



Civil Rights Nondiscrimination Policy Statement

Putnam County and its Office for Senior Resources (“OSR”) is pleased to offer curb to curb transportation services to the Seniors of Putnam County. As these transportation services are funded with assistance from the U.S. government, OSR pledges to do so in accordance with the following:

Federal Laws and Executive Orders

- Section 306 of the Older Americans Act of 1965 which authorizes area offices of the aging to provide transportation to support senior access to available services for people aged 60 and older.
- Section 503 of the Rehabilitation Act of 1973 which prohibits discrimination on the basis of physical or mental disability in every federally assisted program or activity in the country.
- Age Discrimination Act of 1975 which prohibits discrimination on the basis of age in programs or activities receiving federal financial assistance.
- Civil Rights Restoration Act of 1988 which specifies that recipients of federal funds must comply with civil rights laws in all areas, not just in a particular program or activity that receives federal funding. It applies to all federal laws.
- The American Disabilities Act (“ADA”) of 1990 which prohibits discrimination against individuals with disabilities.
- Title VI of the Civil Rights Act of 1964 which prohibits discrimination on the basis of race, color, and national origin
- Civil Rights Act of 1991 – Provides appropriate remedies for intentional discrimination and unlawful harassment in the workplace; codifies the concepts of “business necessity” and “job related”, confirms statutory authority and provide statutory guidelines for the adjudication of disparate impact suits under Title VII of the Civil Rights Act of 1964; expands the scope of relevant civil rights statutes in order to provide adequate protection to victims of discrimination. The Act provides for compensatory and punitive damages and jury trials in cases of sex, religious, and disability bias.
- Executive Order No. 11246 – Prohibits employers doing business with the Federal Government from discriminating in employment because of race, color, religion, sex or national origin. Employers are required to take affirmative action in employment activities including hiring, promotion, transfers, training and minorities and women.

New York State Laws and Executive Orders

- New York State Human Rights Law Article 15 (1945) which guarantees nondiscrimination in the State of New York on the basis of race, creed, color, national origin, sex, marital status, age, disability and or sexual orientation.
- New York State Law Article 15-A (1988) which amends the executive law and the state Finance law, in relation to participation by minority group members and women with respect to state contracts.
- New York State Law Article 17-B (2014) which amends the executive law, in relation to expanding opportunities for service-disabled veteran-owned business enterprises.
- Sexual Orientation Non-Discrimination Act (2003) which amends the Executive Law to include sexual orientation.
- Executive Order 2 (2011) that authorized the continuation of certain prior Executive Orders related to equal opportunity and nondiscrimination in all State programs.
- Executive Order No. 6 (Governor Cuomo, 1983) – Insures equal employment opportunities for minorities, women, disabled persons and Vietnam era Veterans in State government. The order clarifies and expands the power of the President of the Civil Service Commission and the Governor’s Executive Committee for Affirmative Action to ensure that agencies develop and implement effective affirmative action plans.

In summary, no person will be subjected to unlawful discrimination based on race, creed, color, gender, age, national origin, religion, disability, sexual orientation, marital status, or Vietnam era veteran status.

This policy fully incorporates throughout all of the OSR operations the requirements of applicable State and Federal laws and executive orders to prohibit any discriminatory practices, procedures and policies. All administrators, managers, supervisors, and employees are directed to comply with these laws and orders.

OSR is committed to maintaining an agency which recognizes and values the inherent worth and dignity of every person; fosters tolerance, sensitivity, understanding, and mutual respect among its members; and encourages each individual to strive to reach their own potential.

Furthermore, with respect to its obligations under Title VI, OSR will operate its transportation services in conformity with the Putnam County Title VI Program Plan of February 1, 2021- January 1, 2024, developed for the Putnam County Transit System owned by Putnam County, and as to be resubmitted in 2022 for approval of a change in the name of the Compliance Officer. This Plan has been approved by the Putnam County Legislature and the Putnam County Executive as per Resolution #113 dated June 3, 2021.

(link: <https://www.putnamcountyny.com/wordpress/wp-content/uploads/2021/07/Title-VI-Program-Plan-2021-2024-FINAL.pdf>).

Whereas OSR is a Subrecipient as defined by Title VI to the Primary Recipient - the New York State Department of Transportation and whereas there are operational differences between OSR (as a 5310 subrecipient and as an operator of a type of demand response system) and Putnam County Transit (as an operator of a fixed route system), this document will tailor its program to the requirements of Chapter III:

1. A copy of OSR's Civil Rights notice to the public is provided as **Appendix A**. This notice is placed in all buses operated by OSR, including those not funded through 5310. Other locations this notice is placed includes OSR's website, OSR's Administrative Offices, and its 4 program sites known as Friendship centers.
2. A copy of OSR's Complaint Procedure is attached as **Appendix B**.
3. A copy of OSR's Complaint Form is attached as **Appendix C**.
4. OSR's form for use in the listing of transit related Title VI investigations, complaints, and lawsuits is attached as **Appendix D**. As of June 30, 2022, there have not been any OSR transportation related Title VI investigations, complaints/grievances, or lawsuits.
5. OSR's Public Participation Plan is provided as **Appendix E**.
6. OSR's Language Assistance Plan is provided as **Appendix F**. OSR's notice, complaint procedure, and complaint form are translated into Spanish.
7. OSR is a member of the Putnam County Transportation Advisory Council, which is chaired by Putnam County Transit, a Direct Recipient of FTA funding. See **Appendix G** for a list of membership as well as the above referenced Putnam County Title VI Program Plan of February 1, 2021- January 1, 2024

As Subrecipient to the Primary Recipient – the NYSDOT, OSR will further comply with any other additional requests or requirements and/or reporting timelines made by NYSDOT.

Appendix A



Senior Civil Rights and OSR Transportation Services

Putnam County and its Office for Senior Resources ("OSR") is pleased to offer curb to curb transportation services to the Seniors of Putnam County. As these transportation services are funded with assistance from the U.S. government, OSR pledges to do so in accordance with the following:

- Section 306 of the Older Americans Act of 1965 which authorizes area offices of the aging to provide transportation to support senior access to available services for people aged 60 and older
- The American Disabilities Act ("ADA") of 1990 which prohibits discrimination against individuals with disabilities, and
- Title VI of the Civil Rights Act of 1964 which prohibits discrimination on the basis of race, color, and national origin.
- In summary, no person will be subjected to unlawful discrimination based on race, creed, color, gender, age, national origin, religion, disability, sexual orientation, marital status, or Vietnam era veteran status.

If you believe that any of your rights under any of these laws has been violated or you are dissatisfied with and/or have been denied services, OSR has established the following process for resolving such complaints from older persons.

Filing of a Complaint for Transportation Services

- 1) Participants must submit their complaints in writing to OSR's Coordinator of Services to conduct the initial review of the complaint.
- 2) The complaint should be filed within thirty (30) days of denial, reduction or termination of services, or of the event or circumstance with which the participant is dissatisfied. OSR may grant an extension for good cause shown.
- 3) The complaint should be filed on the form provided by OSR which shall include a written statement setting forth in detail the date, time and circumstances that are the basis of the complaint.
- 4) Complaint Forms are available in the bus from the bus driver, at any OSR Friendship Center, or can be downloaded from the OSR website:

<https://www.putnamcountyny.com/osr/>

Appendix B

OSR Complaint Procedure

Any senior person who receives services from Putnam County Office for Senior Resources (hereinafter referred to as “OSR”) and believes she or he has been discriminated against on the basis:

- **Age, race, creed, color, gender, age, national origin, religion, disability, sexual orientation, marital status, or Vietnam era veteran status,**

by OSR may file a complaint by completing and submitting OSR’s Complaint Form. OSR investigates complaints received no more than 30 days after the alleged incident. The OSR will process complaints that are complete.

Once the complaint is received, OSR will review it to determine if it has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by OSR.

OSR has 30 days to investigate the complaint. If more information is needed to resolve the case, OSR may contact the complainant. The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 15 business days, OSR can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant:

- a closure letter - summarizes the allegations and states that there was not a violation and that the case will be closed.

or

- a letter of finding (“LOF”) - an LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision, she/he has 10 days after the date of the letter or the LOF to do so.

Appendix C

OSR Complaint Form

Section I:			
Name:			
Address:			
Telephone (Home):		Telephone (Cell):	
Electronic Mail Address:			
Accessible Format Requirements?	Large Print	Audio Tape	
	TDD	Other	
Section II:			
Are you filing this complaint on your own behalf?		Yes*	No
*If you answered "yes" to this question, go to Section III.			
If not, please supply the name and relationship of the person for whom you are complaining:			
Please explain why you have filed for a third party:			
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.		Yes	No
Section III:			
I believe the discrimination I experienced was based on (check all that apply):			
<input type="checkbox"/> Age			
<input type="checkbox"/> Creed			
<input type="checkbox"/> Gender			
<input type="checkbox"/> Religion			
<input type="checkbox"/> Marital status			
<input type="checkbox"/> Vietnam era veteran status			
<input type="checkbox"/> Sexual orientation			
<input type="checkbox"/> Disability			
<input type="checkbox"/> Race			
<input type="checkbox"/> Color			
<input type="checkbox"/> National Origin			
Date of Alleged Discrimination (Month, Day, Year): _____			
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 use the back of this form.			

Section IV		
Have you previously filed a Civil Rights complaint with OSR?	Yes	No
Section V		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? <input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, check all that apply:		
<input type="checkbox"/> Federal Agency _____		
<input type="checkbox"/> Federal Court _____		
<input type="checkbox"/> State Agency _____		
<input type="checkbox"/> State Court _____		
<input type="checkbox"/> Local Agency _____		
Please provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		
Section VI		
Name of agency complaint is against:		
Contact person:		
Title:		
Telephone number:		

You may attach any written materials or other information that you think is relevant to your complaint. Signature and date required below

Signature

Date

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

Putnam County Office for Senior Resources
Attn: Director
110 Old Route 6
Donald B Smith Campus, Building #3
Carmel NY 10512

and/or

NYS DOT, Office of Civil Rights
50 Wolf Road, Albany NY 12232

and/or

Federal Transit Administration
1200 New Jersey Avenue, SE, Washington, DC 20590

Appendix D

Putnam County Office for Senior Resources

List of Investigations, Lawsuits, and Complaints

<u>List of Investigations, Lawsuits and Complaints</u> Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations			
1.			
2.			
Lawsuits			
1.			
2.			
Complaints			
1.			
2.			

Note: No complaints received as of June 30, 2022

Appendix E

OSR's Public Participation Plan

As an "area office for the aging" operating under the Older Americans Act and under the auspices of the New York State Office of the Aging ("NYSOFA"), OSR has historically engaged in public participation events and community outreach efforts. These actions will continue and converge with OSR's obligations under Title VI to engage minority and limited English proficiency populations.

The efforts that OSR has and will continue to engage in include:

- An Annual Public Hearing in which OSR's Programs and Services are described and discussed. The transportation provided with the utilization of our bus fleet is an integral part of these core services. OSR solicits feedback from seniors, caregivers and the community at large on our delivery of these programs and services as well as seeking recommendations on new initiatives. OSR's Public Hearings are promoted through the newspaper, the OSR website, invitations to the numerous senior clubs in the County's towns and village, in the town and village halls, and at our 4 Friendship Centers throughout Putnam County. Please note that due to COVID and the subsequent vulnerability of the senior population, Public Hearings were not held in 2020 and 2021. A Public Hearing will be scheduled later in 2022, possibly targeting a late October 2022 date.
- Public Hearings are a feature of OSR's 4 year Area Plan and Annual Update development and as proscribed by the Older Americans Act. This Plan requires consideration of "the extent of need for supportive services, nutrition services, and multipurpose senior centers (taking into account, among other things, the number of older individuals with low incomes residing in such area, the number of older individuals who have greatest economic need (with particular attention to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas)).... Included in the preparation of this Plan, is the distribution of a comprehensive needs assessment. There will be multiple public hearings that will be promoted similarly to the Annual Public Hearing referenced above. Again, the transportation provided with the utilization of our bus fleet is an integral part of these core services
- The annual distribution of our Senior Guide (Link: <https://www.putnamcountyny.com/wordpress/wp-content/uploads/2020/10/Putnam-County-OSR-Senior-Guide-2020-2021.pdf>) is another tool for reaching out to the community and for promoting services offered by OSR. Approximately 15,000 copies of each annual issue are printed and distributed by mail or made available at town and village halls, other community centers, handed out at various community events, and at OSR's Friendship Centers. A .pdf version is also available on OSR's website. The Senior Guide content includes information on programs and services such as:
 - Home Energy Assistance Program (HEAP)
 - Social Model Adult Day Care
 - NY Connects
 - Health Insurance Counseling and Assistance Program (HIICAP)
 - Medicare open enrollment and other key Medicare/Medicaid information
 - Health and Wellness information
 - Volunteer opportunities through our Putnam SeniorCorps program

- Demand Response Medical transportation
- Caregiver Support
- Outreach Services
- Exercise programs
- Education and Self-improvement programs
- Public Hearing Notice
- Community Events
- OSR has a team of community outreach workers whose responsibilities include visiting local churches, soup kitchens, and food pantries such as the Community Action Program (“CAP”)
- OSR chairs and participates in the Putnam County Caregivers Task Force with representatives from the Department of Social Services and Mental Health, the Alzheimer’s Association, Independent Living Services, Putnam Hospital Center, the Sheriff Department, the Arc of Putnam, and others. This group is used a resource to identify unmet needs.

Appendix F

OSR's Language Assistance Plan

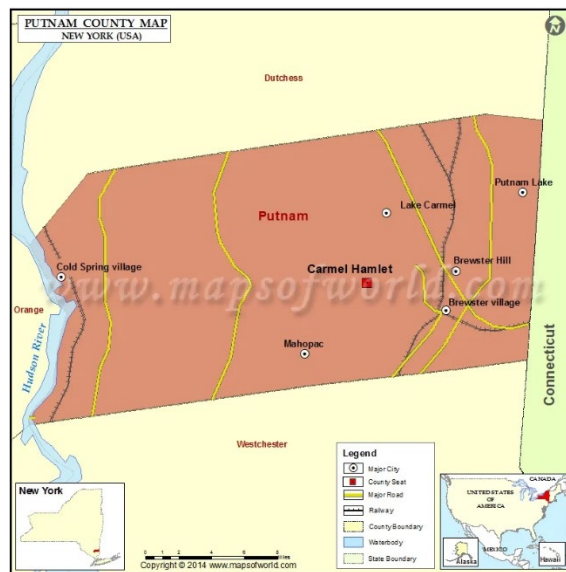
As a recipient of federal US DOT funding, OSR is required to take reasonable steps to ensure meaningful access to our programs and activities by Limited English proficient (LEP) persons.

Limited English Proficient (LEP) refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak or understand English. This includes those who have reported to the U.S. Census that they speak English less than very well, not well, or not at all.

OSR's Language Assistance Plan includes the following elements:

1. The results of the *Four Factor Analysis*, including a description of the LEP population(s), served.
 2. A description of how language assistance services are provided by language
 3. A description of how LEP persons are informed of the availability of language assistance service
 4. A description of how the language assistance plan is monitored and updated
 5. A description of how employees are trained to provide language assistance to LEP persons
 6. Additional information deemed necessary
1. Four Factor Analysis: To determine if an individual is entitled to language assistance and what specific services are appropriate, OSR has conducted a *Four Factor Analysis* in the following areas: 1) Demography, 2) Frequency, 3) Importance and 4) Resources and Costs.

Our service area, Putnam County, covers the area north of Westchester County NY, south of Dutchess County NY, west of Fairfield County CT, and east of the Hudson River NY and OSR serves older New Yorkers aged 60 plus.



Factor 1: Demography: Identifies the number or proportion of LEP persons served and the languages spoken in the service area.

The first factor of the *Four Factor Analysis* is the basis of the Language Assistance Plan. It requires OSR to review its US Census data to determine if it meets the *LEP Safe Harbor Threshold*. OSR provides below a copy of the OSR’s LEP data for this Title VI plan. The data found in the US Census Bureau American Community Survey website and pulled was:

- Population 60 years and older for Putnam County. This age group represents the population we serve as proscribed by the Older American Act, the denominator for the LEP Safe Harbor Threshold calculation
- Language Spoken at Home to identify the number of seniors who speak English less than very well, the numerator for the LEP Safe Harbor Threshold calculation

American Community Survey

S0102 | POPULATION 60 YEARS AND OVER IN THE UNITED STATES

2020: ACS 5-Year Estimates Subject Tables

Notes Geos Years Topics Surveys Codes Hide Transpose Margin of Error Restore Excel CSV ZIP Pr

Putnam County, New York		
	Total	60 years and over
Label	Estimate	Estimate
▼ Total population	98,714	24,929
▼ SEX AND AGE		
Male	49.8%	48.5%
Female	50.2%	51.5%
Median age (years)	44.2	68.9
▼ RACE AND HISPANIC OR LATINO ORIGIN		
▼ One race	96.9%	99.0%
White	85.0%	93.4%
Black or African American	3.4%	1.6%
American Indian and Alaska Native	0.3%	0.4%
Asian	2.1%	1.8%
Native Hawaiian and Other Pacific Islander	0.0%	0.0%
Some other race	6.1%	1.7%
Two or more races	3.1%	1.0%
Hispanic or Latino origin (of any race)	15.6%	5.5%
White alone, not Hispanic or Latino	77.6%	90.0%

S1601 | LANGUAGE SPOKEN AT HOME

2020: ACS 5-Year Estimates Subject Tables

Putnam County, New York						
Label	Total	Percent	Percent of specified language speakers			
			Speak English only ...	Percent speak English only ...	Speak English less than "very well"	Percent speak English less than "very well"
	Estimate	Estima...	Estimate	Estimate	Estimate	Estimate
Population 5 years and over	94,286	(X)	89,147	94.5%	5,139	5.5%
Speak only English	75,600	80.2%	(X)	(X)	(X)	(X)
Speak a language other than English	18,686	19.8%	13,547	72.5%	5,139	27.5%
SPEAK A LANGUAGE OTHER THAN ENGLISH						
Spanish	9,863	10.5%	7,235	73.4%	2,628	26.6%
5 to 17 years old	1,777	1.9%	1,590	89.5%	187	10.5%
18 to 64 years old	7,216	7.7%	5,211	72.2%	2,005	27.8%
65 years old and over	870	0.9%	434	49.9%	436	50.1%
Other Indo-European languages	6,595	7.0%	4,869	73.8%	1,726	26.2%
5 to 17 years old	867	0.9%	816	94.1%	51	5.9%
18 to 64 years old	4,118	4.4%	3,228	78.4%	890	21.6%
65 years old and over	1,610	1.7%	825	51.2%	785	48.8%
Asian and Pacific Island languages	1,350	1.4%	807	59.8%	543	40.2%
5 to 17 years old	97	0.1%	97	100.0%	0	0.0%
18 to 64 years old	965	1.0%	551	57.1%	414	42.9%
65 years old and over	288	0.3%	159	55.2%	129	44.8%

OSR Analyzed the LEP demographic data for OSR’s program and/or service area and calculated the *Safe Harbor Threshold* for the largest language groups identified other than English. The *LEP Safe Harbor Threshold* provision stipulates that for each LEP group that meets the LEP language threshold (5% or 1,000 individuals, whichever is less of the population to be served) OSR must provide translation of vital documents in written format for the non-English users.

Our target service population are Older Americans, aged 60 and over. Available data indicates that there are:

- **Spanish language speaking:** 434 individuals aged 65 and older who speak English less than very well. This group represents 1.7% of the population that is aged 60 or older. Though this group has not met the threshold, *OSR has identified this as a sizable population of Spanish speaking seniors in Putnam County, particularly in the Town of Southeast and its included Village of Brewster. While much of this population is not yet of eligible age for OSR services, OSR has translated its Public Notice and Grievance Form into the Spanish language not only in anticipation of an expected need but also for the benefit of any current service recipients.*
- **Other Indo-European languages:** 785 individuals aged 65 and older who speak English less than very well; this group represents an array of several languages including Italian and Polish. No individual languages in this group meet the LEP Safe Harbor Threshold.
- **Asian and Pacific Island languages:** 129 individuals aged 65 and older who speak English less than very well; this group represents a wide array of languages including Korean, Japanese and Chinese. No individual languages in this group meet the LEP Safe Harbor Threshold.

Factor 2: Frequency: Identifies the frequency staff comes into contact with LEP persons.

LEP persons are persons identified as speaking English less than very well, not well or not at all. Just because a person speaks a language other than English doesn't mean they don't speak English or are identified as LEP.

The most frequent contact between LEP persons is with OSR caseworkers (a group of staff who do both casework and outreach services) and bus drivers. OSR caseworkers conduct intake interviews with LEP persons seeking services and determine eligibility for programs in accordance with the guidelines provided by the New York State Office for the Aging ("NYSOFA") and the Federal Government's Older Americans Act of 1965. OSR caseworkers will be able to identify LEP needs during this intake process and have access to translation services if LEP issues are encountered. Eligible LEP seniors who receive transportation services will have frequent, if not daily contact with our bus drivers.

Documents translated into Spanish include OSR Programs and Services brochure, Civil Rights Notice, Complaint Procedure, and Complaint Form.

Factor 3: Importance: Explains how the program, service or activity affects people's lives.

OSR's program and services have significant beneficial impact on the lives of all seniors in the community, including LEP persons. The types of services OSR provides which include meals and nutrition education and counselling, health/wellness/exercise activities, legal services, health insurance counselling, socialization, volunteering, caregiver support, are often identified as "Social Determinants of Health" services. The transportation services that OSR provides to seniors who would be otherwise homebound is key to their health and remaining independent at home. The presence of language barriers would have serious consequences to individuals if they prevented access to information or the benefits of OSR programs.

Factor 4: Resources and Costs: Discusses funding and other resources available for LEP outreach.

Even though OSR does not have a separate budget for LEP outreach, low-cost methods of reaching LEP persons have been implemented. OSR casework staff conduct outreach activities to LEP communities throughout the year to inform the public of OSR services available. These outreach/resource awareness efforts are low-cost methods and are accomplished by existing staff resources and the use of posting website information and developing and printing brochure/materials. For ongoing language assistance, the following resources are available to OSR staff:

- Language Line Services Hotline with unique County Client ID# and OSR Access Code
- List of Putnam County employees conversant in languages other than English
- Available phone apps

2. A description of how language assistance services are provided by language

Documents have been translated into Spanish as identified above. OSR's caseworker staff has access to translation services as needed to assist those LEP persons not only with Spanish but with other languages as well. This is part of our required service provisions guided by NYSOFA. Drivers has access to 2 way radios on their buses and can reach out to a case worker in the event language assistance is needed.

The ***"I Speak"*** Language Identification Card is available to help identify language assistance services needed:

Mark this Box if you speak...	Language Identification Chart	Language
	Mark this box if you read or speak English	English
	Marque esta casilla si lee o habla español	Spanish
	Kos lub voj no yog koj paub twm thiab hais lus Hmoob	Hmong
	如果说中国在方框内打勾	Chinese
	Xin ñaùnh daáu vaøo oâ naøy neáu quyù vò bieát ñoïc vaø noui ñöôïc Vieät Ngöô.	Vietnamese
	당신이한국어말할경우이 상자를표시	Korean
	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	Tagalog
	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen	German
	Отметить этот флажок, если вы говорите по-русски	Russian
	Означите ову кућицу ако говорите српски	Serbian
	आप हिंदी बोलते हैं तो इस बक्से को चिह्नित करें	Hindi
	پر نشان لگائیں تو اس باکس بولتے ہیں اردو اگر آپ	Urdu

3. A description of how LEP persons are informed of the availability of language assistance service

As mentioned above, a key element in the intake process for any individual accessing our transportation services, is the identification of any language assistance needs one of our clients may have. These individuals will be advised of our language assistance service capabilities at that time.

4. A description of how the language assistance plan is monitored and updated

At least annually and upon the intake of an LEP person, our case worker staff will review how our Plan accommodated the needs of LEP persons. Such a review will identify any problems or limitations encountered in the provision of services to LEP persons. The plan will be also reviewed and updated when new Census data is available, or when higher concentrations of LEP individuals are present in the

Putnam County and the senior population. Additionally, the receipt of complaints regarding language assistance services will prompt a review of the Plan.

5. A description of how employees are trained to provide language assistance to LEP persons

OSR case worker and driver employees are oriented on the principles of Title VI and the OSR's Language Assistance Plan. New employees will be provided guidance on the needs of clients served and how best to meet their needs. If a driver or caseworker needs further assistance related to LEP individuals, her/she will work with the OSR administration to identify strategies to meet the language needs of the participants of the program or service. As part of our annual Training Day, OSR will review with employees OSR's Language Assistance Plan and any updates.

Questions or comments regarding the LEP Plan may be submitted to the:
Putnam County Office for Senior Resources
110 Old Route 6
Building 3
Carmel, NY 10512
Phone: 845-808-1700
Fax: 845-808-1942
Email: OSR@putnamcountyny.gov

Appendix G

Description of Public Outreach Efforts

Putnam County engaged the public in the development of its Title VI Program Plan. A Transportation Advisory Council (TAC) was established during 2013 and committee members meet bi-annually (typically in May and November) to review the current transportation system and the changing needs of Putnam County's demographics. The Council includes representation of various community service agencies such as the disabled community, social services agencies, Office for Senior Resources, and the business community; all of which is aimed to assist in identifying needs within the changing demographics. The Transportation Advisory Council recognizes the need to be inclusive to other racial demographics and welcomes their voice on our board, the racial breakdown of the board members is featured on the following page. Putnam County has encouraged members of the minority population to engage with the Transportation Advisory Council and participate in meetings as well as the transit system in general. Documents can be translated on request and the dispatch staff is trained to connect to translation services. Translators are available at public meetings. The Legislative Resolution adopting the TAC was passed on August 28, 2013 (See Attachment E) and a Resolution appointing the members with their affiliation and representation was adopted on October 15, 2013 (See Attachment F). (To see Attachment E and Attachment F, please refer to the *Putnam County Title VI Program Plan* found on the Putnam County On-Line Website.)

On-board surveys are performed annually to check the riding population and their various needs. In the past, the Planning Department has assigned this duty to interns who conduct on-board surveys used to determine languages spoken by passengers and overall public opinion of the County transportation system. Bus drivers also assess the riding population and report back to management with noted comments and/or concerns. On-board surveys provide a plethora of information and are extremely useful to the County to capture the needs of the riding community.

Public outreach has always been accomplished through public notices for system-wide changes such as changes in fare structure or routes. Notification of the County's responsibilities under Title VI is posted on the County's web site in English and in Spanish at www.putnamcountyny.com/transportation/#civil. The foregoing notification has also been disseminated to the public through written signs which are placed on all buses. The signs are in English and in Spanish. A formal public notice is also published in the local newspaper (in English and in Spanish) on an annual basis. The English and Spanish notifications are found in Attachments G and H. (To see Attachment G and Attachment H, please refer to the *Putnam County Title VI Program Plan* found on the Putnam County On-Line Website.)

In addition to the above regular procedures, Putnam County holds public outreach activities for the purposes of soliciting input from our transit dependent citizens such as the disabled community, senior citizens in general, as well as members of the minority community. Putnam County advertises these outreach efforts through: Town Hall Meetings/Forums in Residential Community Centers, press releases, emails to Putnam Independent Living Services (PILS), town hall meetings, and phone contacts with the Office for Senior Resources. Putnam County will hold these public meetings at the county-owned "Cornerstone Park" and/or "Historic County Courthouse" which are both centrally located meeting/conference rooms in the center of the hamlet of Carmel (the county seat) at Rte. 52 and Fair Street. Both of these locations are easily accessible via mass transit (buses), pedestrians (sidewalks), and private vehicles with parking availability. Public Outreach sessions, as with most outreach sessions, will be scheduled at a time and place convenient to most people. This public outreach activity is an amendment of prior activity, whereas the other measures have existed for some time. This public outreach effort provides a forum for continued public engagement.

Putnam County has a dedicated group of volunteers consisting of private sector individuals, county officials, consumers and the Transit Operator who meet as needed and at least biannually to discuss transportation opportunities and efficiencies on matters such as service, fares, public input, and mobility management. The Transportation Manager creates an agenda and coordinated public communications. A local Law (L.L. 7-2013) to Amend Chapter 25 of the code of Putnam County entitled “Councils and Commissions” was adopted by the Legislature of the County of Putnam on August 7, 2013 with the following powers and duties:

1. Explore opportunities and make recommendations to the County Executive and Legislature exploring all facets of Public Transportation in order to improve efficiencies, better manage assets, leverage resources and create partnerships for optimal transportation services.
2. Conduct annual comprehensive assessments by reviewing and analyzing routes. The review should include the right sizing of vehicles for needed services and the coordination with all other modes of transportation for optimizing scheduling and connecting services.
3. Study the Triennial Review conducted by the Federal Transit Authority and make appropriate improvements and recommendations.
4. Make recommendations to the Commissioner of Planning, Development, and Public Transportation for infrastructure improvements and other transportation additions to be included in the capital plan.
5. Make recommendations in re rules of guidance pertaining to a countywide Taxi & Limousine Law. If/when such law is enacted, the Transportation Advisory Council shall coordinate with the Director of Consumer Affairs to ensure compliance therewith and, when necessary, make findings of fact and impose penalties and sanctions in accordance with the provisions of this law in order to ensure compliance.
6. Coordinate and provide a venue for the conduct of transportation safety-net hearings related to n PART and Paratransit transportation services, and act on a case-by case basis to make recommendations for those who need transportation. The Transportation Advisory Council shall also give guidance with regard to guidelines, policies and procedures with regard to PART and Paratransit and other special needs transportation services.

The Transportation Advisory Council (TAC) is made up of 18 members:

TAC	Caucasian	Latino	Black	Male	Female
18	15	2	1	11	7

2020 Transportation Advisory Board Membership

Putnam County Transportation Manager, Vincent Tamagna

Representative to People with Disabilities, Tina Cornish-Lauria

Legislator, Chairman of the Physical Services Committee, Carl Albano

Commissioner of Planning, Development and Public Transportation, Sandra Fusco

Commissioner of Social Services, Michael Piazza

Commissioner of Health, Dr. Michael Nesheiwat

Director of Tourism, Tracey Walsh

Director of Office for the Aging, Michael Cunningham

Director of Consumer Affairs, Michael Budzinski

Director of the Office of Veteran Affairs, Karl Rhode

Member of Putnam County Chamber of Commerce, Bill Nulk

Real Estate/Commerce Professional, Jen Maher

Representative of the Taxi/Limousine Community, Ruth Awalda-Quesada

Citizen/IT Consultant, Brian Austin

Citizen-at-Large, Eric Gross

Citizen/Representative of Disabled Community, Marvin Novinsky

Citizen/Representative of Disabled Community, Kathleen Macken

Summary of Public Outreach & Involvement Activities Last Three Years

Type of Outreach	Location	Issues Discussed	Date
TAC Meeting	40 Gleneida Avenue, Carmel, NY 10512	TBD	June 2021
Survey/Sampling	On board bus	Timeliness, any complaints, comments/concerns	Summer 2020
Newspaper Advertisement for a Public Hearing by request notice	N/A	Advertisement for a Public Hearing by request regarding 5307 grant application. If any citizen responds for comment, a public meeting will be held.	May 2019
TAC Meeting	40 Gleneida Avenue Carmel, NY 10512	40 Gleneida Avenue Carmel, NY 10512	June 5, 2019
TAC Meeting	40 Gleneida Avenue Carmel, NY 10512	Update in changes to transportation, Uber & Lyft, PreK/EIE, Title VI & DBE discussion, advertising campaign	May 10, 2018

TAC Meeting	40 Gleneida Avenue Carmel, NY 10512	Uber & Lyft, Putnam Valley Shuttle and outreach, Putnam County Transportation App (cost and use), advertising	July 24, 2017
TAC Meeting	40 Gleneida Avenue Carmel, NY 10512	Business outreach & support, extended trolley service, partnership with NYS Parks, bus shelters, Para and “enhanced Para”	May 23, 2017
Public Meeting	265 Oscawana Lake Road Putnam Valley, NY 10512	Legislator Report, Discussion about Putnam Valley Shuttle Service	January 16, 2019
Public Meeting	265 Oscawana Lake Road Putnam Valley, NY 10512	Presentation on Putnam Valley Shuttle	August 1, 2018
Newspaper Advertisement	N/A	Advertisement campaign to raise awareness of Putnam Valley Shuttle	2018

Mark this Box if you speak...	Language Identification Chart	Language
	Mark this box if you read or speak English	English
	Marque esta casilla si lee o habla español	Spanish
	Kos lub voj no yog koj paub twm thiab hais lus Hmoob	Hmong
	如果说中国在方框内打勾	Chinese
	Xin ñaùnh daáu vaøo oâ naøy neáu quyù vò bieát ñoïc vaø noùi ñöôïc Vieät Ngöõ.	Vietnamese
	당신이한국어말할경우이 상자를표시	Korean
	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	Tagalog
	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen	German
	Отметить этот флажок, если вы говорите по-русски	Russian
	Означите ову кућицу ако говорите српски	Serbian
	आप हिंदी बोलते हैं तो इस बक्से को चिह्नित करें	Hindi
	پر نشان لگائیں تو اس باکس بولتے ہیں اردو اگر آپ	Urdu