

**City of Mount Vernon Transportation Department
Civil Rights Title VI Plan
2022-2024**

**Adopted by City of Mount Vernon
Board of Alderman:**

March 11, 2014

DATE

Revised June 07, 2022

Authorized Official (printed name): Jason Haymes, Mayor

Signature:

Jason Haymes

Date filed with MoDOT Transit Section:

June 10, 2022

Date Approved by MoDot Transit Section

DATE

City of Mount Vernon Transportation Department

Title VI Plan

Table of Contents

A. Introduction / Title VI Assurances	page 1
B. Agency Information	page 2
C. Notice to the Public	page 4
D. Procedure for Filing a Title VI Complaint	page 6
E. Title VI Complaints, Investigations, Lawsuits <i>And Evidence of Agency Staff Title VI Training</i>	page 8
F. Public Engagement Plan	page 9
G. Language Assistance Plan	page 12
H. Advisory Bodies	page 16
I. Sub recipient Assistance	page 16
J. Sub recipient Monitoring	page 16
K. Equity Analysis of Facilities	page 16
For Fixed Route Transit Providers	
L. Standards and Policies	page 16

Attachments

Attachment 1 – Title VI Complaint Form

Attachment 2 – Rules of conduct & Rider Grievance Procedure

City of Mount Vernon Transportation Department

A. Title VI Assurances

City of Mount Vernon Transportation Department agrees to comply with all provisions prohibiting discrimination on the basis of race, color, or national origin of Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. 200d *et seq.*, and with U.S. DOT regulations, "Nondiscrimination in Federally-Assisted Programs of the Department of Transportation – Effectuation of Title VI of the Civil Rights Act," 49 CFR part 21.

City of Mount Vernon Transportation Department assures that no person shall, as provided by Federal and State civil rights laws, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity. City of Mount Vernon Transportation Department further ensures every effort will be made to ensure non-discrimination in all programs and activities, whether those programs and activities are federally funded or not.

City of Mount Vernon Transportation Department meets the objectives of the FTA Master Agreement which governs all entities applying for FTA funding, including City of Mount Vernon Transportation Department and its third-party contractors by promoting actions that:

- A. Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin.
- B. Identify and address, as appropriate, disproportionately high and adverse effects of programs and activities on minority populations and low-income populations.
- C. Promote the full and fair participation of all affected Title VI populations in transportation decision making.
- D. Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- E. Ensure meaningful access to programs and activities by persons with Limited English Proficiency (LEP).

City of Mount Vernon Transportation Department receives federal funds through grants administered by the Missouri Department of Transportation for both operating and capital. As a recipient of this funding, we are committed to assuring compliance with the Title VI Requirements for Federal Transit Administration Recipients as outlined in FTA Circular 4702.1B

B. Agency Information

1. Mission Statement:

The mission of City of Mount Vernon Transportation Department is to provide reliable transportation for transportation disadvantaged Citizens of Mount Vernon so they can live independently in their own communities.

2. History:

In 1986 the mayor saw a need for transportation services for the senior citizens to and from the senior center, store, and doctor appointments. When records started being kept in 1992 we hauled 1182 with one driver, around 2004 the city administrator applied for the MoDot grant and from there we have grown to a handicap accessible 2-11 passenger minibus and a handicap accessible 5 passenger minivan. We have 4 part time drivers and in 2021 our ridership count was 14,551.

3. Profile

City of Mount Vernon Transportation Departments provides transportation service at a minimal cost to city residents to/from medical appointments, pharmacies, shopping, work and various other trips to meet their daily needs. According to 2020 US Census we have a population of 4,526.

4. Population served

The population that the city serves is a mix of senior citizens, individuals with disabilities and low-income population; we have a small percentage that uses transportation to work. City of Mount Vernon Transportation Department is available to all persons regardless of race, gender, color, religion, age, national origin, disability and/or Vietnam era or other veterans.

5. Service area

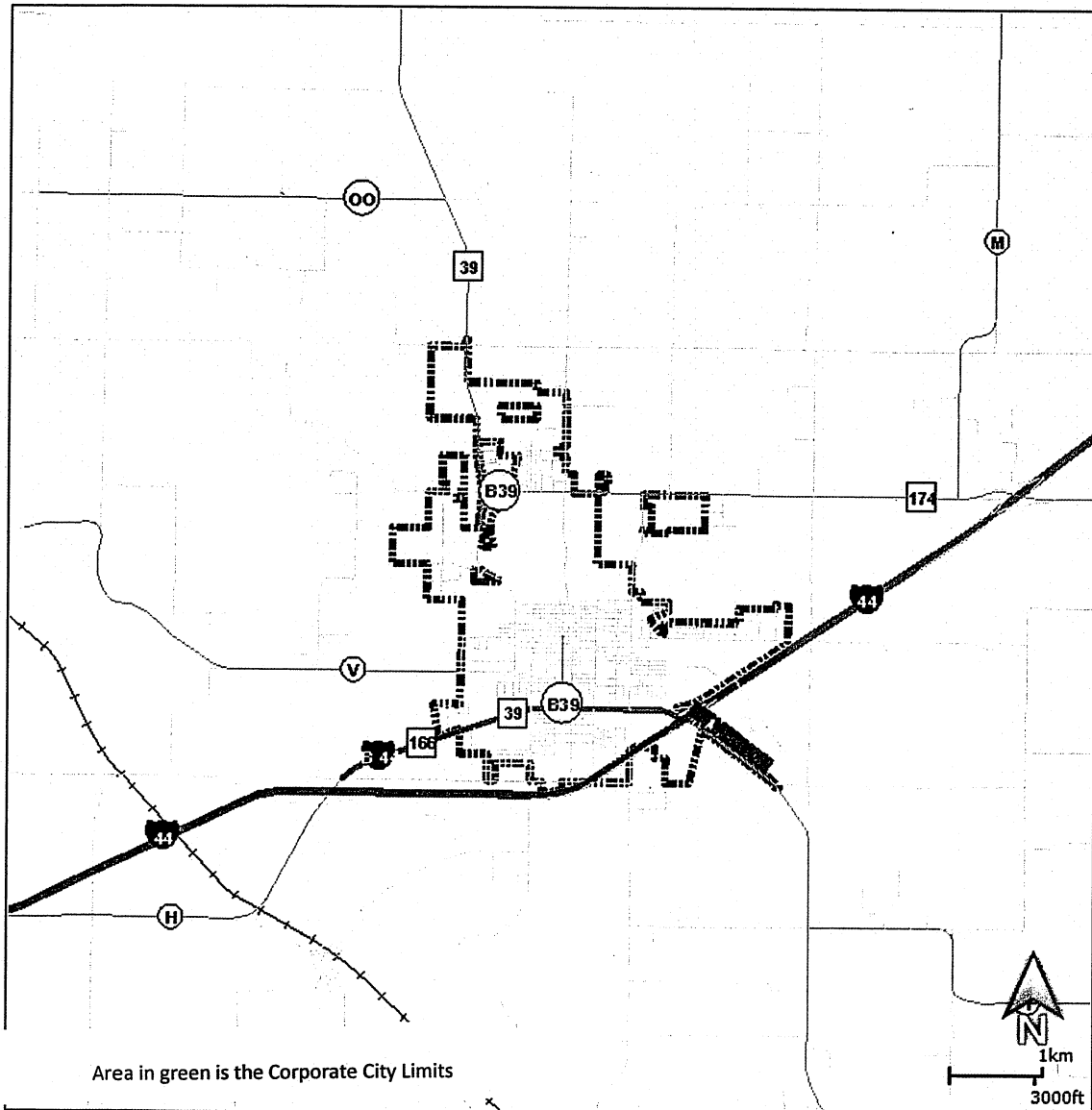
The service area is any area within the corporate city limits of Mount Vernon, which is 3.7 miles.

6. Governing body make-up

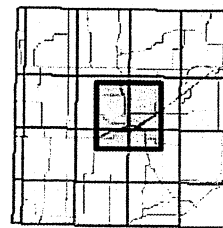
The City of Mount Vernon Transportation Department is governed by a Mayor and council of 8, 2 per ward with the city divided into four wards. The Mayor and Council serve for 2 year term with four council members elected every year. Currently the council is made up of 3 women, 6 men with 1 of which are senior citizen and all are Caucasian.

All City of Mount Vernon Board of Alderman meetings are open to the public.

Lawrence County, MO



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C. Notice to the Public

Notifying the Public of Rights under Title VI/ADA

City of Mount Vernon Transportation Department posts Title VI/ADA notices on our agency's website, in public areas of our agency, in our board room, and on our vehicles.

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

City of Mount Vernon Transportation Department operates its programs and services without discrimination against individuals with disabilities, in accordance with the Americans with Disabilities Act of 1990.

For more information on the City of Mount Vernon Transportation Department's Title VI program, and the procedures to file a complaint, contact Shari Weldy Transportation Coordinator at 417-466-2122; sweldy@mtvernon-cityhall.org; or visit City Hall at 109 N Hickory St. Mount Vernon, MO 65712. For more information visit <http://www.mtvernon-cityhall.org>.

If you believe you have been discriminated against on the basis of race, color, or national origin by City of Mount Vernon Transportation Department, you may file a Title VI complaint by completing, signing, and submitting the agency's Title VI Complaint Form.

How to file a Title VI complaint with City of Mount Vernon Transportation Department:

1. A Grievance Form is available on our website at www.mtvernon-cityhall.org, and available at City Hall, or calling City Hall (417-466-2122) and requesting a copy by mail.
2. In addition to the complaint process at City of Mount Vernon Transportation Department, complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights, Region 7, 901 Locust St, Suite 404, Kansas City, Mo 64106, or telephone 816-329-3920.
3. Complaints must be filed within 180 days following the date of the alleged discriminatory occurrence and should contain as much detailed information about the alleged discrimination as possible.
4. The form must be signed and dated, and include your contact information. If information is needed in another language, contact City Hall 417-466-2122.

The placard below is placed in the city's transportation vehicles

Notifying the Public of Rights under Title VI

City of Mount Vernon Transportation Department operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act.

Any person who believes he or she has been aggrieved by any unlawful, discriminatory practice under Title VI may file a complaint with City of Mount Vernon Transportation Department.

For more information on City of Mount Vernon Transportation Department civil rights program, and the procedures to file a complaint, contact:

Phone:	417-466-2122
Email:	jkelley@mtvernon-cityhall.org sweldy@mtvernon-cityhall.org

Mail or in-person visits: 109 N Hickory St, Mount Vernon, MO 65712

You may also visit our website at www.mtvernon-cityhall.org.

If information is needed in another language, contact Transportation Coordinator at City Hall at 417-466-2122

D. Procedure for Filing a Title VI Complaint

Filing a Title VI Complaint

The complaint procedures apply to the beneficiaries of City of Mount Vernon Transportation Department programs, activities, and services.

RIGHT TO FILE A COMPLAINT: Any person who believes they have been discriminated against on the basis of race, color, or national origin by City of Mount Vernon Transportation Department may file a Title VI complaint by completing and submitting the agency's **Title VI Complaint Form**. Title VI complaints must be received in writing within 180 days of the alleged discriminatory complaint.

HOW TO FILE A COMPLAINT: Information on how to file a Title VI complaint is posted on our agency's website, and in public areas of our agency.

You may download the City of Mount Vernon Transportation Department Title VI Complaint Form at www.mtvernon-cityhall.org or request a copy by writing to City of Mount Vernon Transportation Department, Attn: Transportation Coordinator, PO Box 70, Mount Vernon, MO 65712. Information on how to file a Title VI complaint may also be obtained by calling City of Mount Vernon at 417-466-2122

You may file a signed, dated complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number.
- Specific, detailed information (how, why and when) about the alleged act of discrimination.
- Any other relevant information, including the names of any persons, if known, the agency should contact for clarity of the allegations.

Please submit your complaint form to Transportation Coordinator, PO Box 70, Mount Vernon, MO 65712

COMPLAINT ACCEPTANCE: City of Mount Vernon Transportation Department will process complaints that are complete. Once a completed Title VI Complaint Form is received, City of Mount Vernon Transportation Department will review it to determine if City of Mount Vernon Transportation Department has jurisdiction. The complainant will receive an acknowledgement letter informing them whether or not the complaint will be investigated by City of Mount Vernon Transportation Department.

INVESTIGATIONS: City of Mount Vernon Transportation Department will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, City of Mount Vernon Transportation Department may contact the complainant. Unless a longer period is specified by City of Mount Vernon Transportation Department, the complainant will have ten (10) days from the date of the letter to send requested information to the City of Mount Vernon Transportation Department investigator (City Administrator) assigned to the case.

If the requested information is not received within that timeframe the case will be closed. Also, a case can be administratively closed if the complainant no longer wishes to pursue the case.

LETTERS OF CLOSURE OR FINDING: After the Title VI investigator reviews the complaint, the Title VI investigator will issue one of two letters to the complainant: a closure letter or 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.
- A Letter of Finding (LOF) summarizes the allegations and provides an explanation of the corrective action taken.

If the complainant disagrees with City of Mount Vernon Transportation Department's determination, the complainant may request reconsideration by submitting the request in writing to the Title VI investigator within seven (7) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the reconsideration. City of Mount Vernon's Board of Alderman will notify the complainant of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, City of Mount Vernon Board of Alderman will issue a determination letter to the complainant upon completion of the reconsideration review.

A person may also file a complaint directly to the following: Missouri Department of Transportation, 105 W. Capitol Ave., Jefferson City, MO 65102, telephone 1-888-ASK-MODOT or on the web at www.modot.mo.gov. Federal Transit Administration, 901 Locust Ste. 404, Kansas City, MO 64106, telephone 816-329-3910 or on the web at www.fta.dot.gov.

If information is needed in another language, contact City of Mount Vernon Transportation Department at PO Box 70, Mount Vernon, MO 65712, or at 417-466-2122.

E. Monitoring Title VI Complaints, Investigations, Lawsuits

Documenting Title VI Complaints/Investigations

All Title VI complaints will be entered and tracked in City of Mount Vernon Transportation Department Transportation's complaint log. Active investigations will be monitored for timely response on the part of all parties. The agency's Title VI Coordinator shall maintain the log.

Agency Title VI Complaint Log

Agency Title VI Complaint Log								
Investigations, Lawsuits or Complaints Naming City of Mount Vernon Transportation Alleged Discrimination On the Basis of race, Color or National Origin								
Date Complaint Filed	Date of Complaint	Basis of Allegation (Race, Color, Nat'l Origin)	Brief Summary	Pending Status Active/Inactive	Action Taken by City of Mount Vernon	Closure Letter	Letter of Finding	Date of CLOR LOF

Documenting Evidence of Agency Staff Title VI Training

City of Mount Vernon Transportation's staff are given Title VI training, and agency can answer affirmatively to all the following questions:

1. Are new employees made aware of Title VI responsibilities pertaining to their specific duties?
2. Do new employees receive this information via employee orientation?
3. Is Title VI information provided to all employees and program applicants?
4. Is Title VI information prominently displayed in the agency and on any program, materials distributed, as necessary?

F. Public Engagement Plan

Goal

The goal of the Public Engagement Plan is to have significant and ongoing public involvement, by all identified audiences, in the public participation process for major agency outreach efforts.

Objectives

- To understand the service area demographics and determine what non-English languages and other cultural barriers exist to public participation.
- To provide general notification of meetings and forums for public input, in a manner that is understandable to all populations in the area.
- To hold public meetings in locations that are accessible to all area stakeholders, including but not limited to minority and low income members of the community.
- To provide methods for two-way communication and information and input from populations which are less likely to attend meetings.
- To convey the information in various formats to reach all key stakeholder groups.

Identification of Stakeholders

Stakeholders are those who are either directly or indirectly affected by an outreach effort, system or service plan or recommendations of that plan. Stakeholders include but are not limited to the following:

- Board of Alderman– the governing board of the agency. The role of the Board is to establish policy and legislative direction for the agency. The Board defines the department's mission, establishes goals, and approves the budget to accomplish the goals.
- Transportation riders and clients
- Minority and low income populations, including limited English proficient persons
- Local jurisdictions and other government stakeholders
- Private businesses and organizations
- Employers

Elements of the Public Engagement Plan

It is necessary to establish a public participation plan that includes an outreach plan to engage minority and limited English proficient (LEP) populations.

Elements of the Public Engagement Plan include:

1. Public Notice

- a. Official notification of intent to provide opportunity for members of the general public to participate in public engagement plan development, including participation in open Board/council meetings, and advisory committees.

All meetings are open to the public with dates, locations and meeting information published in the local newspaper. We hold a public hearing in the fall for the City of Mount Vernon Transportation Department on the budget and ask for any input from the citizens of Mount Vernon. We publish and post the public hearing 30 days and again 7 days prior to the public hearing.

2. Public Engagement Process/Outreach Efforts:

- a. Public meetings
- b. Rider outreach
 - i. Ad in paper twice a year on senior page
 - ii. Information booth at Business Expo
- c. Public hearings
- d. Surveys
- e. Services for the Disabled (Notices of opportunities for public involvement include contact information for people needing these or other special accommodations.)

Events such as public meetings are held at City Hall, Library and at the MARC, locations easily accessible to public transit and compliant with the Americans with Disabilities Act.

3. Public Comment

- a. Formal public comment periods are used to solicit comments on major public involvement efforts around department services or system change.
- b. Comments are accepted through various means:
 - i. Email address.
 - ii. Facebook.
 - iii. Regular mail.
 - iv. Information booth at Business Expo
 - v. In person at public hearing.
 - vi. Phone calls to City Hall 417-466-2122

4. Response to Public Input

All public comments are provided to the Board of Alderman prior to decision making. A publicly available summary report is compiled, including all individual comments.

Title VI Outreach Best Practices

City of Mount Vernon Transportation Department ensures all outreach strategies, communications and public involvement efforts comply with Title VI. City of Mount Vernon Transportation Department's Public Engagement Plan proactively initiates the public involvement process and makes concerted efforts to involve members of all social, economic, and ethnic groups in the public involvement process. Aligned with the above referenced communication tactics, City of Mount Vernon Transportation Department provides the following:

- a. Public notices published in non-English publications (if available).
- b. Title VI non-discrimination notice on agency's website.
- c. Agency communication materials in languages other than English (subject to Safe Harbor parameters).
- d. Services for Limited English Proficient persons. Upon advance notice, translators may be provided.

2022 - 2024 Title VI Program Public Engagement Process

City of Mount Vernon Transportation Department will conduct a Public Engagement Process for the 2022-2024 Title VI Program. This process will include outreach to seek input, provide education, and highlight key components of the Title VI Plan.

City of Mount Vernon Transportation Department will provide briefings to the Board of Directors.

City of Mount Vernon Transportation Department will conduct a 30 day public comment period to provide opportunities for feedback on the 2022-2024 Title VI Program.

Comments are accepted during the public outreach period via:

- a. Email
- b. Mail
- c. Phone
- d. In person

Summary of 2022-2024 Public Outreach Efforts

Each March, Public Hearings are held at City of Mount Vernon Council Chambers to notify the public of the use of federal funding for Capital purchases. These notices are placed in the local newspaper to invite the public to attend. This process is required by the Federal Transit Administration when federal funding is used to make capital purchases.

G. Language Assistance Plan

City of Mount Vernon Transportation Department Limited English Proficiency Plan

This limited English Proficiency (LEP) Plan has been prepared to address City of Mount Vernon Transportation Department's responsibilities as a recipient of federal financial assistance as they relate to the needs of

individuals with limited language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964; Federal Transit Administration Circular 4702.1B, dated October 1, 2012, which states that the level and quality of transportation service is provided without regard to race, color, or national origin.

Executive order 13166, titled “Improving Access to Services for Persons with Limited English Proficiency,” indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discriminations do not take place. This order applies to all state and local agencies which receive federal funds.

Service Area Description:

See service area map on Page 3; City of Mount Vernon Transportation Department transports within the corporate city limits of Mount Vernon.

City of Mount Vernon Transportation Department has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by City of Mount Vernon Transportation Department. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, and the ways in which assistance may be provided.

In order to prepare this plan, City of Mount Vernon Transportation Department undertook the **four-factor LEP analysis** which considers the following factors:

Four Factor Analysis

1. The number and proportion of LEP persons eligible to be served or likely to be encountered in the service area:

A significant majority of people in the City of Mount Vernon Transportation Department service area are proficient in the English language. Based on 2020 Census data, .09% of the population five years of age and older speak English “less than very well” – a definition of limited English proficiency

LEP Population in City of Mount Vernon Transportation Department Service Area

	Mount Vernon, MO	%
English	4,124	98.70%
Spanish	18	0.40%
Other Indo-European Languages	39	0.90%
Other	0	0.00%

2. Frequency of Contact by LEP Persons with City of Mount Vernon Transportation Department’s Services:

The City of Mount Vernon Transportation Department staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons. To date, City of Mount Vernon Transportation

Department has not received any request for an interpreter and the transportation dispatch has not received any call requiring LEP Assistance.

LEP Staff Survey Form

LEP Staff Survey Form is used by the Mount Vernon Transportation Department to understand the language assistance needs of our ridership and to improve our efforts to better communicate with those needing that assistance

1. How often do you come into contact with passengers who do not speak English or have trouble understanding you when you speak English to them? (Please circle one of the following)
DAILY WEEKLY MONTHLY LESS THAN MONTHLY
 2. What languages do these passengers speak? (Please circle one of the following)
Spanish Asian Chinese Native American Other
 3. Can you communicate with someone with Limited English Proficiency?(Please circle one of the following)
Yes No
 4. What steps would you take to assist someone that does not speak English Proficiently?
 5. As a driver, what can we do to assist you with individuals with Limited English Proficiency?
3. The importance of programs, activities or services provided by City of Mount Vernon Transportation Department to LEP persons:

Outreach activities, summarized in City of Mount Vernon Transportation Department's Title VI Public Engagement Plan, include events such as public meetings that are held at City Hall, library, and the MARC, and include specific outreach to LEP persons to gain under-standing of the needs of the LEP population.

Outside Organization LEP Survey

Organization: City of Mount Vernon Transportation Department

1. What language assistance needs are encountered?
 2. What languages are spoken by persons with language assistance needs?
 3. What language assistance efforts are you undertaking to assist persons with language assistance needs?
 4. When necessary, can we use these services?
4. The resources available to City of Mount Vernon Transportation Department and overall cost to provide LEP assistance:

Strategies for Engaging Individuals with Limited English Proficiency include:

1. Language identification flashcards.
2. Written translations of vital documents (identified via safe harbor provision)
3. One-on-one assistance through outreach efforts.
4. Website information.
5. To the extent feasible, arrange interpreter if needed for public hearings and Board of Alderman meetings.

As applicable: Based on our demographic analysis (Factor 1) City of Mount Vernon Transportation Department has determined that no language group(s) within our service area meets Safe Harbor criteria requiring written translated “vital documents” by language group(s).

City of Mount Vernon Transportation Department will provide assistance and direction to LEP persons who request assistance.

Staff LEP Training

The following training will be provided to City of Mount Vernon Transportation Department staff:

1. Information on City of Mount Vernon Transportation Department Title VI Procedures and LEP responsibilities.
2. Description of language assistance services offered to the public.
3. Use of Language Identification Flashcards.
4. Documentation of language assistance requests.

Monitoring and Updating the LEP Plan

The LEP Plan is a component of City of Mount Vernon Transportation Department’s Title VI Plan requirement.

City of Mount Vernon Transportation Department will update the LEP plan as required. At minimum, the plan will be reviewed and updated when it is clear that higher concentrations of LEP individuals are present in the City of Mount Vernon Transportation Department service area. Updates include the following:

1. How the needs of LEP persons have been addressed.
2. Review the current LEP population in the service area with the US Census information and the American Community Survey.
3. Review as to whether the need for, and/or extent of, translation services has changed.
4. Determine whether local language assistance programs have been effective and sufficient to meet the needs.
5. Review whether the City of Mount Vernon Transportation Department's financial resources are sufficient to fund language assistance resources as needed.
6. Determine whether City of Mount Vernon Transportation Department has fully complied with the goals of this LEP Plan.
7. Determine whether complaints have been received concerning City of Mount Vernon Transportation Department’s failure to meet the needs of LEP individual.

Frequency of Contact with LEP Persons	
Frequency	Language Spoken by LEP Persons
Daily	n/a
Weekly	n/a
Monthly	n/a
Less frequently than monthly	n/a

H. Advisory Bodies

Not Applicable

I. Sub recipient Assistance

Sub recipient Assistance

City of Mount Vernon Transportation Department does not have any sub recipients.

J. Sub recipient Monitoring

Sub recipient monitoring

Not Applicable

K. Equity Analysis of Facilities

Not Applicable

L. System-Wide Service Standards and Policies*

**applies to all fixed route providers (including those that do not meet volume threshold)*

City of Mount Vernon does not operate any fixed route systems.

Attachment 1

City of Mount Vernon Transportation Department Title VI Complaint Form

“No person 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.”

If you feel that you have been discriminated against in the provision of transportation services, please provide the following information to assist us in processing your complaint. Should you require any assistance in completing this form or need information in alternate formats, please let us know.

Please mail or return this form to

Transportation Coordinator

City of Mount Vernon Transportation Department

PO Box 70

Mount Vernon, MO 65712

sweldy@mtvernon-cityhall.org, jkelly@mtvernon-cityhall.org

or Fax Number 417-466-2513

Please Print

1. Complainant's Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone (Home ☐ or Cell ☐) please include area code Telephone Number (Work)
(____) _____ (____) _____

Email Address: _____

Do you prefer to be contacted via this email address: Yes ☐ No ☐

2. Are you filing this complaint on your own behalf? ☐ Yes If Yes, please go to question 7
☐ No if no, please continue to question 3.

3. If you answered No to question 2 above, please provide your name and address.

Name of Person filing complaint: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone (Home ☐ or Cell ☐) please include area code Telephone Number (Work)
(____) _____ (____) _____

Email Address: _____

Do you prefer to be contacted via this email address: Yes ☐ No ☐

4. What is your relationship to the person for whom you are filing the complaint?

5. Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. ☐ Yes, I have permission. ☐ No, I do not of permission.

6. I believe that the discrimination I experienced was based on (check all that apply)
☐ Race ☐ Color ☐ National Origin (classes protected by Title VI) ☐ Other (please specify)

7. Date of Alleged Discrimination (Month, Day, Year) _____

8. Where did the Alleged Discrimination take place: _____

9. Explain as clearly as possible what happened and why you believe that you were discriminated against. Describe all of the persons that were involved. Include the name and contact information of the person(s) who discriminated against you (if known). Use a separate page if additional space is required.

10. Please list any and all witnesses' names and phone numbers/ contact information. Use a separate page if additional space is required.

11. What type of corrective action would you like to see taken?

12. Have you filed a complaint with any other Federal, State, or local agency, or with any Federal or State court? ☐ Yes, check all that apply ☐ No

a. ☐ Federal Agency (List agency's name) _____

b. ☐ Federal Court (Please provide location) _____

c. ☐ State Court _____

d. ☐ State Agency (Specify Agency) _____

e. ☐ Count Court (Specify Court and County) _____

f. ☐ Local Agency (Specify Agency) _____

13. If Yes to question 14 above, please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____ Title _____

Agency: _____ Telephone(____) _____

Address: _____

City: _____ State: _____ Zip Code: _____

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

Signature and date is required:

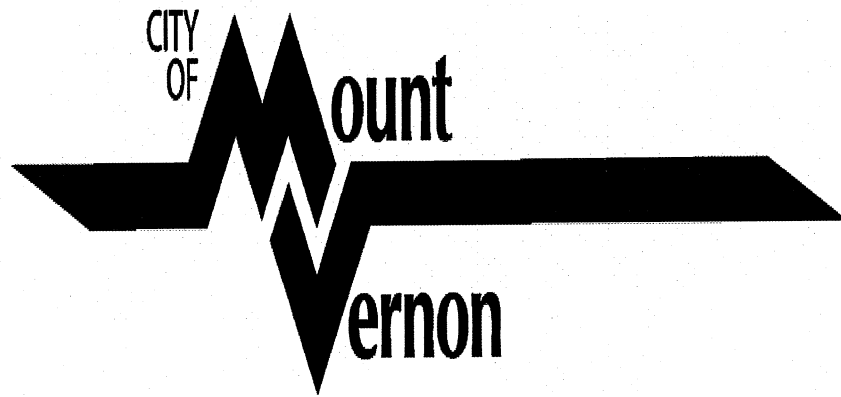
Signature

Date

If you completed Questions 3, 4, 5 your signature and date is required:

Signature

Date



**Transportation
Department
Rules of Conduct and
Rider Grievance Procedure**

Adopted by City of Mount Vernon
Board of Alderman:
August 24, 2021
Jason Haymes, Mayor

Signature: _____

City of Mount Vernon
P.O. Box 70
109 N Hickory Street
Mount Vernon, MO 65712
(417)466-2122 City Hall
(417) 466-2151 Transportation

Rules of Conduct

All riders are required to conduct themselves properly when riding a City of Mount Vernon Transportation vehicle. Behavior that distracts the driver or annoys other passengers will not be tolerated. This behavior includes, but is not limited to:

- Talking in such a manner as to disturb other passengers.
- Passengers talking to the driver when the vehicle is in motion; however, it is permissible for a passenger to give the driver directions to an individual's home or destination.
- Passengers leaving their seats when the vehicle is in motion.
- Eating, drinking, smoking, or using chewing tobacco on the vehicle.
- Passengers and the driver not wearing seat belts while the vehicle is in motion.
- Solicitations of any kind.
- Individuals who ride the bus will maintain themselves in such a manner as not to offend others.
- Physical abuse or abusive language by the rider of others on the vehicle.
- Disrespect shown to any rider, or driver, including cursing and physically abusive contact.
- Please be considerate of other passengers, and practice proper hygiene habits. Colognes, perfumes, and aftershaves that are overused can be as offensive as strong body odor.

Behavior such as that listed above may result in denial of service. When a rider violates any of these rules, the driver is to show the individual the rules and ask him/her to comply with them. Continued violation of the rules may result in denial of service.

Other safety infractions that will result in denial of service include:

- The parent(s) or guardian of a child weighing less than 50 pounds shall provide an approved child's seat that can be secured with a conventional seat belt. No child under 50 pounds shall be transported without an approved child seat. Children or infants are never to be held in the lap of an adult while the vehicle is in motion.
- Individuals known to have an infectious disease (such as tuberculosis, or childhood diseases such as chicken pox, etc.) or head lice shall be denied service until City of Mount Vernon Transportation receives notification the disease has been rendered non-infectious.
- Notification of cancellation in a timely manner. After 3 occurrences of a no show in 45 days, you will be suspended for 10 days.

Service animals are permitted on all vehicles. Service animals presenting a danger to the driver or other passengers must be confined or constrained.

Oxygen tanks and other necessary medical equipment are allowed on all vehicles. The equipment must be secured to prevent injury in case of an accident or sudden stop.

What riders may expect from the driver:

- Assistance when getting on and off the bus.
- Courtesy and respect.

- Assistance in fastening a seat belt when needed. (Your driver has the right to refuse service to anyone who will not wear a seat belt).
- Reasonable amount of time may be spent at each destination.
- Assistance in carrying purchases from the bus to rider's doorstep (riders who can carry their own purchases, should). The City of Mount Vernon Transportation reserves the right to limit the number, and size of packages allowed on the vehicle. This will be at the discretion of the Driver based on that day's space constraints.
- The right to request that other riders follow the Rules of Conduct.
- A safe manner of driving including following the posted speed limits.

Riders who feel their driver has not followed these guidelines should report the infraction to the City Administrator, including date, time and place. Any rider who feels their civil rights have been violated or that City of Mount Vernon Transportation has not complied with the requirements of the Americans with Disabilities Act should request a copy of the grievance procedure as adopted by City of Mount Vernon Transportation and act accordingly.

Rider Grievance Procedure.

City of Mount Vernon Transportation believes every rider is entitled to express any concerns, whether positive or negative, about the service he/she has received. To ensure that all riders receive quality transportation, City of Mount Vernon Transportation has established the following procedure concerning complaints and grievances.

Complaints involving violation of Title VI of the Civil Rights Act of 1964 or the Americans with Disabilities Act are include in this policy.

1. All new riders will be given a copy of this grievance policy.
2. Each vehicle will have an interior sign stating that a copy of this policy may be obtained by calling (417) 466-2122.
3. Complaints must be made in writing and state the following information:
 - a) Date
 - b) Time
 - c) Location
 - d) Driver/dispatcher/other employee(s) involved; and
 - e) Nature of the complaint.

Complaints received anonymously, or by telephone, will be documented but no action will be taken unless a written complaint is also received. City of Mount Vernon Transportation will use all complaints as a source for training drivers and other employees in customer service.

4. Complaints will be resolved at the lowest possible level. Initial complaints should be mailed to:

Joe Kelley, City Administrator
P.O. Box 70
Mount Vernon, Missouri, 65712
(417) 466-2122
5. Upon receipt of a complaint, the City Administrator will gather evidence about the complaint and document all findings. Every effort will be made to resolve the complaint within 30 days of receipt.
6. If the rider is not satisfied with the decision, he/she must then ask that the next highest level of authority consider the complaint and issue an opinion. Complaints will be considered by the following authorities in this order:
 - a) Board of Alderman/City Council
P.O. Box 70
Mount Vernon, Missouri 65712

b) Missouri Department of Transportation
Attn: Transit
105 W. Capitol Ave
Jefferson City, Mo 65102
1-888-ASK-MODOT
www.modot.mo.gov

c) Federal Transit Administration
Region VII
901 Locust Street, Room 404
Kansas City, MO 64106
816-329-3920

7. If, after all authorities have issued a decision, the rider is still not satisfied, he/she may contact the State Attorney General, or the United States Department of Justice.