

# Cortland County TITLE VI Plan

Date Adopted: December 18, 2025

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

The County of **Cortland** receives FTA Section 5311 funding for Mobility Management and Central Regional Transportation Authority provides fixed route service and paratransit service for the counties of **Onondaga, Oswego, Cayuga, Cortland, and Oneida counties**. Cortland County offers seven routes that operate Monday through Friday, 6am-6pm. The fare is \$1 each way for fixed route service and \$2 each way for Call-A-Bus paratransit service.

## B. Cortland County TITLE VI PLAN

As a subrecipient to NYSDOT receiving Federal Transit Administration Section 5311 funds, Cortland County 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 prior to submission to NYSDOT. (Board approval is not required if the subrecipient does not have a Board.)

The Cortland County shall update its Title VI plan every three years and present the updated plan to NYSDOT for their review and approval.

## B1. Cortland County TITLE VI Policy

The Cortland County 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 Cortland County and NYSDOT and third-party contractors.

For more information on Cortland County's Title VI program contact:

**Trisha Hiemstra**  
**Title VI Coordinator**  
Director of Planning Department  
60 Central Ave  
Cortland, NY, 13045  
(607) 756-3404  
Thiemstra@cortlandcountyny.gov

## B2. Title VI Public Notice

The Cortland County's Notice to the Public is posted in the following locations:

- Agency website at: [www.cortlandcountyny.gov](http://www.cortlandcountyny.gov)
- Public areas of the agency office: Planning Department 60 Central Ave RM 131, Cortland, NY 13045
- Inside transit vehicles

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

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

For information on Cortland County's Title VI policy or to obtain the Title VI complaint form and procedures visit our website at [www.cortlandcountyny.com](http://www.cortlandcountyny.com). Or contact:

**Trisha Hiemstra**

Cortland County Planning Department  
60 Central Ave RM 131  
Cortland, NY, 13045  
(607) 756-3404

[thiemstra@cortlandcountyny.gov](mailto:thiemstra@cortlandcountyny.gov)

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) 756-3404

### B3. Title VI Complaint Procedures and Complaint Form

The Cortland County's Title VI Complaint Procedure is available in the following locations:

- Agency website at: [www.cortlandcountyny.com](http://www.cortlandcountyny.com)
- Hard copy in the central office
- In client intake materials
- Other (describe)

Anyone who believes they have been discriminated against on the basis of 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.

Cortland County  
Trisha Hiemstra  
60 Central Ave RM131  
Cortland, NNY 13045  
(607) 756-3404  
[thiemstra@cortlandcountyny.gov](mailto:thiemstra@cortlandcountyny.gov)

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

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

1. Acknowledge receipt of the complaint within 10 days (*Appendix C*)
2. Determine if the Cortland County 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 Cortland County is not contacted by the complainant 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 Cortland County 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 Cortland County enables the agency to properly investigate the complaint. 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 Cortland County at (607) 756-3404

*Si se necesita informacion en otro idioma por favor contacto, (607) 756-3404*

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

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

**Reporting Period:**

**2023**

**2024**

**2025**

**Check One:**

There have been no investigations, complaints and/or lawsuits filed against Cortland County during the reporting period.

X

There have been investigations, complaints and/or lawsuits filed against Cortland County. *See list below.*

	<b>Date</b> (Month, Day, Year)	<b>Summary</b> (include basis of complaint: race, color, national origin)	<b>Status</b> (open/closed)	<b>Disposition</b> (finding/no finding)
<b>Complaints</b>				
1.	11/20/2023	A man boarded Route 3 and had very large bags. The driver refused to move until he got off the bus due to the size of his bags. He believed he was discriminated based on race and color.	Closed	No Finding
2.				
3.				
<b>Investigations</b>				
1.				
2.				
3.				
<b>Lawsuit</b>				
1.				
2.				
3.				

## **B5. Public Involvement Process**

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

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

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

1. Post public involvement notifications on transit vehicles, Cortland County office building, and on the Cortland County website.
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 language(s) 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, Cortland County conducted the following public involvement outreach (emails, website posting, media outlets, in-person, virtual) sessions:

Not applicable; Cortland County is a closed door service provider.

<b>Event Name</b>	<b>Date (Month, Day, Year)</b>	<b>Brief Description of Event Purpose</b>	<b>Outcome Methods</b>	<b>Summary of Attendance</b>
<b>Community Conversation &amp; Dinner</b>	<b>August, 26, 2025</b>	<b>Explore the key transportation gaps and barriers identified in the Cortland County Mobility &amp; Accessibility Plan and review the strategic priorities and solutions designed to improve access for all residents.</b>	<b>Learning and awareness; engagement and feedback</b>	<b>20 Community Participants</b>
<b>Mental Health Department Focus Group</b>	<b>June 18, 2025</b>	<b>Discuss transportation challenges in your area, as well as other transportation topics that come up.</b>	<b>Learning and awareness; engagement and feedback about transportation barriers</b>	<b>10 Horizon House Participants</b>
<b>Age Well Center Community Conversation</b>	<b>June 17, 2025</b>	<b>Discuss transportation challenges in your area, as well as other transportation topics that come up.</b>	<b>Learning and awareness; engagement and feedback about transportation barriers</b>	<b>9 Community Participants</b>
<b>Community Conversation in Marathon, NY</b>	<b>April 22, 2025</b>	<b>Discuss transportation challenges in your area, as well as other transportation topics that come up.</b>	<b>Learning and awareness; engagement and feedback about transportation barriers</b>	<b>9 Community Participants</b>
<b>Community Conversation in Access to Independence</b>	<b>April 1, 2025</b>	<b>Discuss transportation challenges in your area, as well as other transportation topics that come up.</b>	<b>Learning and awareness; engagement and feedback about transportation barriers</b>	<b>11 Community Participants</b>

## 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, Cortland County will take reasonable steps to ensure meaningful access to our programs and activities by LEP persons.

In order to ensure meaningful access to Cortland County programs and activities, we shall use the information obtained in the Four Factor Analysis to determine the specific language services that are appropriate to provide to access the transit services. A careful analysis of the clientele and potential clientele we serve will determine if we communicate effectively with LEP persons and the language spoken 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 Cortland County transit service.
2. The frequency with which LEP persons come into contact with Cortland County.
3. The nature and importance of Cortland County 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 Cortland County has conducted a Four Factor Analysis<sup>1</sup> 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 Cortland County 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 Cortland County service area covers Cortland County in New York and the Human Service – Public Transportation Coordination Plan does not identify language groups that meet the threshold for translation of key materials.

The transit specific language assistance survey indicates the ridership primarily speaks English. No other language rose to the level of having a limited English proficient population that uses the transit services.

**Factor 2: Frequency** | Frequency with which LEP people come into contact with Cortland County

Based on the results of the number or proportion of the LEP population(s), specifically served or could be served by Cortland County transit service, Cortland County we know that less than 5% of the transit service population we serve speak English less than very well. Cortland County will

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<sup>1</sup> DOT LEP guidance <https://www.transportation.gov/civil-rights/civil-rights-awareness-enforcement/dots-lep-guidance>

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 Cortland County transit services to LEP population

The Cortland County'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 Cortland County LEP population, Cortland County 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 and the inclusion of Google translate toolbar to our website. To supplement these resources, Cortland County may also retain the services of an interpreter, translate vital documents, and utilize community volunteers. After analyzing the Cortland County budget and reviewing available resources, cost associated to meet language assistance needs of the LEP population will be incurred for retaining an interpreter and translating vital documents.

### ***Providing Language Assistance Services***

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

Cortland County annually identifies the language capabilities and language assistance needs of our ridership. Should Cortland County have more than 5% of persons in a specific language group that requires language assistance, Cortland County 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 Cortland County will monitor the effectiveness of the language assistance to determine if enhancements on the methods (translating vital documents, interpretations and website) is required to better communicate with the LEP population. As a part of this process, the Cortland County will incorporate components that encourages feedback from customers on their experience with the implementation of the Language Assistance Plan. Based on the input received, Cortland County 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, Cortland County 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**

Cortland County employees are oriented on the principles of Title VI and language assistance. New employees will be provided guidance on the needs of clients served and how best to 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 review of the following Title VI program components:

1. Title VI Notice to the Public
2. Title VI complaint procedures and form
3. Complaint log
4. LEP (Four Factor Analysis and Language Assistance Plan)

If an employee needs further assistance related to LEP individuals, they will work with the Cortland County'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 Cortland County is the Transportation Advisory Committee. The representation of membership by racial breakdown is shown in the table below.

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

<b>Body</b>	<b>Caucasian</b>	<b>Hispanic</b>	<b>African American</b>	<b>Asian American</b>	<b>Native American</b>	<b>Two or More Races</b>
Transportation Advisory Committee	100%	0%	0%	0%	0%	0%

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

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

## **B8. Recordkeeping and Reporting**

Cortland County maintains records related to the agency's implementation of Title VI program, including records of the Title VI Plan Legislative Board adoption, records of Title VI staff training, public involvement activities, complaints, investigations, language assistance services and other implementation activities.

Cortland County shall update the Title VI Plan, every three years and submit the plan 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 Cortland County will review its Title VI Plan at least once every three years to determine if modifications are necessary. The Cortland County directly operates program 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</b> <b>Responsible</b>	<b>Remarks</b>
September 23, 2021	Adopted and distributed	Trisha Hiemstra	Verified intake materials, postings. Verified all employees received Title VI training and copies of Title VI policy.
September 26, 2022	Annual review of implementation	Trisha Hiemstra	Verified all new employees received training and copies of Title VI policy. Verified intake materials and postings.
September 25, 2023	Annual review of implementation	Trisha Hiemstra	Verified all new employees received training and copies of Title VI policy. Verified intake materials and postings.
October 24, 2024	Updated plan, adopted and distributed	Trisha Hiemstra	Verified all employees received training and copies of Title VI policy. Verified intake materials, postings

### ***Program Monitoring***

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

## B10. Facility Location Equity Analysis

As a subrecipient of federal funds, Cortland County 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 Cortland County 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, prior to 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 about whether a disparate impact occurs on the basis of 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, Cortland County 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.

The below is intended to provide direction to the reader as to whether Cortland County was required to, completed, and included a Title VI equity analysis with this Title VI Plan update.

Did Cortland County construct, expand or acquired a facility in the past three years?

- No.** Cortland County has not constructed, expanded or acquired a facility.
- Yes.** Cortland County did (construct, expand, acquire) a facility and completed a Title VI equity analysis to compare the equity impacts of various siting alternatives.

Does Cortland County plan to construct, expand or acquire a facility in the next three years?  
(check the box next to the appropriate response below)

- No.** Cortland County does not plan to construct, expand or acquire a facility.
- Yes.** Cortland County 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. 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**

## Cortland County Title VI Plan Board Approval

On behalf of the Cortland County Legislature, we the Legislature have reviewed and adopted the Cortland County Title VI plan. We the Legislature 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 Cortland County 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:** 1/01/2026

**Adopted:** 12/18/2025

***Adopted By:*** Cortland County Legislature

***Revised:*** N/A

***Adopted By:*** Cortland County Legislature

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

**Option 1: Title VI Complaint Form**

**Cortland County Title VI 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:				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
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.**

_____	_____
<b>Signature</b>	<b>Date</b>

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

Cortland County  
 Trisha Hiemstra  
 60 Central Ave RM 131  
 Cortland, NY 13045  
 thiemstra@cortlandcountyny.gov

*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.*

**Option 2: Title VI and ADA Complaint Form**

**Cortland County 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:				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin <input type="checkbox"/> Disability				
Date of Alleged Discrimination (Month, Day, Year): _____				
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.**

_____	_____
<b>Signature</b>	<b>Date</b>

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

Cortland County  
 Trisha Hiemstra  
 60 Central Ave RM 131  
 Cortland, NY 13045  
 Thiemstra@dcortlandcountyny.gov

*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 Cortland County 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) 765-3404 or in writing to Cortland County 60 Central Ave RM 131, Cortland, NY 13045.

Sincerely,

Trisha Hiemstra

Title VI Coordinator

60 Central Ave RM 131, Cortland, NY13045

## **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 Cortland County 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.

Cortland County has analyzed the materials and facts pertaining to your case. There was no evidence identified that a violation of your Title VI rights were 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,

Trisha Hiemstra

Title VI Coordinator

60 Central Ave RM 131, Cortland, NY 13045

(607) 756-3404

## **APPENDIX E: Title VI Complaint Letter of Finding**

Date

Name

Address

City, State Zip

Dear Name:

The matter referenced in your letter dated \_\_\_\_\_ against Cortland County alleging Title VI violation has been investigated. The investigation determined non-compliance by Cortland County 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,

Trisha Hiemstra

Title VI Coordinator

60 Central Ave RM 131, Cortland, NY 13045

(607) 756-3404

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

## Option 1: Title VI Notice to the Public

### Notifying the Public of Rights under Title VI

#### Cortland County

The **Cortland County** operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the **Cortland County**.

For more information on the **Cortland County**'s program, and the obligations and procedures to file a complaint, **Trisha Hiemstra (607) 756-3404;** email [thiemstra@cortlandcountyny.gov](mailto:thiemstra@cortlandcountyny.gov); or visit our office at **Cortland County 60 Central Ave RM 131, Cortland, NY 13045**. For more information on how to contact **Cortland County** to find out about Title VI, visit [www.cortlandcountyny.gov](http://www.cortlandcountyny.gov)

A complainant may file a complaint directly with **Cortland County** TITLE VI Coordinator by following the **Cortland County** complaint procedures 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) 756-3404.

*Si necesita información en otra idioma, por favor contacto (607) 765-3404.*

## Option 2: Title VI and ADA Notice to the Public

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

#### Cortland County

The **Cortland County** operates its programs and services without regard to race, color, and national origin, in accordance with Title VI of the Civil Rights Act of 1964, and for persons with disabilities under 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 **Cortland County**.

For more information on the **Cortland County**'s program, and the obligations and procedures to file a complaint, **Trisha Hiemstra (607) 756-3404;** email [thiemstra@cortlandcountyny.gov](mailto:thiemstra@cortlandcountyny.gov); or visit our office at **Cortland County, 60 Central Ave RM 131, Cortland, NY 13045.** For more information on how to contact **Cortland County** to find out about Title VI, visit [www.cortlandcountyny.gov](http://www.cortlandcountyny.gov).

A complainant may file a complaint directly with **Cortland County** TITLE VI Coordinator by following the **Cortland County** complaint procedures 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)765-3404.

*Si necesita información en otra idioma, por favor contacto (607)765-3404.*