TITLE VI PLAN

Harney County Senior & Community Services Center

DBA: Harney Hub Transit

December 2025

Contents

Introduction 3
Title VI Complaint Procedures 3
Record of Title VI or other Civil Rights investigations, complaints or lawsuits 8
Public Participation Plan 8
Limited English Proficiency (LEP) Plan 9
Analysis of Factors 10
Implementation Plan 12
Notifying Beneficiaries of Their Rights under Title VI 13
Analysis of Construction Projects 13
Inclusive Public Participation 13
Anti-Discrimination Statement/Title VI Policy 14
Notification of compliance with Title VI 16
Harney County 17
Statewide Transportation Improvement Fund 17
Advisory Committee Members 17
Consolidated Civil Rights Complaint Form 18

PO Box 728/17 S Alder Ave
Burns OR 97720
p. 541-573-3030
f. 541-573-6025
lisa@harneyhub.org
harneyhub.org

Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color and national origin in programs and activities receiving Federal financial assistance.

Harney Hub Transit (HARNEY HUB TRANSIT) is committed to ensuring that no person is excluded from participation in. or denied the benefits of its programs and services on the basis of race, color, or national origin, as protected by the Title VI in Federal Transit Administration (FTA) Circular 4072.1B.

Title VI Complaint Procedures

In order to comply with 49CFR Section 21.9(b), HARNEY HUB TRANSIT has developed procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public upon request. Complainants, or their representative, may file a written complaint with the Title VI Complaint Coordinator at any time within one hundred and eighty (180) days from the date of the alleged discriminatory act.

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by HARNEY HUB TRANSIT may file a complaint under Title VI.

How to file a Title VI Complaint:

You may file a signed, written complaint up to one hundred and eighty (180) days from the date of the alleged discrimination. The complaint should include the following information:

- Your name, mailing address, and how to contact you (i.e., telephone number, email address, etc.)
- Name, address, phone number and relationship of Representative to Complainant, if applicable.

- How, when, where and why you believe you were discriminated against. Include the location, names and contact information for any witnesses.
- Other information that you deem significant.

A form is available at https://harneyhub.org , which may be completed for this purpose.

The complaint may also be filed in writing with HARNEY HUB TRANSIT at the following address:

Harney County Senior & Community Services Center
Harney Hub Transit
PO Box 728
17 S Alder Ave
Burns OR 97720

By Fax: 541-573-6025

NOTE: HARNEY HUB TRANSIT encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 180 days from the original alleged date of discrimination. Harney Hub Transit will process complaints that are complete.

<u>What happens to your complaint after it is submitted to HARNEY HUB TRANSIT?</u>

Once the complaint is received, HARNEY HUB TRANSIT will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by our office.

HARNEY HUB TRANSIT will confirm receipt of the complaint within 10 working days. HARNEY HUB TRANSIT should respond within 60 days to describe the results of the investigation or to inform the complainant if an extension is

necessary. If more information is needed to resolve the case, HARNEY HUB TRANSIT may contact the complainant. If the investigator is not contracted by the complainant or does not receive the additional information needed, HARNEY HUB TRANSIT can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

HARNEY HUB TRANSIT provides for staff to take complaints and forward them to the Title VI Complaint Coordinator (Executive Director) who categorizes, tracks them, and develops responses. The Executive Director will investigate the complaint and make a determination. The Chairman of the Board of Directors will have final approval. Investigation of the complaint will be confidential and will include, but is not limited to, details of the specific incident, frequency and dates of occurrences and names of any witnesses.

HARNEY HUB TRANSIT shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, HARNEY HUB TRANSIT shall make every effort to address all complaints in an expeditious and thorough manner.

In instances where additional information is needed for investigation of the complaint, HARNEY HUB TRANSIT will contact the complainant in writing. Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

Once sufficient information for investigating the complaint is received by HARNEY HUB TRANSIT, a written response will be drafted, subject to review by the organization's legal representative. If appropriate, HARNEY HUB TRANSIT's legal council may administratively close the complaint. In this case, HARNEY HUB TRANSIT will notify the complainant of the action as soon as possible.

<u>How you will be notified of the outcome of your complaint:</u>

HARNEY HUB TRANSIT will send a final written response to the complainant, issuing one of two letters: a closure letter or a Letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. 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: 1) they may appeal within 10 working days after the date of the closure letter or the LOF to do so, and/or 2) file a complaint externally with the U.S. Department of Transportation and /or Federal Transit Administration. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner.

An appeal request for review of determination of unlawful denial of access or accommodation to services must be filed, in writing, within 60 calendar days of the incident. The written appeal must include the customer's name, address, and telephone contact number. A statement of reason(s) whey the applicant believes the denial of accommodation request or access to services was inappropriate is recommended. The HARNEY HUB TRANSIT Board of Directors will set a mutually agreed-upon time and place for the review process with the applicant and/or representatives within 30 days of request. The applicant may submit documents or other information to be included with the record and considered in the review process. Anyone needing special accommodations may contact HARNEY HUB TRANSIT at 541-573-3030 for assistance.

The right of the appellant to a prompt and equitable resolution of complaint must not be impaired by the appellant's pursuit of other remedies, such as filing of a complaint with the Department of Justice or other appropriate federal agency or the filing of a suit in state or federal court. Use of the procedure is not a prerequisite to the pursuit of other remedies.

In addition to the complaint process described above a complainant may file a Title VI complaint or lawsuit with the following office:

(FTA): • ODOT Office of Equity and Civil Rights
Attn: Title VI/ADA Complaints
800 Airport Rd SE
Salem, OR 97301
(855) 540-6655

If you are deaf, hard of hearing, or have a speech disability, please dial 7-1-1 to access telecommunications relay services.

Website: https://www.oregon.gov/odot/business/ocr/pages/non-discrimination.aspx#:~:text=ODOT%20also%20has%20a%20discrimination,Officer%20or%20ADA%20 Program%20Manager

Online Form:
https://www.oregon.gov/odot/Business/OCR/Pages/DIS_CMPLNT_FRM.aspx

• FTA Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590
(888) 446-4511

If you are deaf, hard of hearing, or have a speech disability, please dial 7-1-1 to access telecommunications relay services.

Website:
https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada

Recording Title VI Investigations, Complaints and Lawsuits:

In order to comply with 49 CFT Section 21.9(b), HARNEY HUB TRANSIT prepares and maintains a list of any active investigations conducted by entities other than the FTA, lawsuits, or complaints naming HARNEY HUB TRANSIT that allege discrimination on the basis of race, color, or national origin. This list includes the date the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit or complaint; and actions taken by the recipient in response to the investigation, lawsuit or

complaint. The HARNEY HUB TRANSIT Title VI Complaint Coordinator (Executive Director) maintains these files until closed. The HARNEY HUB TRANSIT Title VI Complaint Coordinator will also maintain a log of all complaints received. Records will be stored according to state and federal record retention requirements. Tracked information will be reported to ODOT as the grantor of the funds.

Additional Information Upon Request:

At the discretion of FTA, information other than that required by the referenced circular may be requested, in writing, from HARNEY HUB TRANSIT in order to investigate complaints of discrimination or resolve concerns about possible noncompliance with the Title VI requirements. The HARNEY HUB TRANSIT Title VI Complaint Coordinator is available to provide additional information as needed and to respond to any inquiry.

Record of Title VI or other Civil Rights investigations, complaints or lawsuits

To date, there have been no Title VI investigations, complaints or lawsuits.

Public Participation Plan

HARNEY HUB TRANSIT believes the public deserves options to move about the region as they please, which is why engagement with the public during the planning and delivery of projects is of high importance.

HARNEY HUB TRANSIT utilized three community outreach events in 2022 while developing its most recent coordinated transportation plan. Outreach popups were set up at the grocery stores entrance and at a senior meal event. Future outreach events could also do a popup at the Public Library.

HARNEY HUB TRANSIT provides pamphlets and information and has conversations at every public event Harney Hub participates in. An example would be the community service event held at Hines Park on August 9, 2025.

Outreach events are only one way to engage the public. HARNEY HUB TRANSIT regularly elicits feedback from riders through conversations between riders and dispatch. Drivers also interview riders for ideas and input most specifically during long out of town trips. Drivers, dispatch and our website all have ongoing surveys available to riders and the public requesting feedback. Annually our transit supervisor presents transit brochures with route information and surveys to community partners. This activity occurred August 20, 2025 most recently.

HARNEY HUB TRANSIT has found that the long-term relationships in the community and building the relationships with riders and partners has allowed HARNEY HUB TRANSIT to identify gaps and address those gaps as funding allows.

HARNEY HUB TRANSIT utilizes our STIF committee members when considering any changes to our programs. STIF committee members talk to other riders and partners about any thoughts or input they have.

By actively seeking input through conversation and relationship building HARNEY HUB TRANSIT elicits meaningful feedback on an ongoing basis. We remain engaged with riders and the community to ensure constant communication regarding service. Our relationship promotes inclusive participation of our community including low-income, minority, LEP individuals and people with disabilities.

Limited English Proficiency (LEP) Plan

HARNEY HUB TRANSIT is committed to breaking down language barriers by implementing consistent standards of language assistance across its service area.

The United States is home to millions of national origin minority individuals with Limited English Proficiency (LEP). That is, their primary language is not English

and they cannot speak, read, write or understand the English language at a level that permits them to interact effectively with recipients of Federal financial assistance.

Because language differences and the inability to effectively speak or understand English, persons with LEP may be subject to exclusions from programs or activities, experience delays or denials of services. These individuals may be entitled to language assistance with respect to a particular type of service. The federal government and those receiving assistance from the federal government must take reasonable steps to ensure that LEP persons have meaningful access to the programs, services and information t hose entities provide. This will require agencies to establish creative solutions to address the needs of this ever-growing population of individuals, for whom English is not the primary language.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training to staff, notification to LEP persons that assistance is available, and information for future plan updates. In developing the plan, Harney County Transit completed the following Four Factor Analysis:

Analysis of Factors

Factor No. 1: The number or proportion of LEP persons in the service area.

HARNEY HUB TRANSIT's jurisdiction covers Harney County Oregon, which is largely English speaking. The vast majority of the population with which we do business (individuals wishing to ride transit, transit agencies, and employers in the region) are Proficient in English. According to U.S. Census American Survey 2023 94.67% of the district's population age five and up speaks English only. Harney County has zero LEP language groups that exceed the Safe Harbor Provision of 1,000 persons or five percent of the service area population, whichever is less. Specifically:

	Harney County, Oregon	
Label	**Estimate**	
Total:	7,170	
Speak only English	6,788	94.67%
Speak English and Spanish less than "very well"	74	1.03%
Speak English and French, Haitian or Cajun less than "very well"	18	0.25%
Speak English and Germanic less than "very well"	0	0.00%
Speak English and Russian, Polish or other Slavic less than "very well"	0	0.00%
Speak English and other Indo-European less than "very well"	7	0.10%
Speak English and Korean less than "very well"	0	0.00%
Speak English and Chinese incl. Mandarin Cantonese less than "very well"	0	0.00%
Speak English and Vietnamese less than "very well"	0	0.00%
Speak English and Tagalog Filipino less than "very well"	0	0.00%
Speak English and other Asian and Pacific Island languages less than "very well"	0	0.00%
Speak English and Arabic less than "very well"	0	0.00%
Speak English and other unspecified languages less than "very well"	0	0.00%

While HARNEY HUB TRANSIT does not currently maintain non-English versions of documents, reasonable effort will be made to provide vital information to LEP individuals in the language requested.

Factor No.2: The frequency with which LEP individuals come into contact with the service.

Contacts with HARNEY HUB TRANSIT are made through its office in Burns, its website (http://harneyhub.org), its officers and its staff.

We have an average of zero calls a month that require translations.

Factor No. 3: The nature and importance of service provided by HARNEY HUB TRANSIT

HARNEY HUB TRANSIT provides important mobility management and transportation coordination service to the public.

Factor No. 4: The resources available to the recipient of the federal funds to assure meaningful access to service by LEP persons.

HARNEY HUB TRANSIT's current in-house language capabilities are English, with very limited Spanish. HARNEY HUB TRANSIT uses Certified Languages International who provide experienced staff fluent in Spanish and other languages for interpretation.

Implementation Plan

HARNEY HUB TRANSIT currently has implemented its plan and will review it annually, including any contact with LEP persons to determine the frequency of contact, the language used, and how contacts were handled.

HARNEY HUB TRANSIT identifies LEP persons in the service area by telephone contact and regional demographics. HARNEY HUB TRANSIT's Title VI Policy and Complaint Form are available on our website.

In order to comply with 49 CFR 21.9(d), HARNEY HUB TRANSIT and its sub-recipients must provide information to beneficiaries regarding their Title VI

obligations and inform beneficiaries of the protections against discrimination afforded them by Title VI. HARNEY HUB TRANSIT has established a policy statement.

HARNEY HUB TRANSIT provides materials relevant to FTA funded programs, such as outreach materials and policy documents, the Title VI and Anti-Discrimination policies in particular, on the HARNEY HUB TRANSIT website. Alternate formats are available upon request.

Notifying Beneficiaries of Their Rights under Title VI

Our website includes our Title VI policy and complaint form. The website also states the Anti-Discrimination Statement listed on page 13 of this plan. HARNEY HUB TRANSIT's Title VI policy and complaint form are also posted at HARNEY HUB TRANSIT's office (located at 17 S Alder Ave., Burns OR 97720). Individuals who believe they have been discriminated against may request a complaint form from the Transit Manager at HARNEY HUB TRANSIT's office.

Analysis of Construction Projects

Over the last three years HARNEY HUB TRANSIT has not completed any construction projects requiring an environmental assessment (EA) or environmental impact statement (EIS).

Inclusive Public Participation

Community Outreach is a requirement of Title VI. HARNEY HUB TRANSIT and its sub-recipients shall seek out and consider the viewpoints of minority and low-income populations in the course of conducting public outreach. Recipients have wide latitude to determine what specific measures are most appropriate and should make this determination based on the composition of the affected populations, the public involvement process, and the resources of HARNEY HUB TRANSIT and engaged the public in its planning and decision-making processes, as well as its marketing and outreach activities. HARNEY HUB TRANSIT also follows

public notification regulations as required by any federal funds received by HARNEY HUB TRANSIT.

Anti-Discrimination Statement/Title VI Policy

Anti-Discrimination Statement: Harney County Senior and Community Services Center DBA Harney Hub Transit is an affirmative-action, equal-opportunity employer. Public Transportation services are available to all without regard to race, color, CREED, national origin, sex, sexual orientation, age, marital status, disability, or status as a protected veteran in accordance with organization policy and applicable federal and state statutes and regulations.

HARNEY HUB TRANSIT's Title VI policy and complaint form are posted on the HARNEY HUB TRANSIT website (http://co.harney.or.us/index.php/dial-a-ride) and at HARNEY HUB TRANSIT office (located at 17 S Alder Avenue Burns OR). Individuals who believe they have been discriminated against may request a complaint form from the Transit Manager at HARNEY HUB TRANSIT's office.

Ref: FTA Circular 4702.1B Title VI and Title VI Dependent Guidelines for Federal Transit Administration Recipients.

Purpose: The purpose of this policy is to establish guidelines to effectively monitor and ensure that the Harney Hub Transit (HARNEY HUB TRANSIT) is in compliance with all FTA Title VI requirements and regulations in order to carry out the provisions of the Department of Transportation's (DOT) Title VI Regulations at 49 CFR Part 21.

Authorities: Title VI of Civil Rights Act of 1964, as amended, provides that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance.

Policy Statement: HARNEY HUB TRANSIT assures that no person shall, on the grounds of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended, be excluded from participation in, be denied the

benefits of, or be otherwise subjected to discrimination under any program or activity. HARNEY HUB TRANSIT is committed to creating and maintaining programs and services that are free of all forms of discrimination.

Responsibilities: All employees of HARNEY HUB TRANSIT shall follow the intent of these guidelines in a manner that reflects the organization's policy. Employees receiving information regarding violations of this order shall determine if there is any basis for the allegation and shall proceed with the resolution as stated in the sections *Employee Responsibility* and/or *Investigation of Complaints and Appeals Process.*

Certification and Assurance: To ensure accordance with 49CFR Section 21.7, every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program compliance with Title VI of the Civil Rights Act of 1964. This requirement shall be fulfilled when the applicant submits its annual certifications and assurances to the FTA. The text of the FTA's annual certifications and assurances is available on the FTA's Website. HARNEY HUB TRANSIT complies with this instruction annually in order to receive the FTA funding.

Providing Meaningful Access to Limited English Proficient (LEP) Persons: Title VI and its implementing regulations require that recipients of federal funds take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient. HARNEY HUB TRANSIT partners with Certified Languages International to provide translation services as necessary. HARNEY HUB TRANSIT also provides Google Translate function to our website to make complaint procedure available in all appropriate languages for LEP populations.

Employee Responsibility:

Each employee shall:

A. Ensure that there are no barriers to service or accommodation that would prevent usage or access to services.

B. Train subordinates as to what constitutes discrimination and barriers to access.
C. Take prompt and appropriate action to avoid and minimize the incidence of any form of discrimination.
D. Notify the Executive Director in writing of the circumstances surrounding any reported allegation of discrimination no later than the next business day.

Notification of compliance with Title VI

In order to comply with 49CFR Section 21.9(d) HARNEY HUB TRANSIT has posted information for the public regarding the Title VI obligations and protections against discrimination afforded to the public by Title VI on the HARNEY HUB TRANSIT Website. HARNEY HUB TRANSIT has also posted the following notice of compliance with Title VI, which is visible to the public at the HARNEY HUB TRANSIT office and directs the public to the HARNEY HUB TRANSIT website and to the appropriate phone number to inquire for more information. Additionally, this information is available upon request.

Notifying the Public of Rights Under Title VI
Harney Hub Transit

HARNEY HUB TRANSIT operates its programs and services without regard to race, color, and national origin in accordance with the Title VI of the Civil Rights Act of 1964. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Harney Hub Transit.

- For more information on the HARNEY HUB TRANSIT's civil rights program, and the procedures to file a complaint, contact 541-573-3030; email lisa@harneyhub.org; or visit our office at: 17 S Alder Avenue, Burns OR 97720
- For more information, visit http://harneyhub.org If information is needed in another language, contact 541-573-3030
- Notices are posted at the window of the Harney Hub Transit office located at 17 S Alder Ave. Burns OR 97720

Harney County

Statewide Transportation Improvement Fund

Advisory Committee Members

May 21, 2025

Name	Interest	Appointment Date
Darlene Needham - Caucasian	Public Transportation Service Provider	8/23/2018
Kathie Oatman- Caucasian	Represent people with disabilities	8/23/2018
Lisa Moody- Caucasian	Transit provider	9/18/2019
Pete Runnels- Other	Local School District	8/23/2018
James Leffler- Caucasian	Transit User/Person with Disabilities	5/21/2025
Angie Temple- Other	Representative Developmental disabilities	11/30/2020
Beverly Bowers- Caucasian	Transit User/Individual 65+	9/12/2022
Wes Jones- Caucasian	Transit User/Veteran/ Individual 65+	9/12/2022
Linda Kaesemeyer-Caucasian	Individual 65+	8/23/2018
Angela Lamborn-Other	Non-Profit providing trans	8/23/2018

HARNEY HUB TRANSIT is located in a population that is +/- 98% white. The minorities represented on the committee currently are Basque, which is a minority population located in the county and active on boards and committees. Openings to the committee are advertised to all riders and local partners including the Burns Paiute Tribe. All community members including minorities are encouraged to participate.

Consolidated Civil Rights Complaint Form

CONSOLIDATED CIVIL RIGHTS COMPLAINT FORM

Harney Hub Transit
17 S Alder Ave
PO Box 728
Burns OR 97720
Phone: 541-573-3030
Fax: 541-573-6025

Your name	Phone	Alternative phone
Street address	City, State	Zip Code

Person(s) discriminated against (if different than the preparer of this form)		
Street address	City, State	Zip Code

I believe that I (or the person(s) listed above) has been discriminated against on the basis of:					
	Race (title VI)		Color (Title VI)		National Origin (Limited English Proficiency) (Title VI)
	Disability (ADA)				

Please describe the alleged discrimination incident. Provide the names and titles of all employees involved, if available. Explain what happened and whom you believe was responsible. Please use the back of this form if more space is required. **NOTE: This form consolidates information required by multiple federal civil rights programs. Information will be shared based on the type of discrimination identified above. Title VI of the**

Civil Rights Act covers Race, Color, and National Origin complaints ONLY. Americans with Disabilities Act covers Disability complaints.					
Date of Incident:					
Have you filed this complain with any other federal, state or local agency?			YES		NO
If yes, Agency Name					
Agency Address					
Agency Contact Name (if available)					

I affirm that I have read the above charge and that it is true to the best of my knowledge, information and belief.

Signature: _____ Date: _____

Print Name: _____

Addendum 1

Your Rights under Title VI of the Civil Rights Act and the Americans with Disabilities Act (ADA)

Harney Hub complies with the Civil Rights Act of 1964, the Americans with Disabilities Act, and other federal nondiscrimination authorities. These authorities prohibit discrimination based on race, color, national origin, age, disability, sex, income level, and Limited English Proficiency in Harney Hub's programs, activities, services, operations, delivery of benefits, and opportunities to participate.

To ensure equitable access, Harney Hub provides accessibility aids, translation, and interpretation services for all public events and vital documents, free of charge, upon request. You can obtain these services by providing reasonable advance notice.

- Need Title VI or ADA related assistance or information?
- Need translation of a Harney Hub publication?
- Need interpretation for a Harney Hub event or activity?
- Need an accessibility aid for a Harney Hub event or activity?
- Need to submit a discrimination or accessibility complaint?

Please contact the Harney Hub Civil Rights Officer

Title VI and ADA Program Officer
Lisa Moody – lisa@harneyhub.org
Phone: 541-573-3030. For an Interpreter: 711
Fax:541-573-6025