

Title VI Plan for Open-Door Services

Updated: 2026



County of Sullivan

Title VI Plan for Open-Door Services

Date Adopted: Month Day, Year

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

Sullivan County provides public and demand response transportation within Sullivan County NY. The public transportation service is a fixed route system with complementary paratransit service. The demand response service requires advanced scheduling. Service is operated for all residents of the County for all trip purposes such as personal business, medical, social and recreational trips. While the majority of the demand response riders are older adults or riders who have a disability, all riders are served. The public transportation service is for everyone. There are no fares, however, contributions are accepted for the demand response service. Sullivan County is a subrecipient of FTA 5311 funding through NYSDOT to acquire transit vans and operate open-door transit service. Matching funds are provided by State Transit Operating Assistance (STOA) and general funds.

B. COUNTY OF SULLIVAN TITLE VI PLAN

As a subrecipient to NYSDOT receiving Federal Transit Administration Section 5311 funds, the Title VI Plan of the County of Sullivan complies 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. (Board approval is not required if the subrecipient does not have a Board.)

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

B1. County of Sullivan TITLE VI Policy

The County of Sullivan 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 NYSDOT and the County of Sullivan and any related agreements the agency may have with third-party contractors.

For more information on the County of Sullivan's Title VI program, contact:

Ramon Wilson, Executive Director
Human Rights Commission
Title VI Coordinator
100 North Street
PO Box 5012
Monticello, NY 17201
845-807-0189
Ramon.Wilson@sullivanyny.gov

For more information, please visit our website at www.sullivanyny.gov

B2. Title VI Public Notice

The County of Sullivan's Notice to the Public is shown in Appendix 6 and is posted in the following locations:

- ☒ Agency website at: www.countyofsullivan.org
- ☒ Public areas of the agency office (County of Sullivan Government Center, Public Health, Community Services, Care Center at Sunset Lake, Division of Family Services)
- ☒ Inside transit vehicles (required by NYSDOT)

B3. Title VI Complaint Procedures and Complaint Form

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

- ☒ Website: www.sullivanyny.gov
- ☒ Hard copy in the central office
- ☒ In client intake materials

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 2*) to the address below.

Ramone Wilson, Executive Director
Human Rights Commission
Title VI Coordinator
100 North Street
PO Box 5012
Monticello, NY 17201
845-807-0189
Ramone.Wilson@sullivanyny.gov

For more information, please visit our website at www.sullivanyny.gov

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

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

1. Acknowledge receipt of the complaint within 10 days (*Appendix 3*)
2. Determine if the County of Sullivan 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 County of Sullivan 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 County of Sullivan will issue one of two letters to the complainant: a closure letter or a letter of finding.

1. A **closure letter** summarizing the allegations and stating that there was no Title VI violation and that the case will be closed. (*Appendix 4*)
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 5*)

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 County of Sullivan 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, contact the County of Sullivan at (845)807-0485.

Si se necesita información en otro idioma, por favor contacto (845)807-0485.

B4. Transit Related Title VI Complaints, Investigations and Lawsuits

The County of Sullivan maintains a log of all Title VI complaints, investigations, and lawsuits pertaining to its transit-related activities since the last Title VI plan update.

Check One:

- ☒ There have been no investigations, complaints and/or lawsuits filed against the County of Sullivan during the reporting period of 2023, 2024 and 2025
- ☐ There have been investigations, complaints and/or lawsuits filed against the County of Sullivan. See *list below*.

Sample of Title VI Tracking Log

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

B5. Public Involvement Process

Strategies and Desired Outcomes

This section describes how the County of Sullivan disseminates vital agency information and engages the public in the transit service decision-making process. We seek out and consider the input and needs of interested parties and groups traditionally underserved by transportation systems. These groups 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 the County of Sullivan's decision-making process, the County of Sullivan implements early, frequent and continuous engagement for public involvement. The engagement methods include and are not limited to:

1. Posting public involvement notifications on transit vehicles, the County of Sullivan building, and on the County of Sullivan website.
2. Provide professional interpreters in the language(s) spoken by the targeted LEP population(s).

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

Summary on Public Involvement Activity

Since the last Title VI plan update, the County of Sullivan conducted the following public involvement outreach (emails, website posting, media outlets, in-person, virtual) sessions:

Event Name	Date (Month, Day, Year)	Brief Description of Event Purpose	Communication Methods to Notify Public	Summary of Attendance
Coordinated Transportation Plan	July – December, 2025	Gather input to update plan	Phone interviews; focus groups; community surveys; social media	4 focus groups; 8 phone interviews with employers and human service providers; 460 community survey responses
Office for the Aging Public Hearing	October 15, 2025	Bring seniors and other community members to receive information and provide feedback on services	Social media; print media; Office for the Aging newsletter	125 attendees
Founder's Day Street Fair	July 12, 2025	Tabling event at annual community fair	Social media; flyers; newsletter	120 people
Center for Discovery Career & Community Fair	April 2, 2025	Tabling event to outreach to Center staff who serve individuals with disabilities	Center did all communication	150 people

B6. Language Assistance Plan

Title VI of the Civil Rights Act of 1964, Executive Order 13166, and various directives from the US Department of Justice (DOJ) and US Department of Transportation (DOT) require federal aid recipients to take reasonable steps to ensure meaningful access to programs, services and activities by those who do not speak English proficiently.

To determine the extent to which LEP services are required and in which languages, the law requires the analysis of four factors that describes the **demographic** characteristics of our service area, the **frequency** with which riders use our services, and the **importance** of our transportation services. These three factors identify the need for language assistance and are balanced with a fourth factor, that of the available resources with which to provide language assistance to result in an assistance plan to address the identified needs in the LEP population(s) served.

Sullivan County's demand response transportation serves a small number of individuals. Customers are known to the services and the collected internal data assists in determining if there are language assistance needs. The 2025 Sullivan County Coordinated Transportation Services Plan provides the data necessary to determine the needs for the public fixed route service. Through the plan and daily contact with riders we are aware of the different language needs of the communities that utilize the service.

Factor 1 DEMOGRAPHY

The number or proportion of LEP persons eligible to be served or likely to be encountered by the County's programs, services or activities.

The County of Sullivan utilizes data provided by the United States Census Bureau to determine the percentage of LEP individuals in the service area. The County is aware that such statistical data can be outdated or inaccurate. Therefore, the County will utilize other sources of information such as, social services agencies and other appropriate means to determine the proportion of LEP served by those entities. The most recent data shows the following populations in Sullivan County.

(Insert a simple table. Maybe take it from your coordinated plan)

The 2025 Coordinated Transportation Plan confirmed that the areas served represents the populations with the most needs including the highest percentages of LEP. Sullivan County regularly monitors language assistance requests and works closely with communities to ensure that their needs are met to the best of our ability.

Factor 2 FREQUENCY

The frequency with which LEP individuals come in contact with these programs, services or activities.

Many of the riders of the County of Sullivan's services use the services daily, especially those who use the service to go to work. Our typical rider uses the fixed route service an average of XX days per week (*or month if that is a better measure*).

The County accommodates LEP individuals. Data is collected on an annual basis on the number of requests received for translation or interpretation of County programs, services and activities. The collected data from 2025 shows:

Language	Number of Requests	Comments
Spanish	15 formal requests; drivers also report occasional needs for translation	The most common request is for our riders guide, which we have translated.
Mandarin	2	Provided an interpreter
Russian	1	Used translator application for lost and found item.

Factor 3 IMPORTANCE

The nature and importance of the program, service, or activity to people's lives;

The County believes transportation is important to the public. The County currently provides access to shopping centers twice a week. The County will continually develop and update information in the most prominent foreign languages including, but not limited to bus schedules, advertised County special events, public meetings and nondiscrimination and accessibility-oriented policies.

The County of Sullivan's services are critical to the lives of its residents/visitors, enabling them to participate as fully as possible in the community, interact and socialize with others, and carry out the activities of daily living.

Factor 4 RESOURCES AND COSTS

The resources available to the County and the likely costs of the LEP services.

To meet the language assistance needs of our County of Sullivan LEP population, the County of Sullivan utilizes readily available resources and works to strengthen our partnership with other organizations our riders engage with. The County of Sullivan has staff available to provide oral interpretation as needed. Other readily available resources include bilingual staff, the inclusion of Google translate toolbar to our website and use of other translation applications, and the NY Office on Aging Services language assistance tools.

Since the last Title VI plan update, the County of Sullivan has added to our existing language support to meet the needs of our residents/visitors.

The County of Sullivan has staff whom receive stipends and are available to provide translation services. A list of these staff members is included as Attachment 1 to this document. The County also has a Division of Community Resources, Division of Planning and Environmental Management, Department of Community Services, Division of Health and Family Services and a Sheriff's Department, all of which can assist with the goals of this plan.

Current analyses of these factors suggest minimal LEP services are required at this time. Therefore, the County has committed to the following:

- Maintain a list of employees who competently speak other languages and who are willing to provide translation and/or interpretation services. (See Attachment 1)
- Distribute this list to staff that regularly have contact with the public.
- Provide notification of the availability of LEP assistance in public meeting notices and on public involvement event signage.
- Translate essential documents into Spanish as data collected indicates this to be the most prevalent language used other than English.

As the County' community profile continues changing, the constant analysis of the four factors may reveal the need for more or varied LEP services in the future. As such, the County will annually examine its LEP plan to ensure it remains reflective of the community's needs.

Results of the Four Factor Analysis

As a result of the four-factor analysis, a written Language Assistance Plan is not required. However, reasonable attempts will be made to accommodate any persons encountered who require written translation or oral interpretation services. Our agency will do this at no cost to the program clientele. Further, we will work with other agencies to identify resources that will effectively meet the needs of LEP individuals.

During the registration process for demand response services, the County of Sullivan is able to identify non-English speaking clients with whom we have frequent contact; and therefore, have language assistance tools or staff available to provide oral interpretation. Through the 2025

Coordinated Transportation Plan we know that the LEP population is primarily found in or near the most populated centers. The fixed routes were designed with this in mind.

Providing Language Assistance Services

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

Updating the Language Assistance Plan

The County of Sullivan identifies the language capabilities and language assistance needs of our ridership every time the Title VI plan is updated. Should the County of Sullivan have more than 5% of persons in a specific language group that requires language assistance, the County of Sullivan 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. If no change in language assistance needs occurs, the Language Assistance Program will at a minimum be updated during the Title VI plan update.

Training Employees to Provide Language Assistance

The County of Sullivan employees are oriented on the principles of Title VI and language assistance at hire and when the Title VI plan is updated. New employees will be provided guidance on the needs of clients served and how best to meet their language needs. 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 and Language Assistance Plan

If an employee needs further assistance related to LEP individuals, they will work with the County of Sullivan'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 County of Sullivan does not have an active, transit-related committee or advisory council.

B8. Recordkeeping and Reporting

The County of Sullivan maintains records related to the agency's implementation of Title VI program, including records of the Title VI Plan adoption and approval (see section B5), records of Title VI staff training, public involvement activities, complaints, investigations, language assistance services and other implementation activities.

The County of Sullivan 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 training at new employee orientation and every time the plan is updated. The County of Sullivan will review its Title VI Plan at least once every three years to determine if modifications are necessary. The County of Sullivan directly operates and subcontracts the operation of some 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.

Program Monitoring

The County of Sullivan will monitor the effectiveness of the Title VI program through the feedback from clientele, employees, general public and other agencies (NYSDOT, FTA). The County of Sullivan 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, the County of Sullivan understands we are required to conduct a Title VI equity analysis when planning to acquire land to construct a new transportation facility or expand an existing transportation facility to ensure the location is selected without regard to race, color, or national origin. 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 land acquired to construct a new facility that do not receive direct federal funding (as long as the County of Sullivan 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 land acquired to construct a new facility, the County of Sullivan 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 the County of Sullivan was required to, completed, and included a Title VI equity analysis with this Title VI Plan update.

Did the County of Sullivan acquire land to construct a transportation facility in the past three years? *(check the box next to the appropriate response below)*

☒ No. The County of Sullivan has not acquired land to construct a transportation facility.

☐ Yes. The County of Sullivan did acquire land to construct a new transportation facility and completed a Title VI equity analysis to compare the equity impacts of various siting alternatives.

Does the County of Sullivan plan to acquire land to construct a new transportation facility in the next three years? *(check the box next to the appropriate response below)*

☒ No. The County of Sullivan does not plan to acquire land to construct a new transportation facility.

☐ Yes. The County of Sullivan plans to acquire land to construct a new transportation facility.

C. LIST OF APPENDICES

1. Documentation of Board Approval
2. Title VI Complaint Form
3. Letter Acknowledging Receipt of Title VI Complaint
4. Title VI Complaint Letter of Closure
5. Title VI Complaint Letter of Finding
6. Title VI Notice to the Public

APPENDIX 1: Documentation of Board Approval

County of Sullivan Title VI Plan Board Approval

On behalf of the County of Sullivan, we the Legislative body have reviewed and adopted the County of Sullivan Title VI plan. County Legislators 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 County of Sullivan 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: INSERT DATE

Adopted: INSERT DATE

Adopted By: Resolution of the XX Committee

Revised:

Adopted By: County of Sullivan Legislative Resolution #

APPENDIX 2: Title VI Complaint Form

County of Sullivan 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): ☐ Race ☐ Color ☐ National Origin ☐ Disability				
Date of Alleged Discrimination (Month, Day, Year): _____				
Agency name complaint is against: _____				
Location of where the alleged discrimination occurred:- _____				
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.				

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

Agency:	
Address:	
Telephone:	

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 by mail, email or in person to the address below.

County of Sullivan
 Ramone Wilson
 Title VI/ADA Coordinator
 100 North Street
 Monticello, NY 12701
 845-807-0189

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 3: 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 the County of Sullivan alleging _____.

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by contacting our office at (845)807-0189 or in writing to the County of Sullivan, Human Rights Commission, 100 North Street, Monticello, NY 12701, or at the email below.

Sincerely,

Ramone Wilson, Executive Director
Sullivan County Human Rights Commission
Title VI Coordinator
100 North Street, PO Box 5012
Monticello, NY 12701
845-807-0189
Ramone.Wilson@sullivanny.gov

APPENDIX 4: Title VI Complaint Letter of Closure

Date

Name

Address

City, State Zip

Dear Name:

The matter referenced in your Title VI complaint dated _____ against the County of Sullivan 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 been violated. As you know Title VI prohibits discrimination based on race, color, or national origin in any program receiving federal financial assistance.

The County of Sullivan has reviewed and 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,

Ramone Wilson, Executive Director
Sullivan County Human Rights Commission
Title VI Coordinator
100 North Street, PO Box 5012
Monticello, NY 17201
845-807-0189
Ramone.Wilson@sullivanny.gov

APPENDIX 5: Title VI Complaint Letter of Finding

Date

Name

Address

City, State Zip

Dear Name:

The matter referenced in your letter dated _____ against the County of Sullivan alleging Title VI violation has been investigated. The investigation **determined non-compliance** by the County of Sullivan 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,

Ramone Wilson, Executive Director
Sullivan County Human Rights Commission
Title VI Coordinator
100 North Street, PO Box 5012
Monticello, NY 17201
845-807-0189
Ramone.Wilson@sullivanny.gov

APPENDIX 6: Title VI Notice to the Public



Notifying the Public of Rights under Title VI and the ADA

Non-Discrimination Notice to the Public

COUNTY OF SULLIVAN

Title VI of the Civil Rights Act of 1965 prohibits discrimination on the basis of race, color or national origin in programs and activities receiving federal financial assistance. Specifically, Title VI provides that “no person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance” (42 USC Section 2000d).

Sullivan County is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B. If you feel you are being denied participation in or being denied benefits of the transit services by Sullivan County, or otherwise being discriminated against because of your race, color or national origin, you may contact:

Ramone Wilson, Executive Director
Sullivan County Human Rights Commission
Title VI Coordinator
100 North Street, PO Box 5012
Monticello, NY 17201
845-807-0189
Ramone.Wilson@sullivanny.gov

Timeframe: Complaints must be filed in writing within 180 days of the alleged incident.

Alternative Procedure: A complaint can also be filed directly with the Federal Transit Administration (FTA) Office of Civil Rights, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC 20590.

If information is needed in another language, please contact (845) 807-0485.

Si se necesita información en otro idioma, por favor contacto 845-807-0189.

APPENDIX 7: COUNTY OF SULLIVAN INTERPRETATION SERVICES 2026

<u>LANGUAGE</u>	<u>EXTENSION</u>	<u>DEPARTMENT</u>
<u>ARABIC</u> Harb, Jack	Ext. 0720	Sheriff's Office (Patrol)
<u>FRENCH</u> Corelli, Jade	Ext. 0677	District Attorney's Office
<u>HAITIAN/CREOLE</u> Desmond, Daniel James	Ext. 2409	Dept. of Family Services
<u>KOREAN</u> Ionta-Tocco, Rose	Ext. 0720	Sheriff's Office (Patrol)
<u>POLISH</u> Janczy, Beata Sandlewski, Kacper	Ext. 2363 Ext. 0528	Dept. of Family Services Planning & Community Dev.
<u>PORTUGUESE</u> Gouveia, Ana Linares-Rivas, Stephanie	Ext. 0709 Ext. 2241	County Clerk's Office (DMV) Public Health Services
<u>ROMANIAN</u> Buiciuc, Nicoleta	Ext. 2484	Dept. of Family Services
<u>RUSSIAN</u> Ledvin, Lina	Ext. 2048	Dept. of Community Services
<u>SPANISH</u> **Acevedo, Ericka Andino, James Barbato, Ginette Barragan, Evelyn **Betancourt, Christine **Bravo-Colon, Roberto **Burbano Aguirre, Cinthia Burkle, Pepsine Caraballo, Antonia Carcamo, Michael **Decker, Crystal Desmond, Daniel James Diaz, Norberto Diaz, Thalia Dolgas, Rosana Doran, Daiana **Fuentes, Riccy Galeas, Alexa	Ext. 2222 (845)292-8640, 0 Ext. 2204 Ext. 0720 Ext. 0709 Ext. 2465 Ext. 2492 Ext. 0423 Ext. 0720 Ext. 0720 Ext. 2330 Ext. 2409 Ext. 2308 Ext. 0408 Ext. 2013 Ext. 0720 Ext. 2397 Ext. 0409	Public Health Services Adult Care Center Public Health Services Sheriff's Office County Clerk's Office (DMV) Dept. of Family Services Dept. of Family Services County Clerk's Office Sheriff's Office (Civil Div) Sheriff's Office (Corrections) Dept. of Family Services Dept. of Family Services Dept. of Family Services Board of Elections Dept. of Community Services Sheriff's Office (Patrol) Dept. of Family Services Board of Elections

**Gouveia, Ana	Ext. 0709	County Clerk's Office (DMV)
Ludemann, Valerie	Ext. 2182	Dept. of Community Services
**Mareth, Betty Jo	Ext. 2446	Dept. of Family Services
**Mendez-Alvarez, Carolyn	Ext. 2440	Dept. of Family Services
Nava, Sandra	Ext. 0407	Board of Elections
Noel, Wanda	Ext. 2231	Public Health Services
**Peruchet, Catalina	Ext. 2461	Dept. of Family Services
**Peruchet, Iliana	Ext. 2285	Dept. of Family Services
Piure, Blanca	Ext. 2289	Dept. of Family Services
Ramos, Percy	Ext. 0720	Sheriff's Office (Patrol)
Ramos, Peter	Ext. 0720	Sheriff's Office (Patrol)
Reyes, Iris	Ext. 2232	Public Health Services
Reynolds, Rosalinda	n/a	DPW-Buildings – ACC
Rodriguez, Serafin	Ext. 0720	Sheriff's Office (Corrections)
Rodriguez-Walsh, April	Ext. 0591	Center for Workforce Dev.
**Ruperto, Kristine	Ext. 0351	Probation
**Serapio, Ivonne	Ext. 0590	Center for Workforce Dev.
Serrano-Garcia, Luz	Ext. 2066	Dept. of Community Services
Starner, Blake	Ext. 0720	Sheriff's Office (Patrol)

TAGALOG

Rivera-Call, May-Ann	Ext. 2254	Public Health Services
Somerville, Mariecris	(845)807-9205	Public Health Services
Guanzon, Rommel	(845)807-7270	Public Health Services

YIDDISH

**Teitelbaum, Joel	Ext. 0720	Sheriff's Office (Patrol)
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American Community Survey Data

TOWN	POPULATION	SPEAKS A LANGUAGE OTHER THAN ENGLISH		SPANISH	
		Numbers	%	Numbers	%
BETHEL	3,850	396	10.30%	75	1.90%
CALLICOON	2,930	154	5.30%	8	0.30%
COCHECTON	1,301	93	7.10%	19	1.50%
DELAWARE	2,238	214	9.60%	88	3.90%
FALLSBURG	13,683	3,468	25.30%	2,400	17.50%
FORESTBURGH	805	89	11.10%	22	2.70%
FREMONT	1,148	86	7.50%	34	3.00%
HIGHLAND	1,981	285	14.40%	81	4.10%
LIBERTY	9,297	2,576	27.70%	2156	23.20%
LUMBERLAND	2,148	212	9.90%	69	3.20%
MAMAKATING	11,490	1,897	16.50%	481	4.20%
NEVERSINK	3,276	412	12.60%	140	4.30%
ROCKLAND	3,211	429	13.20%	185	5.80%

THOMPSON	15,636	4,607	29.50%	2,836	18.10%
TUSTEN	1,497	89	5.90%	45	3.00%
CALLICOON / DELAWARE ROUTE					
TOWN	POPULATION	SPEAKS A LANGUAGE OTHER THAN ENGLISH		SPANISH	
	5yrs and older	Numbers	%	Numbers	%
BETHEL	3,850	396	10.30%	75	1.90%
CALLICOON	2,930	154	5.30%	8	0.30%
DELAWARE	2,238	214	9.60%	88	3.90%
LIBERTY	9,297	2,576	27.70%	2156	23.20%
THOMPSON	15,636	4,607	29.50%	2,836	18.10%
LUMBERLAND / BETHEL ROUTE					
TOWN	POPULATION	SPEAKS A LANGUAGE OTHER THAN ENGLISH		SPANISH	
	5yrs and older	Numbers	%	Numbers	%
BETHEL	3,850	396	10.30%	75	1.90%
HIGHLAND	1,981	285	7.90%	81	4.10%
LUMBERLAND	2,148	212	9.90%	69	3.20%
THOMPSON	15,636	4,607	29.50%	2,836	18.10%
MOVE SULLIVAN - ROUTE A , B, C &D					
TOWN	POPULATION	SPEAKS A LANGUAGE OTHER THAN ENGLISH		SPANISH	
	5yrs and older	Numbers	%	Numbers	%
BETHEL	3,850	396	10.30%	75	1.90%
LIBERTY	9,297	2,576	27.70%	2156	23.20%
FALLSBURG	13,683	3,468	25.30%	2,400	17.50%
MAMAKATING	11,490	1,897	16.50%	481	4.20%
THOMPSON	15,636	4,607	29.50%	2,836	18.10%
2025 PROPOSED ROUTE					
VILLAGE OF LIBERTY	4,555	1,957	43.00%	1758	38.60%
VILLAGE OF MONTICELLO	6,755	2,319	34.30%	1756	26.00%