



West Chester Township Senior Van - Title VI

The West Chester Township Senior Van Service is operated as part of West Chester Township government. It is funded, managed and maintained by West Chester Township with service availability dependent upon a team of volunteer drivers.

The West Chester Senior Van Service is governed by the West Chester Township Board of Trustees with day-to-day operations being the responsibility of the West Chester Township Department of Public Information & Engagement.

The service is available to West Chester Township residents age 60 and older and/or those with disabilities making mobility a challenge. The service is limited by the availability of volunteer drivers and the accommodations of service vehicles.

This is NOT an emergency transportation service.

This is a demand response/deviated fixed route service making specific trips based on requests from clients. It is a door-to-door service with clients scheduling trips at least 48 hours in advance. Clients are picked up at their West Chester residence and delivered to a specific requested West Chester Township location with a scheduled return trip to their door.

Priority in scheduling is given to medical appointments, but transportation to shopping, banks, restaurants, gyms, schools and social opportunities is also available.

Title VI Plan

The West Chester Township Senior Van Service provides all services, activities, programs, and employment opportunities without discrimination on the basis of race, color, sex, religion, national origin, citizenship, age (over 40), genetic information, sexual orientation or disability, in accordance with the Civil Rights Act of 1964, the Genetic Information and Nondiscrimination Act, and the Americans with Disabilities Act, as well as

any other relevant federal, state, and local laws or regulations prohibiting discrimination.

Title VI Notification to the Public (as it appears below) is displayed in each West Chester Senior Van Service vehicle and is available at www.westchesteroh.org.

Notifying the Public of Rights Under Title VI

West Chester Township/West Chester Senior Van Service

West Chester Township/West Chester Senior Van Service 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 she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with West Chester Township.

For more information on the West Chester Township's civil rights program, the procedures to file a complaint, or to file a complaint, please contact Township Administrator Larry D. Burks at 513-777-5900; email LBurks@westchesteroh.org; or visit our administrative office at 9113 Cincinnati-Dayton Road, West Chester OH, 45069. For more information, visit www.westchesteroh.org.

For transportation-related Title VI matters, a complaint may also be filed directly with the:

Ohio Department of Transportation, Attn: Office of Access & Equity, 1980 West Broad Street, Mailstop 3270, Columbus, OH 43223; or

Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, contact 513-759-7308.

Public Participation Plan

The West Chester Senior Van Service is promoted through all West Chester communications platforms - digital and printed. Details of the service can be found at www.westchesteroh.org/seniorvan which offers added accessibility through Userway.

Further promotion is made through coordinating and partnering agencies with direct connections to populations supported by the service.

Title VI Complaint Procedure

The Township Administrator is responsible for equal treatment in deployment of West Chester Township services including the West Chester Senior Van Service.

Any individual, group of individuals or entity that believes they have been discriminated against on the basis of race, color, sex, religion, national origin, citizenship, age (over 40), genetic information, sexual orientation or disability, in accordance with the Civil Rights Act of 1964, the Genetic Information and Nondiscrimination Act, and the Americans with Disabilities Act, as well as any other relevant federal, state, and local laws or regulations prohibiting discrimination. race, color, or national origin by the West Chester Senior Van Service may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form.

A complaint must be filed with West Chester Township/West Chester Senior Van Service no later than 180 days after the following:

1. The date of the alleged act of discrimination; or
2. The date when the person(s) became aware of the alleged discrimination; or
3. Where there has been a continuing course of conduct, the date on which that conduct was discontinued of the latest instance of the conduct.

Once the complaint is received, West Chester Township/West Chester Senior Van Service will review it to determine if our office has jurisdiction. A copy of each Title VI complaint received will be forwarded to the Ohio Department of Transportation within ten (10) calendar days of receipt. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

West Chester Township/West Chester Senior Van Service has 45 days to investigate the complaint. If more information is needed to resolve the case, West Chester Township/West Chester Senior Van Service may contact the complainant requesting further information. The complainant has 30 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 business days, West Chester Township/West Chester Senior Van Service can administratively close the case.

After the investigator reviews the complaint, she/he will issue one of two (2) letters to the complainant: a closure letter or a letter of finding (LOF).

- ✓ A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision, she/he has 30 days after the date of the closure letter or the letter of finding to do so. The appeal process information will be included in the letter.

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1980 West Broad Street, Mailstop 3270, Columbus, OH 43223

Or

Federal Transit Administration, Office of Civil Rights, Attention:
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