friday between the hours of 6 am and 6 pm. The base fare for deviated fixed route service is \$2, and the base fare for Dial-A-Ride service is \$3 each way.

## B. City of Hornell TITLE VI PLAN

As a subrecipient to NYSDOT receiving Federal Transit Administration Section 5311 funds, City of Hornell 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 before submission to NYSDOT. (Board approval is not required if the subrecipient does not have a Board.)
- ✓ 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 Hornell shall update its Title VI plan every three years and present the revised plan to NYSDOT for their review and approval.

## B1. City of Hornell TITLE VI Policy

The City of Hornell 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 Hornell and NYSDOT and third-party contractors.

For more information on City of Hornell's Title VI program contact:

### **Title VI Coordinator**

City of Hornell  
Heather Reynolds, Planning Office  
82 Main Street  
Hornell, NY 14843  
Phone (607) 324-7421  
[hreynolds@cityofhornell.com](mailto:hreynolds@cityofhornell.com)

## B2. Title VI Public Notice

The City of Hornell's Notice to the Public is posted in the following locations:

- ☒ Agency website at: [www.hatrides.com](http://www.hatrides.com)
- ☒ Public areas of the agency office: City of Hornell (Hornell Area Transit) 132 Thacher Street, Hornell, NY 14843
- ☒ Inside transit vehicles

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

The City of Hornell operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964. The City of Hornell 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 Hornell.

For information on City of Hornell's Title VI policy or to obtain the Title VI complaint form and procedures, visit our website at [www.cityofhornell.gov](http://www.cityofhornell.gov). Or contact:

**Title VI Coordinator**

**Heather Reynolds, Planning Office**

City of Hornell  
82 Main Street  
Hornell, NY 14843

Phone (607) 324-7421  
[hreynolds@cityofhornell.com](mailto:hreynolds@cityofhornell.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, 5<sup>th</sup> 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 607-324-7421.

## B3. Title VI Complaint Procedures and Complaint Form

The City of Hornell's Title VI Complaint Procedure is available in the following locations:

- ☒ Agency website at: [www.hatrides.com](http://www.hatrides.com)
- ☒ Hard copy in the central office

Anyone who believes they have been discriminated against based on 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 Hornell  
Title VI Coordinator  
Heather Reynolds, Planning Office  
82 Main Street  
Hornell, NY 14843  
Phone (607) 324-7421  
[hreynolds@cityofhornell.com](mailto:hreynolds@cityofhornell.com)

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

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

1. Acknowledge receipt of the complaint within 10 days (*Appendix C*)
2. Determine if the City of Hornell 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 Hornell If the complainant is not contacted 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 Hornell 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 Hornell enables the agency to investigate the complaint properly. 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 Hornell at (607) 324-7421.

*Si se necesita informacion en otro idioma por favor contacto, (607)-324-7421.*



## B4. Transit Related Title VI Complaints, Investigations, and Lawsuits

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

**Reporting Period:**

**2023**

**2024**

**2025**

**Check One:**

☒

There have been no investigations, complaints, and/or lawsuits filed against the City of Hornell during the reporting period.

☐

There have been investigations, complaints, and/or lawsuits filed against the City of Hornell. *See the list below.*

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

## **B5. Public Involvement Process**

### ***Strategies and Desired Outcomes***

City of Hornell 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 Hornell serves and/or are eligible to receive services.
- The type of transportation program and/or service City of Hornell provides.
- The resources available to City of Hornell for public outreach.

Effective public involvement is a key element in involving the public in City of Hornell's transit service decision-making process. This Public Involvement Process describes how City of Hornell 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 Hornell's decision-making process, City of Hornell implements early, frequent, and continuous engagement for public involvement. The engagement methods include and are not limited to:

1. Post public involvement notifications on transit vehicles, City of Hornell building, and on the City of Hornell transit website, [www.hatrides.com](http://www.hatrides.com).
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 languages 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 Hornell conducted the following public involvement outreach (emails, website posting, media outlets, in-person, virtual) sessions:

☐ Not applicable; City of Hornell is a closed-door service provider.

Event Name	Date (Month, Day, Year)	Brief Description of Event Purpose	Outcome Methods	Summary of Attendance
Website Update	10/13/2023	Improve accessibility and Title IV compliance.	Added Google translate, and made documentation for complaints easier to use.	

## **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 Hornell will take reasonable steps to ensure meaningful access to our programs and activities by LEP persons.

To ensure meaningful access to City of Hornell For programs and activities, we will utilize the information from the Four Factor Analysis to identify the specific language services necessary for accessing transit services. A careful analysis of our current and potential clientele will help us determine whether we communicate effectively with LEP persons and those speaking languages 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 Hornell transit service.
2. The frequency with which LEP persons come into contact with City of Hornell.
3. The nature and importance of City of Hornell 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 Hornell has conducted a Four Factor Analysis 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 Hornell transit service.

The Human Service – Public Transportation Coordination Plan provides the results of the assessment of the number or proportion of LEP persons and the languages spoken in the service area. The City of Hornell service area covers Steuben County in New York and includes individuals speaking a wide range of languages. The Steuben County Coordinated Transportation Coordination Plan identified the following language groups that meet the threshold for translation of key materials: \_\_none.\_\_\_\_\_

The transit specific language assistance survey indicates that the ridership primarily speaks English. No other language has a limited English proficient population that uses transit services to the same extent.

**Factor 2: Frequency** | Frequency with which LEP people come into contact with City of Hornell

Based on the results of the number or proportion of the LEP population(s), specifically served or that could be served by City of Hornell transit service, City of Hornell we know that less than 5% of the transit service population we serve speaks English less than very well. City of Hornell 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 Hornell transit services to LEP population

The City of Hornell'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.

**Factor 4: Resources and Costs** | To meet the language assistance needs of the City of Hornell LEP population, City of Hornell 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 bilingual staff, the inclusion of the Google Translate toolbar on our website, and the Steuben County mobility manager. To supplement these resources, City of Hornell may also retain the services of an interpreter, translate vital documents, and utilize community volunteers. After analyzing the City of Hornell budget and reviewing available resources, the costs associated with meeting the language assistance needs of the LEP population will be incurred for retaining an interpreter and translating vital documents.

### ***Implementing the Language Assistance Plan***

The City of Hornell currently meets the language assistance needs of the LEP speaking population through the services of an interpreter, including Google translate on our website, accessing community organizations that meet the needs of LEP speaking population, and our multilingual staff. As needed, key documents are translated to the LEP, 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 Hornell also utilizes community-based organizations to share the availability of these services, including public meetings, rider surveys and interviews, outreach documents, and on vehicles.

City of Hornell annually identifies the language capabilities and language assistance needs of our ridership. Should City of Hornell have more than 5% of persons in a specific language group that requires language assistance, City of Hornell 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 Hornell will monitor the effectiveness of the language assistance to determine if enhancements to the methods (translating vital documents, interpretations, and website) are required to better communicate with the LEP population. As a part of this process, the City of Hornell will incorporate components that encourage feedback from customers on their experience with the implementation of the Language Assistance Plan. Based on the input received, the City of Hornell 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, the City of Hornell 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 Hornell employees are oriented on the principles of Title VI and language assistance. New employees will receive guidance on understanding the needs of the clients they serve and how to effectively 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 a review of the following Title VI program components:

Title VI Notice to the Public

Title VI complaint procedures and form

Complaint log

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 Hornell'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**

The only non-elected transit committee or council of City of Hornell is the Hornell Area Transit Commission. The representation of membership by racial breakdown is shown in the table below.

***Table X: Racial Composition of Membership of Board, Committees, Councils***

Body	Caucasian	Hispanic	African American	Asian American	Native American	Two or More Races
HAT Commission	100%	%	%	%	%	%

### ***Efforts to Encourage Minority Representation on Boards and Committees***

The City of Hornell understands that diverse representation on committees, councils, and boards results in sound policy reflective of its entire service area. As such, the City of Hornell 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 Hornell will make efforts to encourage and promote diversity with active participation of clientele/patrons, community organizations, and interested parties. City of Hornell contacts advocates of the minority community, such as organizations that serve minority communities and leaders, to garner interest in participating on boards, committees, or councils.

## **B8. Recordkeeping and Reporting**

City of Hornell maintains records related to the agency's implementation of the 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 Hornell Title VI Plan shall be updated every three years and submitted 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 Hornell will review its Title VI Plan at least once every three years to determine if modifications are necessary. The City of Hornell directly operates 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***

<b>Date</b>	<b>Activity</b> (Review-Update- Addendum- Adoption- Distribution)	<b>Person Responsible</b>	<b>Remarks</b>
January 20, 2023	Annual review of implementation	Heather Reynolds	Verified all new employees received training and copies of Title VI. policy. Verified intake materials and postings.
January 16, 2024	Annual review of implementation	Heather Reynolds	Verified all new employees received training and copies of Title VI. policy. Verified intake materials and postings.
January 23, 2025	Annual review of implementation	Heather Reynolds	Verified all new employees received training and copies of Title VI

<b>Date</b>	<b>Activity</b> (Review-Update- Addendum- Adoption- Distribution)	<b>Person Responsible</b>	<b>Remarks</b>
			policy. Verified intake materials and postings.
January 15, 2026	Updated plan, adopted and distributed	Heather Reynolds	Verified all employees received training and copies of Title VI policy. Verified intake materials, postings

### ***Program Monitoring***

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

## **B10. Facility Location Equity Analysis**

As a subrecipient of federal funds, City of Hornell 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 Hornell 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, before 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 of whether a disparate impact occurs based on 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 Hornell 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.

Did City of Hornell construct, expand, or acquire a facility in the past three years?

- ☒ **No.** City of Hornell has not constructed, expanded, or acquired a facility.
- ☐ **Yes.** City of Hornell 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 Hornell plan to construct, expand, or acquire a facility in the next three years?

☒ **No.** City of Hornell does not plan to construct, expand, or acquire a facility.

☐ **Yes.** City of Hornell plans to (construct, expand, or acquire) a facility.

If yes, was a Title VI equity analysis completed?

☐ **Yes.** A Title VI equity analysis was completed. A copy of the analysis is included as **Appendix X**.

☐ **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 are 16 passengers for a 24 ft bus.

#### ***Vehicle Headway Standard***

Service operates on weekdays beginning from 5:50 a.m. to 6:00 p.m. (Bath Route), 7:25 a.m. to 5:15 p.m. (Alfred Route), and 10:00 a.m. to 4:18 p.m. (Canisteo Route). Scheduling involves the consideration of several factors, including ridership, productivity, relationship to central trip generators, and the location of community services.

#### ***On Time Performance Standard***

A vehicle is considered on time if it departs a scheduled time point no more than 5 minutes early and no more than 5 minutes late. The City of Hornell on-time performance objective is 95 percent or greater. The City of Hornell 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***

The City of Hornell will distribute transit service so that 100 percent of all residents in the service area are within a 3/4 mile walk of the service.

And the following service policies information:

### **C2. Service Policies**

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

#### ***Transit Amenities Policy***

There is a bus shelter located at Lot #3, which is the central hub in Hornell. There is also a shelter in Canisteo on the corner of Main and Maple. In the communities of Alfred and Bath, there are amenities such as shelters, but they are owned and maintained by those communities, not HAT. All of the HAT buses include public Wi-Fi.



### ***Vehicle Assignment Policy***

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

Hornell Area Transit doesn't have a written policy on vehicle assignments because a lot goes into it. We have to consider several factors: which vehicles are due for preventive maintenance inspections, which vehicles are currently in for repair, if a lift is in need of repair/service, and the possibility of rotating the mileage. All of our buses would provide the same service to the passengers. Some may have more wheelchairs than others, but we have never had issues accommodating.

## **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 Board Approval**

## City of Hornell Title VI Plan Board Approval

On behalf of the Hornell Area Transit (HAT) Commission, we, the Commission, have reviewed and adopted the City of Hornell Title VI plan. We, the HAT Commission, are committed to ensuring that all decisions are made in accordance with the adopted Title VI plan; to that end, no person is excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination under any City of Hornell 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.

**Effective:** October 14, 2025

**Adopted:** October 14, 2025

**Adopted By:** Hornell Area Transit (HAT) Commission

**Revised:** January 15, 2026

**Adopted By:** Hornell Area Transit (HAT) Commission

## **APPENDIX B: Title VI Complaint Form**

## City of Hornell 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:				
<b>I believe the discrimination I experienced was based on (check all that apply):</b> <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin <input type="checkbox"/> Disability				
<b>Date of Alleged Discrimination (Month, Day, Year):</b> _____				
Agency name complaint is against: _____				
Location of where the alleged discrimination occurred:- _____				
<b>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.</b>				

Section IV	
<p><b>Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?</b></p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><i>If yes, check all that apply:</i></p> <p><input type="checkbox"/> Federal Agency: _____</p> <p><input type="checkbox"/> Federal Court: _____ <input type="checkbox"/> State Agency: _____</p> <p><input type="checkbox"/> State Court: _____ <input type="checkbox"/> Local Agency: _____</p>	
<p><b>Provide information for the contact person at the agency/court where the complaint was filed.</b></p>	
<p><b>Name and Title:</b></p> <p>_____</p>	
<p><b>Agency:</b></p> <p>_____</p>	
<p><b>Address:</b></p> <p>_____</p>	
<p><b>Telephone:</b></p> <p>_____</p>	

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

**Signature and date required below.**

<p>_____</p> <p><b>Signature</b></p>	<p>_____</p> <p><b>Date</b></p>
--------------------------------------	---------------------------------

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

City of Hornell  
Title VI Coordinator  
82 Main Street  
Hornell, NY 14843  
hreinolds@cityofhornell.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 Hornell alleging

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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) 324-7421, electronically at [hreynolds@cityofhornell.com](mailto:hreynolds@cityofhornell.com), or in writing to City of Hornell, 82 Main Street, Hornell, NY 14843

Sincerely,

Heather Reynolds

Title VI Coordinator

82 Main Street, Hornell, NY 14843

(607) 324-7421

## **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 Hornell 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 Hornell has analyzed the materials and facts about your case. There was no evidence identified that a violation of your Title VI rights was 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,

Heather Reynolds

Title VI Coordinator

82 Main Street, Hornell, NY 14843

(607) 324-7421

## **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 Hornell alleging a Title VI violation has been investigated. The investigation determined non-compliance by City of Hornell 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,

Heather Reynolds

Title VI Coordinator

82 Main Street, Hornell, NY 14843

(607) 324-7421

## **APPENDIX F: Title VI Notice to the Public**

## Notifying the Public of Rights under Title VI and the ADA

### City of Hornell

The **City of Hornell** operates its programs and services without regard to race, color, national origin, or disability, in accordance with Title VI of the Civil Rights Act of 1964 and 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 Hornell**.

For more information on the **City of Hornell's** program, and the obligations and procedures to file a complaint, **contact (607) 324-7421;** email **[hreynolds@cityofhornell.com](mailto:hreynolds@cityofhornell.com)**; or visit our office at **City of Hornell, 82 Main Street, Hornell, NY 14843.** For more information on how to contact **City of Hornell** to find out about Title VI, visit [www.cityofhornell.gov](http://www.cityofhornell.gov)

A complainant may file a complaint directly with **City of Hornell** TITLE VI Coordinator by following the **City of Hornell** complaint procedures are 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, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC, 20590.

If information is needed in another language, contact **(607) 324-7421**.

*Si necesita información en otra idioma, por favor contacto **(607)-324-7421**.*