



TITLE VI PLAN

March 24, 2026

September 14, 2026 thru September 14, 2029

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

Overview of CHQ Transit

The County of Chautauqua receives FTA Section 5311 funding and provides:

City Fixed Route Service are buses that operate with the urban areas of Chautauqua County. They operate on a fixed route and do not deviate off route.

Paratransit Service are buses that are available to those individuals who are unable, due to a disability, to utilize our Fixed Route service.

Deviated Rural Route are buses that connect the urban areas to the smaller towns and villages across the county. Route may deviate off route to pick up passengers or deliver passengers off the scheduled route. This service is limited due to time and bus capacity,

Which operate Monday thru Friday.

Mission Statement

CHQ transit strives to provide the highest quality transportation services to all citizens and guests of Chautauqua County. We are committed to meeting the many needs of our customers, while recognizing the diversity of the individuals and communities we serve.

The employees of CHQ Transit carry out this mission in a cost-efficient manner by fostering a team environment with an emphasis on safety, training, communication, customer services, and a commitment to continuous improvement.

CHQ TRANSIT TITLE VI PLAN

As a subrecipient to NYSDOT receiving Federal Transit Administration Section 5311 funds, **CHQ Transit** 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.)
- ✓ Service standards
 - Vehicle load for each mode
 - Vehicle headway for each mode
 - On time performance for each mode
 - Service availability for each mode
- ✓ Service policies
 - Transit Amenities for each mode
 - Vehicle Assignment for each mode

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

B1. CHQ TRANSIT TITLE VI POLICY

CHQ Transit commits to comply with Title VI of the Civil Right 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 grounds 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 CHQ Transit and NYSDOT and third-party contractors.

For more information on CHQ Transit's Title VI Program contact:

Deborah Makowski
Compliance/Title VI Coordinator
Gerace Office Building
3 North Erie St
Mayville, NY 14757
716-753-4178
Compliance@chqgov.com

B2. Title VI Public Notice

CHQ Transit's Notice to the Public is posted in the following locations:

- ☒ Agency website at: <https://chqgov.com/carts/CHQTransit>
- ☒ Public areas of the agency office (CHQ Transit Office 234 Hopkins Ave Jamestown NY 14701 and 2 Aero Drive Dunkirk NY 14048. Public areas mean common area, public meeting rooms, etc.)
- ☒ Inside transit vehicles

The CHQ Transit 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. CHQ TRANSIT 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 CHQ Transit.

For information on CHQ Transit's Title VI policy or to obtain the Title VI complaint form and procedures visit our website at <https://chqgov.com/carts/CHQTransit>. Or contact:

Deborah Makowski
Compliance Office/Title VI Coordinator
CHQ Transit
Mayville, NY 14757

716-753-4178
compliance@chqgov.com

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, 5th 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 716-753-4178

B3. Title VI Complaint Procedures and Complaint Form

Complaint Procedures and Complaint Form

CHQ Transit's Title VI Complaint Procedure is available in the following locations:

- ☒ Agency website at: <https://chqgov.com/carts/CHQTransit>
- ☒ 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.

Deborah Makowski
Compliance Office/Title VI Coordinator
CHQ Transit
3 North Erie St.
Mayville, NY 14757

716-753-4178
compliance@chqgov.com

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

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

1. Acknowledge receipt of the complaint within 10 days (*Appendix C*)
2. Determine if the CHQ Transit 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 CHQ Transit 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 CHQ Transit 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 CHQ Transit 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 CHQ Transit at 716-753-4178

Si se necesita informacion en otro idioma por favor contacto, 716-753-4178

Transit Related Title VI Complaints, Investigations and Lawsuits

CHQ Transit 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's name. A case number is preferable.)

Reporting Period:

2022

2023

2024

Check One:

☒ There have been no investigations, complaints and/or lawsuits filed against CHQ Transit during the reporting period.

☐ There have been investigations, complaints and/or lawsuits filed against CHQ Transit. *See list below.*

	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

CHQ Transit 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:

- CHQ Transit is open to the public transportation and anyone can ride.
- CHQ Transit offers 3 types of transportation
 - City Fixed Route
 - Deviated Rural Route
 - Paratransit
- The resources available to CHQ Transit for public outreach are as follow:
 - County Web page
 - Social Media
 - TV Commercials
 - Radio Commercials
 - Newspaper Advertising
 - Flyers
 - Presentations
 - Presence at informational expos

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

1. Post public involvement notifications on CHQ Transit vehicles, CHQ Transit building, CHQ Transit social media and on the CHQ Transit 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, CHQ Transit 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	Outcome Methods	Summary of Attendance
Presentation to Venture Forthe	1/11/22	Education to help PCA Staff with transportation to and from assignments	Positive	Staff from Venture Forthe – Supervisors and Human Resources
Travel Training	1/12/22	Trained Staff from Work Force Investment Board	Positive	2 Employees
Travel Training	1/21/22	Trained Employee from Quick Staff	Positive	1 Employee
Meeting with District Attorney's Office	2/8/22	Worked with staff to provide information for people to testify in court.	Positive	2 Employees
Flyer	2/15/22	Flyer developed and sent to The Resource Center regarding transportation and fares	Neutral	N/A
Presentation	2/10/22	Education to Chautauqua Opportunities Inc Staff	Positive	At their Staff Meeting
Itinerary	2/11/22	Developed Itinerary for DA's office and offered Travel Training or education	Positive	1 person
Meeting	3/22/22	Met with Brian from The Resource Center to discuss the Public Transportation Education for their Clients	Neutral	1 person
Survey	3/23/22	Developed Transportation survey for TRC employees -	Results were received Interested people now fill out form for education	
Bike Share Meeting	4/6/22	Meeting with IDA regarding possibility of bike share program	Neutral	1 person

Itinerary	4/25/22	Created itinerary for disabled individual	Positive	1 person
Itinerary	4/26/22	Created itinerary for individual Travel	Created itinerary for individual	1 person
Meeting with Heritage Green	5/2/22	Discussion on transportation for employees	Neutral	Staff from Heritage Green
Meeting with Jamestown Public School	5/4/22	Educational presentation for any child to ride public transportation to school. Travel Training Offered	Positive	10 people
Chautauqua Institution	5/5/22	Presentation to Chautauqua Institution – summer staff	Positive	4
Chautauqua County Mental Hygiene	5/10/22	Presentation to staff – how to read schedules and travel training offered	Positive	All MH Staff
Itinerary	5/11/2022	TRC Itineraries forwarded to TRC workers	Positive	
Travel Training	5/17/22	Chautauqua Institution summer staff from abroad to Lakewood	Positive	12
Itinerary	5/18/22	Developed itineraries for Chautauqua Institution Staff for popular places in Chaut County	Positive	
Event Name	Date (Month, Day, Year)	Brief Description of Event Purpose	Outcome Methods	Summary of Attendance
Collaboration with Journeys End	1/4/2023	Education about public transit and how we can aid “New Comers” to our Country.	Positive	Staff from Journeys End
Presentation to Community Resident	1/5/2023	Referral from a Temporary Employment Agency to educate on the public transit system to use for temporary employment.	Positive	Temporary Agency staff, and Employee.
Collaboration / Meeting with Jamestown Public Schools	1/10/2023	Discussion regarding having parents riding with children on school runs.	Positive	Jamestown Public Schools Community Navigators staff.
Presentation to Healthy Community Alliance	1/11/2023	Education on how to use public transit throughout the County. Utilizing all service types.	Positive	Staff from Healthy Community Alliance.

Education session	1/11/2023	Educated employee how to utilize public transportation to work.	Positive	Chautauqua County resident.
Outreach / Informational meeting	1/12/2023	Met with a Transportation Agency to discuss no longer providing wheelchair services.	Neutral	Fancee Transportation
Collaboration with Sinclairville Library	1/27/2023	Meeting to provide various itineraries to get to the library from various points in the county. Library will use for outreach.	Positive	Sinclairville Library Staff.
Creation Marketing tools	1/31/2023	Created itineraries from various points in the County to the Sinclairville Library	Positive	Sinclairville Library Staff.
Outreach / Informational Meeting	2/2/2023	Meeting with area medical facility regarding wheelchair company no longer in service. Discuss impact and brainstorm ideas.	Positive	DaVita Dialysis Staff.
Travel Training	2/9/2023	Completed Travel Training with Staff from previous scheduled presentation.	Positive	Healthy Alliance Caseworkers / North County
Education	2/10/2023	Educated new Staff on how to understand utilization of public transit system.	Positive	New CARTS staff.
Travel Training	2/10/2023	Completed Travel Training with Staff from the previous scheduled presentation.	Positive	Healthy Alliance Caseworkers / South County
Outreach	2/27/2023	New job skills company outreach, discussed services available in County regarding transportation.	Positive	Good Skills Supervisors.
Travel Training	3/3/2023	Morning and Afternoon travel training conducted for 2 school students utilizing public transit for school transportation.	Positive	Parents, caregiver, and 2 children
Travel Training	3/6/2023	Morning and Afternoon travel training conducted for 1 school students utilizing public transit for school transportation.	Positive	Parent and child

Presentation	3/8/2023	Education on public transit services available for potential students to get to work program.	Positive	Good Skills, Supervisors and Staff.
Outreach	3/10/2023	Outreach to discuss services to local hospital. To aid with transporting discharges.	Positive	Brooks Memorial Caseworks Supervisor.
Education	3/15/2023	Local resident needed education on how to use transit system to and from work.	Positive	Chautauqua County resident.
Presentation	3/16/2023	Education on public transportation, with extensive question / answers session.	Positive	Journey's End Volunteers
Outreach / Meeting	3/20/2023	Education on public transportation to local hospital staff	Positive	Brooks memorial Caseworker staff, and Supervising staff.
Collaboration Meeting	3/27/2023	Education on public transportation to older high school kids for school purposes / and areas of interest.	Positive	High School Students, Jamestown Public School Community Navigators.
Outreach	3/27/2023	Completed letter for outreach to County Wide Employers regarding services available to employees regarding Mobility Management and Public Transportation. Forwarded and Approved by Key Stakeholder Committee Members.	Positive	Key Stakeholders Committee Members, Chautauqua County Employers.
Presentation	3/30/2023	Education about public transit and how we can aid "New Comers" to our Country.	Positive	New Journey's End Volunteers
Collaboration Meeting	4/13/2023	Meeting to ensure that public transportation becomes a part of Chautauqua Works orientations for the future.	Positive	Chautauqua Works Staff
Presentation	4/19/2023	Went over how to access public transportation with After Care Nursing Staff.	Positive	After Care Nursing Staff, and Supervisors.
Collaboration	4/24/2023	Worked with staff from After Care Nursing Staff on developing various itineraries.	Positive	After Care Nursing Staff, and Supervisors.

Travel Training	5/2/2023	Morning and afternoon travel training with 2 school-aged children for public school.	Positive	School aged children, 1 parent
Event	5/2/2023	Attended the Office for the Aging Spring Social Event in the Jamestown area. Utilized time to promote public transit to the senior population and outreach to various organizations.	Positive	Various organizations, senior residents of Chautauqua County
Outreach	5/5/2023	Outreach to non-assisted living facilities for updated public transit information, handed out schedules, and future presentation dates.	Positive	Dunkirk Area - High Rise, Lincoln Arms and St Vincent's Adult Home.
Event	5/10/2023	Attended the Office for the Aging Spring Social Event in the Dunkirk area. Utilized time to promote public transit to the senior population and outreach to various organizations	Positive	Various organizations, senior residents of Chautauqua County
Event	5/16/2023	Silver Creek School held a resource fair to increase residents' knowledge of what services are available to them.	Positive	Various organizations and community members in the Silver Creek area.
Presentation	5/1/52023	Presentation of services and education on the public transit system conducted to Hospice and Palliative Care Staff and Supervisors	Positive	Hospice and Palliative Care Staff and Supervisors.
Event	5/18/2023	Marketing material and table event at the Safety Village in Ashville NY	Positive	Various organizations and community members.
Collaboration	6/5/2023	Completed various itineraries for Hospice and Palliative Care workers.	Positive	Hospice Staff
Presentation	6/6/2023	Educated a group on public transportation and how to access and understand.	Positive	Chautauqua Institution Abroad summer workers. (J1 Visa Students).
Marketing Materials	6/9/2023	Updated Mobility Management Brochures	Positive	Key Stakeholders Committee Members

Presentation	6/13/2023	Educated residents on public transportation and how to access and understand, and use.	Positive	Herbert Star Apartment residents
Presentation	6/13/2023	Educated a new group of workers/volunteers on how to access, understand, and use public transportation.	Positive	Church of Zion / Journey' s End new staff and volunteers.
Presentation	6/20/2023	Educated residents on public transportation and how to access and understand, and use.	Positive	Chautauqua Colony building residents and building coordinator.
Collaboration	6/21/2023	Went over how to fill out the Americans with Disabilities Act Application for future rides.	Positive	Chautauqua Colony building residents and building coordinator
Collaboration phone call	6/23/2023	Phone meeting with NY 511, to ensure they have the information about Chautauqua Counties they need to operate, and a discussion of the ride share program they offer.	Positive	NY 511 Staff
Collaboration	7/13/2023	Worked on the development of 2 itineraries for 2 people at a local factory	Positive	2 residents employed in Chautauqua County
Outreach / Marketing	7/17/2023	Developed, approved, and sent out letters to County-wide Temporary Employment Agencies on how Mobility Management / Public Transportation could help employees.	Positive	Key Stakeholder Committee Members
Marketing	7/20/2023	Went over CHQ Transit schedule to ensure accuracy. Rebranding of CARTS system.	Positive	CHQ Staff
Outreach	2/27/2023	Sent out CHQ Transit Ribbon Cutting Invitation	Positive	All Key Stakeholders Committee Members, and all contacts.
Event	8/8/2023	Promoted CHQ Transit information at the annual Back Pack event. (North County)	Positive	The Chautauqua Center (Organizers), Various organizations, families, and children preparing to go back to school.

Event	8/10/2023	Promoted CHQ Transit information at the annual Back Pack event. (South County)	Positive	The Chautauqua Center (Organizers), Various organizations, families, and children preparing to go back to school.
Education meeting	8/14/2023	Met with caseworker and client to go over how to use public transportation	Positive	Mental Health Caseworker and client.
Presentation	8/17/2023	Educated residents on public transportation and how to access, understand, and use system.	Positive	Concord Estates Residents, and Coordinator.
Collaboration	8/18/2023	Meeting on a possible charter service.	Positive	Venture Forthe Staff
Event	8/29/2023	Attended the Resource Fair in Jamestown with area employers and other resources available to county residents.	Positive	Hotel Jamestown, various employers in Chautauqua County, and various organizations.
Event	8/30/2023	Event held for incoming JCC students and families	Positive	Incoming students and their families. Campus organizations, residents' life coordinators, and other organizations that students may use during the school year.
Education meeting	9/1/23	Met with an area resident and went over the new schedule and developed various itineraries for places of interest.	Positive	Community resident.
Education meeting	9/5/2023	Met with caseworker and client for schedule overview and development of itineraries.	Positive	Mental Health Caseworker and client.
Travel Training	9/11/2023	2 school-age children to 2 different public schools, both am and pm travel training.	Positive	Jamestown Community Navigator, 2 school aged children, 2 parents.
Outreach	9/11/2023	Dropped off all new CHQ Transit information, updated schedules, and new brochures to areas in Chautauqua County	Positive	Key Stakeholders Committee: Organizations, Medical Offices, Stores, and Bus Junction.

Collaboration Meeting	9/15/2023	Meet with new staff to educate them on how to use public transportation for school-aged children.	Positive	6 Community Navigators from Jamestown Public Schools.
Travel Training	9/20/2023	Travel trained new staff on public school routes.	Positive	6 Community Navigators from Jamestown Public Schools.
Collaboration	9/27/2023	Met with an individual and developed various itineraries for residents to get to and from work. Went over questions this person had about public transportation.	Positive	Community resident
Collaboration	9/28/2023	Met with Agency and employee to educate on public transportation to and from work.	Positive	Office of Temporary Assistance caseworker and client.
Outreach	10/2/2023	Follow up with individuals who filled out the survey from a previous presentation who wanted to learn more about public transit, travel train, or both.	Positive	6 area residents.
Outreach	10/5/2023	Developed a letter, received approval, on better ways to work with local businesses to get employees to work.		Chamber of Commerce, Key Stakeholder Committee Members
Collaboration Update	10/23/2023	Update with the organization on funding an Enterprise program	Neutral – No update	Chautauqua Opportunities Inc. Staff
Travel Training	10/23/2023	A Chautauqua County resident received travel training on various routes to get to various places for self-sufficiency.	Positive	Resident
Updated Marketing Materials Completed and Approved	10/26/2023	CHQ Transit's new marketing material has been completed and approved for outreach.	Positive	Key Stakeholders Committee Members.
Travel Trained	10/31/2023	New student trained on how to use public transportation to and from school.	Positive	Parent and child.
Outreach / Collaboration	11/2/2023	A resident reached out to the Mobility Manager due to a child in need of school	Positive	Chautauqua County resident, new family to area,

		transportation. A new family just moved to the area. Collaborated with Jamestown Public Schools to ensure a connection was made and fulfilled.		and Jamestown Public Schools.
Outreach	11/10/2023	Outreach to the Complete Streets Program to become part of the Committee	Positive	Chautauqua County IDA
Collaboration Meeting	12/13/2023	Meeting to brainstorm ways to increase outreach for our senior population with the organization.	Positive	Office for the Aging staff and caseworkers.
Educational Meeting	12/13/2023	Meet with the organization to develop specific itineraries for children in the public school system.	Positive	Jamestown Public Schools
2024				
Travel Training	1/9/2024	Completed both AM and PM travel training at public school for new residents of Chautauqua County.	Positive	2 parents / 2 children
Informational Meeting	1/11/2024	Met with new Director of area organization to discuss Mobility Management and Key Stakeholder Committee Member role.	Positive	Chautauqua Adult Day Care Center Director and 2 staff members
Collaboration Meeting	1/18/2024	Complete Streets meeting completed	Positive	City of Dunkirk Mayor and staff, Village of Fredonia Mayor, Contractors for the project, and Chautauqua County IDA
Travel Training	1/23/2024	Travel training on public transportation to various places of interest for a new family from the Congo.	Positive	5 family members, and an Interpreter
Education	1/23/2023	Developed Itineraries in home language for 5 person family from Travel Training. Went over with family and Interpreter.	Positive	5 family members, and an Interpreter
Education meeting	2/6/2024	Completed an education session on public transportation at the resident's home.	Positive	Resident located in senior non-assisted living facility, new to the area.

Travel Training	2/16/2024	Completed travel training to residents on public transportation. Outcome from 2/6/2024 Education meeting	Positive	Resident
Presentation	2/12/2024	Presentation to a residential facility for ages 55+ on how to use public transit.	Positive	Connect 55 Residents and Coordinator of the facility
Collaboration	2/13/2024	Worked with a caseworker on getting a family the transportation they needed to be self-sufficient.	Positive	HUD housing caseworker and client.
Presentation	2/14/2024	Completed presentation on how to ride public transportation, and to be able to read and understand a CHQ Transit schedule.	Positive	St. Luke's Church members, Journeys End new staff, Journeys End new volunteers.
Survey Development	2/14/2024	Developed a survey with a caseworker previously worked with for clients regarding transportation services, education, or travel training.	Positive	HUD Housing caseworker
Marketing Changes	2/15/2024	Worked on changes needed to the new schedule books for CHQ Transit	Positive	CHQ Staff
Travel Training	2/20/2024	Completed travel training for a new family in Chautauqua County. Completed itineraries in home language (Arabic) to go over while travel training.	Positive	Journey's End Staff, Arabic interpreter, 5 family members.
Outreach / Marketing Development	2/20/2024	Met with Brooks Hospital after meeting regarding itineraries for people who need to use public transportation for pickup or drop-off. Will hand out to caseworkers, staff, and people as needed.	Positive	Brooks Hospital Caseworkers and Supervisor.
Collaboration	2/20/2024	Worked on several different itineraries for families previously travel trained in their home language.	Positive	Journey's End Caseworker

Collaboration	2/24/2024	Went over 2 new families coming to Chautauqua County and developed plan of action for when they arrive.	Positive	Journey' s End Caseworker and Staff
Travel Training	3/1/24/2024	Trained 2 adults and a child on public transportation who moved from Venezuela.	Positive	Family of 3, Interpreter and Interpreter.
Collaboration	3/4/2024	Worked on itineraries for the new family in their home language.	Positive	Journey's End Caseworker, and Travel-trained family.
Key Stakeholder Committee Member Meeting	3/7/2024	Met and discussed Key Stakeholder Member Responsibilities and the role of the Mobility Manager.	Positive	Chautauqua County Adult Day Care Center
Weekend Event	3/9/2024	Resource Fair for New incoming students and families at JCC	Positive	Various JCC employers and area resources for college students.
Travel Training	3/11/2024	Travel trained a new family whose home language is Swahili. Utilized Google Translate due to no interpreter availability.	Positive	Journey's End Caseworker and family of 3.
Collaborated	3/15/2024	Developed various itineraries from previous travel training in Swahili.	Positive	Journey's End Casework, and 2 family members.
Collaborated	3/20/24	Met with Community Navigator on developing an itinerary for a new student in public school.	Positive	Jamestown Public Schools.
Collaborated	3/21/24	Met with Community Navigator on developing an itinerary for a new student in public school. Went over the itinerary for the student from 3/20/2024 with the Community Navigator.	Positive	Jamestown Public School, the family of a new rider.
Event	4/3/2024	Attended the Game of Life Resource Event for young adults ages 14 – 22. Marketed Services and Public Transportation, as well as networked with various agencies and organizations regarding services.	Positive	Various Agencies, Organizations, and Employers.

Collaboration	4/4/2024	Met with The Resource Center to discuss presenting to different groups, and what those groups need is transportation.	Positive	The Resource Center Staff and Supervisors.
Travel Training	4/4/2024	7 people new to the area were travel trained on how to access and use public transportation.	Positive	7 adults from South America
Education meeting with an area resident	4/6/2024	Met with a person living in Frewsburg to go over public transportation and developed itineraries to places of interest.	Positive	Resident from Frewsburg.
Collaboration	4/22/2024	Developed itinerary for anew area resident in their home language. To get to and from their employer.	Positive	Journey's End Caseworker and Employee.
Collaboration	4/24/2024	Meeting with new Key Stakeholder Committee Member. Discussed Committee and Mobility Management services.	Positive	Chautauqua County Healthy Network.
Collaboration	4/24/2024	Meeting with various Counties to potentially collaborate on a 3-year grant for, development of rural transit services.	Positive	Chautauqua County, Cattaraugus County, Erie County, and various organizations represented from the 3 counties.
Collaboration	4/25/2024	Creating various itineraries for new families to the area.	Positive	3 different families, in 3 different languages – Swahili, Arabic, and Spanish.
Collaboration	4/24/2024	Met with Board members of organizations to develop upcoming conference for Mobility Managers and transit agencies.	Positive	NYASAMM Board members. All regionally located.
Collaboration / Education	4/29/2024	Worked with staff from the area school for public transportation education and development of an itinerary for a student having trouble getting to school, outside the city area.	Positive	Maple Grove Central School Staff and Student.

Event	5/1/2024	Completed Vineyard Drive site walk for the Complete Streets Program. Completed paperwork that pertained to site walk.	Positive	Dunkirk City Hall Staff, Village of Fredonia Staff, Chautauqua County IDA Staff.
Collaboration	5/3/2024	Worked on increasing registration for NYSAMM.	Positive	NYSAMM Board Members.
Education	5/6/2024	Worked on an itinerary for a resident who called needing help with how to get to work using public transportation.	Positive	Area Resident
Outreach	5/8/2024	County-wide outreach to non-assisted living facilities, regarding presentation, transition education, and travel training.	Positive	County-wide non-assisted living facilities, and each building's Coordinator.
Event	5/8/24	Attended an event to market public transportation and Mobility Management Services for the Senior population. Able to complete outreach to other organizations.	Positive	Senior age population, Office for the Aging, various agencies in attendance. North County
Event	5/14/2024	Attended an event to market public transportation and Mobility Management Services for the Senior population. Able to complete outreach to other organizations.	Positive	Senior age population, Office for the Aging, various agencies in attendance. South County
Collaboration / Education Meeting	5/29/2024	Met with the area Employer Supervising Staff to brainstorm ideas to promote that public transportation can help get employees to work.	Positive	Cummings Engine Supervisors
Conference Development	6/6/2024	Meeting on developing classroom sessions for NYSAMM Conference.	Positive	NYSAMM Board Members
Outreach / Marketing Materials	6/9/2024	New marketing materials were distributed across the county at agencies, medical offices, and places people frequent.	Positive	Various establishments and organizations in Chautauqua County.
Event	6/17/2024	Attended an event to market public transportation and Mobility Management	Positive	Various agencies and community connections for

		Services at the Community Connections Event. Able to network with other organizations.		residents in the South County.
Travel Training	6/17/2024	3 family members moved to the area from Congo, only speaking their home language.	Positive	Journey End Caseworker, Interpreter, 3 residents.
Event	6/20/2024	Attended an event to market public transportation and Mobility Management Services at the Community Connections Event. Able to complete network with other organizations and staff.	Positive	Various agencies and community connections for residents in the North County
Marketing Development	6/24/2024	Developed NEW marketing material for Summer Tourism Pilot using the new Trolleys. Sent to CHQ Director for approval.	Positive	Summer tourist places
Collaboration Meeting	6/27/2024	Second meeting with 3 counties regarding grant development.	Positive	Chautauqua, Cattaraugus, and Erie County, and the Rural Outreach Center of East Aurora.
Outreach / Marketing	7/1/2024	Marketing materials were distributed to local areas in the County, about the Trolley summer tourism destinations to all area Hotels, and places that are on the route to promote. Ensured staff were aware of routes, time, and days.	Positive	Double Tree Hotel, Holiday Inn Suites, Chautauqua Suites, Chautauqua Harbor Hotel, Midway Park, Audubon Nature Center, Ashville General Store, Panama Rocks, and Chautauqua Institution.
Education / Collaboration	7/1/2024	Met with a Caseworker who works at the Sheriff's office in Mayville. Went over how to access public transportation and how her office could use it.	Positive	Sheriff's office Case Worker, and staff.
Outreach / Marketing	7/2/2024	Handed out marketing materials about the Trolley summer tourism to destinations and	Positive	Bemus Point – Outreach to all area shops, restaurants, and establishments.

		places that are on the route to promote. Ensured staff were aware of routes, time, and days.		Bought materials to Southern Tier Brewery.
Collaboration/ outreach & development of Summit	7/2/2024 – 7/24/2024 (various dates)	During these days, I worked on completing the Mobility Management Summit Conference and assigned various Regional Mobility Managers to assist with the Event. Items worked on: menu, hotels, registration, and new memberships, getting bios from guest speakers and session presenters, and the summit brochure.	Positive	NYSAMM Board members, regional mobility managers, hotel staff, registration, and people involved in filling classroom sessions.
Outreach / Marketing	7/8/2024	Handed out marketing materials about the Trolley summer tourism to destinations and places that are on the route to promote. Ensured staff were aware of routes, time, and days.	Positive	Clarion Hotel, Dunkirk Pier Stores, Route 20 wineries that are involved with the summer tourism runs, Sunset Bay area, and various wineries located on Route 5 that are involved in the summer tourism run. Including the Westfield area stores.
Travel Training	7/23/2024	4 new residents to our Country and Chautauqua County, went on various runs to places of interest. Home language is Spanish.	Positive	Journey's End Caseworker, 4 family members, and an interpreter.
Collaboration	7/23/2024	Went over the Innovative Grant and brainstormed ideas.	Positive	CHQ Transit Staff
Tri-County Collaboration	7/25/2024	Working on grant development for Rural Transportation Development.	Positive	Chautauqua, Cattaraugus, and Erie Counties. Rural Outreach Center of East Aurora. University at Buffalo student helping with mapping.
Collaboration Meeting	8/1/2024	Met with staff to discuss upcoming dates and places	Positive	Department of Labor Staff,

		where Job Fairs will take place. I will have a table at each of these events.		Chautauqua Works Staff.
Event	8/6/2024	The Chautauqua Centers Back Pack Event – Marketing information and educational conversations on public transportation and Mobility Management Services. In addition, conducted networking with other vendors for future collaborations, presentations, and services.	Positive	Over 35 vendors at this event. North County
Travel Training	8/7/2024	New staff were travel trained on public transportation.	Positive	3 new Caseworkers from Journey's End
Event	8/8/2024	The Chautauqua Centers Back Pack Event – Marketing information and educational conversations on public transportation and Mobility Management Services. In addition, conducted networking with other vendors for future collaborations, presentations, and services.	Positive	Over 35 vendors at this event. South County
Outreach / Marketing Materials Distributed	8/12/2024	More Marketing materials were distributed to area hotels and places on the summer tourism route. Phone calls were made to see if outreach materials were needed.	Positive	Area hotels and summer tourism route stops.
Job Fair Event	8/21/2024	Informational table for questions, education, or services.	Positive	Various Employers in the South County area.
Traveling Training	8/23/2024	A student from their home address has to get to college classes on campus.	Positive	Jamestown Community College student.
Collaboration meeting	8/28/2024	Met with staff to develop items for a presentation to their staff.	Positive	Chautauqua County Welfare Examiner supervisor and staff.

Presentation	9/4/2024	Presented to 15 staff who work with clients in the county. Wanted to increase their knowledge of public transportation.	Positive	Chautauqua County Welfare Examiner supervisor and staff.
Travel Training	9/5/2024	Teaching public transit system to 2 new people from Syria.	Positive	2 family members and an interpreter.
Presentation	9/12/2024	Educated new staff from a local career agency for career building. Educated on how to use public transportation for future students. Will use Mobility Manager to develop itineraries for students who do not have access to transportation to class.	Positive	Good skills, staff, and supervisors. 9 in attendance.
Collaboration	9/13/2024	Created a few additional itineraries for people using public transportation for self-sufficiency. All itineraries are completed in home languages.	Positive	Journey's End caseworker and family members.
Collaboration	9/16/2024	Created itineraries for 2 residents enrolled in the Good Skills program.	Positive	Good Skills Staff/Enrollee
Virtual Meeting	9/16/2024	Attended virtual meeting on "Current Transportation". This webinar was suggested by a Key Stakeholder to attend.	Positive	Various agencies.
Collaboration	9/18/2025	Created an additional itinerary for a student enrolled in the Good Skills program.	Positive	Good Skills Staff / Enrollee
Collaboration	9/25/2024	Created more itineraries for students enrolled in the Good Skills program.	Positive	Good Skills Staff / Enrollee
Collaboration	9/30/2024	Created an additional itinerary for a student enrolled in the Good Skills program.	Positive	Good Skills Staff / Enrollee
Grant Collaborations	10/9/2024	Meeting various agencies and Counties regarding the Rural Development grant.	Positive	Chautauqua, Cattaraugus, and Erie Counties, various agencies with a vested interest in

				transportation in those Counties.
Collaboration	10/11/2024	Kick off meeting with various counties to discuss NYSDOT Rural Mobility Analysis.	Positive	NYSDOT Supervisors, and Staff, Various public transportation agencies.
NYPTA Conference	10/15 – 10/17/2024	Annual conference for NYS, for public transportation providers and professionals. Sessions were developed to talk about the latest innovative products and services.	Positive	Various NYS transportation professionals and vendors.
Collaboration	10/23/2024	Meeting for Rural Development grant. Went over all the county public transit runs and overlaid them on maps.	Positive	Chautauqua County, Cattaraugus County, Erie County, Rural Outreach of East Aurora, and various organizations represented from the 3 counties, and a student from the University at Buffalo helping with mapping.
Presentation	10/24/2024	Educated County Employees on how to read the public transit schedule. Educated staff on public transportation.	Positive	35 Chautauqua County Probation Staff.
Travel Trained	10/29/2024	3 family members from 3 different families went out for travel training to learn how to ride CHQ Transit. Their home language is Arabic.	Positive	3 people and an interpreter.
Education Workshop	11/4/2024	Taught clients in a workshop how to access public transit.	Positive	Office for Temporary Assistance Staff and participants. North County.
Education Workshop	11/6/2024	Taught clients in a workshop how to access public transit	Positive	Office for Temporary Assistance Staff and participants. South County.
Collaboration	11/6/2024	Developed itineraries for families new to the	Positive	Journey's End Caseworker and family.

		area in their home language.		
Collaboration	11/8/2024	Developed itineraries for families new to the area in their home language.	Positive	Journey's End Caseworker and family.
Education / Collaboration Session	11/13/2024	Went over Dunkirk City Routes with SUNY Fredonia Staff. For students to be able to access the Dunkirk area for internships.	Positive	SUNY Fredonia Staff
Collaboration	11/15/2024	Met with the Caseworker of the County program to discuss itineraries for a few people to travel to Mayville from other areas of the County. Developed Itineraries.	Positive	Chautauqua County Forensic Caseworkers and area residents.
Presentation	11/21/2024	Completed a presentation on how to use public transportation to a large group of seniors living in the same area.	Positive	Silver Tree Senior Center – Chandler Street, and Buildings Coordinator.
Collaboration / Education Sessions	11/21/2024	Working with the Falconer School Special Education teacher on learning about the bus routes. Later in the day, I went back to the school to present to student who needs to use public transportation to go to a work program.	Positive	Falconer School Staff, and student.
Informational Meeting	11/22/2024	Met with Contractors building the New Brooks Hospital to discuss transportation services. What's currently available in that area, and what could be changed to be more present in that area.	Neutral – The area where the new hospital will be is very congested currently. It is across the street from Fredonia School and near a traffic circle. Discussed other options and entrances for public transit.	Contractors developing Brooks Hospital, and Brooks Hospital Administrators.
Collaboration	12/3/2024	Meeting conducted to go over the 3-county mapping system developed by an intern at The University at Buffalo. To ensure	Positive	Chautauqua, Cattaraugus, and Erie Counties, Rural Outreach Program of East Aurora, and

		accuracy. This information will all be put into the Rural Development Grant.		interns from The University at Buffalo.
Collaboration	12/5/2024	Developed various itineraries for staff from After Care Nursing.	Positive	Personal Care Aide Staff and Supervising Staff of After Care.
NYSDOT Rural Transit Outreach Meeting	12/6/2024	Meeting to discuss next steps for Counties involved in NYSDOT research. Decided Chautauqua County will meet separately with NYSDOT, due to the multitude of services in public transportation.	Positive	NYSDOT Staff / ICF Staff
Collaboration	12/9/2024	Worked on itineraries with a student from a public school and a special education teacher.	Positive	Student and teacher from Falconer School.
Presentation	12/13/2024	Completed a presentation on how to use public transportation to a large group of seniors living in the same area.	Positive	Residents of Silver Tree Senior Center on North Main Street and the building coordinator.
Presentation	12/17/2024	Presented how to access public transportation and answered any questions the group had regarding public transit.	Positive	Office for Temporary Assistance Staff, and participates in the North County.
Presentation	12/18/2024	Presented how to access public transportation and answered any questions the group had regarding public transit.	Positive	Office for Temporary Assistance Staff, and participates in the South County.
Outreach	12/21/2024	Reached out to Coach USA for information regarding the change of service name and service to our county.	Positive	Allegany Crew and Exchange Staff.
Community Council of the Aging Presentation	1/6/2025	Presentation to Staff members of CCA group on CHQ Transit and Mobility Management Services	Positive	20 Staff members from various organizations for the aging
5311 Grant Prep	1/9/2025	Worked on completing the 5311 Grant application / cost and narrative	Positive	Chautauqua Works, CHQ Transit

Presentation to Prevention Works Staff in the South County	1/14/2025	Presentation to Staff members who work in at the Falconer NY office on CHQ Transit and Mobility Management Services	Positive	6 Staff members from agency
Office for People with Developmental Disabilities Classroom Education	1/21/2025 Dunkirk Area	Presented classroom education on public transportation, how to read a schedule, ride a bus, and Mobility Management services.	Positive	3 Clients and OPDD Staff
Office for People with Developmental Disabilities Classroom Education	1/22/2025 Jamestown Area	Presented classroom education on public transportation, how to read a schedule, ride a bus, and Mobility Management services	Positive	3 Clients and OPDD Staff
Meeting with New Key Stakeholder Committee Member explaining purpose and CC Coordinated Transportation Plan	1/23/2025	Duties of KSH member, purpose of Mobility Manager, and went over CC Transportation Plan	Positive	New member from Chautauqua Health Network
Ecolane – Software demo	1/28/2025	CHQ Transit put an RFP out for a new software system. Demonstration from the company.	Neutral	Mobility Manager and 6 CHQ Staff Members
Complete Streets Program Update	1/29/2025	Went over the plan for the renovation of Dunkirk Vineyard Area	Positive	CHQ Transit, City of Dunkirk, Village of Fredonia, CC IDA, Architects, Construction Company, Chautauqua Health Network.
Buffalo Intelligence Technology Software Demo	1/30/2025	CHQ Transit put an RFP out for a new software system. Demonstration from the company.	Neutral	Mobility Manager and 6 CHQ Staff Members
Collaboration with Jamestown Public Schools Meeting	2/5/2025	Meet with staff regarding updates to program of getting children to school	Positive	CHQ Transit, 3 Community Navigators
Lake Erie Medical Services	2/6/2025	Met with staff member from the agency to discuss transportation available in Chautauqua County.	Positive	Mobility Manager and Staff member
Collaboration with	2/7/2025	New Workforce Training class will	Positive	Chautauqua Works Workforce Staff,

Chautauqua Works Workforce Development Staff		begin at JCC, in March and looking to utilize public transportation for. Discussion of how Mobility Management can help (development of itineraries / travel training if needed)		Staff from JCC MIT course, Mobility Manager
Collaboration with Good Skills of WNY	2/11/2025	Developed Itineraries of travel for new class.	Positive	Good Skills staff, Mobility Managers and potential clients for class.
Meet with A County Organization who had questions about the CC Coordinated Plan	2/11/2025	Went over the CC Coordinated Plan with staff and answered questions.	Positive	Chautauqua Opportunities Inc Staff.
Travel Training Completed	2/11/2025	Travel trained individual and his family on how to access, and ride the City Route services to various places they will need to go.	Positive	New Comers, Journey's End and Mobility Manger
Presentation to Preventions Works – North County Staff	2/6/2025	Presentation to Staff members who work in at the Dunkirk NY office on CHQ Transit and Mobility Management Services	Positive	CHQ Transit Staff, Prevention Works Staff
Education session with Chautauqua Works Workforce Staff and Community Resident	2/13/2025	Went over public transportation City Route Service and Itinerary developed to begin classes at JCC program.	Positive	Chautauqua Works Workforce Development Staff, County Resident
Office for People with Developmental Disabilities Classroom Education	2/18/2025 Dunkirk Area	Presented classroom education on public transportation, how to read a schedule, ride a bus, and Mobility Management services	Positive	2 Clients and OPDD Staff
Office for People with Developmental Disabilities Classroom Education	2/19/2025 Jamestown Area	Presented classroom education on public transportation, how to read a schedule, ride a bus, and Mobility Management services	Positive	3 Clients and OPDD Staff
Collaboration with Office for the Aging	2/25/2025	OFA spring EXPO will be in May, and would like to use CHQ Transit for transport	Positive	OFA Staff, CHQ Staff

City Route Travel Training	2/27/25	Trained new family on city routes for personal use.	Positive	Journeys End, 4 New Comers
Itinerary Development	3/10/2025	Completed various Itineraries for Good Skills of WNY upcoming class	Positive	Good Skills Staff
Complete Streets Project Zoom	3/13/2025	Meeting for updates on project.	Positive	CHQ Transit, City of Dunkirk Mayor, Village of Fredonia Mayor, CC IDA, Architects, Construction Company, Chautauqua Health Network, Various City of Dunkirk officials.
Office for People with Developmental Disabilities Classroom Education	3/18/2025 Dunkirk Area	Presented classroom education on public transportation, how to read a schedule, ride a bus, and Mobility Management services	Positive	2 Clients and OPDD Staff
Office for People with Developmental Disabilities Classroom Education	3/19/2025 Jamestown Area	Presented classroom education on public transportation, how to read a schedule, ride a bus, and Mobility Management services	Positive	2 Clients and OPDD Staff
Presentation in Mayville, NY	3/25/2025	Presented to 16 kids under 18 (Chautauqua County GA Home) how to access public transportation and how to read a schedule.	Positive	CC GA Staff, and Caseworkers
NYSAMM Meeting Zoom	3/27/2025	Meeting with Executive Board Members regarding member, updates to program, and possible upcoming event	Positive	6 Total NYSAMM Members
Meeting	4/1/2025	Phone meeting with discussing concerns with no Buffalo bussing available to students.	Positive	SUNY Fredonia, CHQ Transit, JCC
Informational outreach	4/1/2025	Alleghany Crew Exchange went bankrupt. Outreach to company for information	Negative	No longer service from Chautauqua County to Buffalo / no staff for information
Key Stakeholder Committee Meeting	4/4/2025	Quarterly KSH Meeting conducted. Updates completed, looking at 2025 (where do we want to be)	Positive	15 Various Agencies that are on the KSH Committee

NYSAMM zoom meeting	4/4/2025	Went over Membership registration and outreach to get more people registered	Postive	NYSAMM Executive Board Members
WNY Public Transportation Task Forum	4/15/2025	Collaboration with Susan Heinrick and various counties on project.	Positive	Various NYS rural, and urban counties, NYSDOT Staff
Game of Life Event	4/16/2025	60 Vendors / Agencies attended the event for at risk school aged kids up to 21.	Positive	Various agencies, vendors, clients, and staff.
Educational meeting with area resident	4/19/2025	Resident called to set up meeting to learn more about public transit. Meet with resident and completed education on system and offered travel training.	Positive	Resident
Education / Travel Training	4/29/2025	Set up Travel Training dates after education on system	Positive	OPDD Staff, client
NYSAMM zoom	4/29/2025	Update on Registration, new business	Positive	NYSAMM Executive Board Members
Collaboration meeting	4/29/2025	Discussion from SUNY Fredonia on outreach to NY Trailway Inter City Bus – to aid in travel to Buffalo	Positive	SUNY Fredonia Staff, CHQ Staff
Informational Meeting for future collaboration with SUNY Fredonia	4/30/2025	Went over loss of service to Buffalo from Allegany Crew Exchange and possible solutions.	Neutral	CHQ Staff, SUNY Staff
Meeting with Chautauqua Works Workforce Development Clients	5/6/2025	Education on transit system and development on itineraries to aid to get to Class. Travel Training offered	Positive	CW Staff, 4 area residents, JCC MTI workforce development staff
Key Stakeholder Committee Sub Committee Meeting	5/7/2025	Meeting to discuss issues pertaining to Medicaid Transportation and if we should develop a Subcommittee.	Positive	The Chautauqua Center, TEAM Services, Heritage Village, CHQ Transit
Itinerary development / education of itinerary	5/8/2025	Developed itinerary for student to get to area in on rural route, and completed education on the itinerary.	Positive	Resident, JCC staff
Collaboration with Chautauqua	5/14/2025, 5/15/2025 and 5/16/2025	Created additional itineraries – completed	Positive	CW and JCC MIT Staff

Works Workforce Development / JCC MIT Staff		education with participants		
Meeting with new Director with Adult Learning	5/21/2025	Meet with and discussed process of public transit and development of itineraries for Workforce Classes at JCC	Positive	Director, and caseworker from Adult Learning – JCC MTI
Outreach	5/29/2025	Called various agencies working with Medicaid to discuss issues, concerns, and solutions. (Possible Sub Committee for KSH)	Neutral	The Chautauqua Center, TEAM Services, Heritage Village, CHQ Transit
Presentation	6/3/2025	Presented to Prendergast Library Staff on how to utilize public transportation and read a schedule (Train the Trainer)	Positive	Prendergast Library Staff
Collaboration with Jamestown Community College	6/5/2025	Discussed solutions for JCC students to use public transit with tickets purchased by the school.	Positive	JCC Staff, CHQ Transit
Summary of Services	6/10/2025	Provided a summary of services to JCC Director of residents	Positive	JCC Director of Residence
Summer Trolley Outreach	6/18/25, 6/19/2025 and 6/20/2025	Brought marketing materials to all area tourist facilities to promote summer trolley service.	Positive	Mobility Manger, 36 area businesses
2025 Transportation Directory	6/25/2025	Completed 2025 Transportation Directory / forwarded to KSH	Positive	KSH Committee Members, Various Agency Organizations
Itinerary Development	6/26/2025	JCC student needed a itinerary to get to the SS office.	Positive	JCC Resident staff, student
NYS Transportation Master Plan 2050 draft	6/27/2025	Read through the draft	Positive	Mobility Manager
NYSAMM zoom meeting	6/30/2025	Updates	Neutral	NYSAMM Executive Board
Falconer Library	7/10/2025	Brought outreach materials to library staff and offered to present at any time to community	Positive	Falconer Library Staff
Correspondence NYSDOT /	7/17/2025	Email regarding next update for Coordinated Plan, will	Positive	Beth Brown

Coordinated Plan Update		be updated by end of the year.		
Informational meeting with new Key Stakeholder Committee member	7/22/2025	Went over purpose of KSH Committee and Coordinated Plan	Positive	Disabilities Resource Coordinated – Chautauqua Works.
Summer Trolley Outreach	7/22/2025	More Marketing Materials to business along the summer trolley route.	Positive	Chautauqua County business's
Collaboration with Agency on doing a session in summer camp for clients	7/30/2025	Meeting on completing and educational class on public transportation followed by travel training. Will need to develop curriculum for class.	Positive	The Resource Center Staff
Worked on Curriculum for Summer Camp Education session and travel training	8/4/2025	Worked on educational piece for developmentally disabled adults and began development of itinerary for travel training session	Positive	Mobility Manger, CHQ Staff
Collaboration with The Resource Center	8/6/2025	Went over the educational materials and the summer camp itinerary to ensure they are acceptable.	Positive	The Resource Center Staff
Summer Camp Session	8/8/2025	1-hour education classroom teaching, 3-hour travel training conducted	Positive	TRC Staff, 9 Clients
Meeting with the new director of JCC workforce / Building Automation Systems Courses	8/11/2025	Met to go over how transportation is provided for adult enrollees.	Positive	CHQ Staff, JCC Workforce Director
Developed Itineraries	8/12/2025	Completed and educated enrollees on itineraries for the course at JCC	Positive	Residents, JCC Workforce Director
Meet with New Key Stakeholder	8/12/2025	Informational meeting with new staff (person retired).	Positive	SUNY Fredonia Staff (From Ticket Department)
Meet with New Staff	8/14/2025	Met with new Chautauqua Works Staff and went over public transportation and how to use it.	Positive	Disability Resource Caseworker
Developed Itineraries	8/20/2025	Met with client and went over itineraries. I had to make changes.	Positive	Client

		Updated and agreed on changes.		
Presentation	8/20/2025	Completed education / how to ride public transportation and answered questions regarding transit.	Positive	Prendergast Library Staff – 18 people attended.
Resident assistance	8/20/2025	Aided resident in filling out an ADA application after educated on what an ADA application is.	Positive	Mobility Manager, resident
Resident assistance	8/26/2005	Resident called needing to see how he can get to his employer using public transportation. Educated and completed itinerary for his set work schedule.	Positive	Resident, parent
Meeting with JCC Workforce Development Director / Chautauqua Works Workforce Development Staff	8/29/2025	Discussed itineraries, and drop outs, and how obtain tickets for future classes	Positive	JCC Workforce Development Director / Chautauqua Works Workforce Development Staff
Itinerary Development	8/29/2025	Contacted by an area resident needing an itinerary to get to and from work.	Positive	Resident
Education / Outreach to Rural Family	9/8/2025	Met with Family in Rural area whose young adult child will begin an internship at UPMC in Jamestown. Went over public transportation routes, fares and answered questions.	Positive	Family and young adult beginning internship in October.
Collaboration with Family who received education for young adult to ride public transportation to internship.	9/10/2025	Outreach completed on how to complete a disability application to ride public transit at a discounted fare.	Positive	Family and young adult beginning internship in October.
Outreach email and information	9/15/2025	Set time to meet and go over mobility management and KSH duties.	Positive	Chautauqua Works/ Mobility Manager
Informational meeting with Tanglewood Group	9/17/2025	Meeting to discuss putting tother a resource book for people living in Tangle	Positive	Members at Tanglewood Group / Mobility Manager.

		wood. This would cost money to do.		
Presentation	9/22/2025	Presented to 30 people that work at Prendergast Library in Jamestown NY – regarding how to utilize public transportation, how to ride, how to determine fares.	Positive	30 Staff / Mobility Manager
Key Stakeholder Member Committee Meeting	9/24/2025	Quarterly Meeting – updates, new ideas, issues and Coordinated Plan updates	Positive	KSH Members / Mobility manager
Collaboration / outreach	9/26/2025	Updated Inventory of Services from KSH meeting – sent out with changes and approval.	Positive	KSH Members / Mobility Manager
Collaboration	10/2/2025	Worked with family and young adult on using public transportation for internship – pick up times, route numbers, fare amounts.	Positive	Family / Mobility Manager
Education / future collaboration	10/8/2025	Meeting with Chautauqua Institution summer program.	Positive	CHQ Transit Staff/ Mobility manager and Chautauqua Staff.
Informational meeting	10/16/2025	New Staff from local organization. Set up meeting to go over Mobility management and KSH Committee members.	Positive	Chautauqua Works Staff/ Mobility Manager
Educational meeting	10/20/2025	Meet with new staff to go over my presentation on how to utilize public transportation in Chautauqua County.	Positive / will help her with her client's needs	Chautauqua Works Staff / Mobility Manager
Informational	10/22/2025	Met with CHQ Staff and went over the schedule book to make updates.	Positive	CHQ Staff / Mobility Manager
Itineraries / Outreach	10/24/2025	Creation of various itineraries for senior non assisted living facility that tenants frequent.	Positive	Residents / caseworker/ Mobility manager
Outreach	10/25 & 10/27/2025	Outreach with schedules to area non assisted living facilities.	Positive	Mobility Manager 6 different units.

Educational Meeting	11/4/2025	Met with Mental Health Caseworker and Client to present how to use public transportation. Set up travel training date.	Positive	Caseworker /Client / Mobility Manager
Education	11/6/2025	Webinar – Fall for New National RTAP Resources	Positive	Mobility Manger
Developed Travel Training for new client and caseworker	11/8/2025	Client went over places of interest he would like to travel train.	Positive	Client / Caseworker / Mobility Manager
Developed various itinerates for up coming travel training.	11/12/2025	Grocery Store, Doctors office, pharmacy, places he had meetings at – with all times and places to get there from his address.	Positive	Mobility Manger
Travel Training	11/19/2025	Travel trained all afternoon, going to the various places of interest of client.	Positive	Client / Caseworker / Mobility Manger
Learned new Software system	11//24 – 11/26/2025	CHQ Transit began using a new software system that rolled out in October. Staff taught me how to implement and use properly.	Positive	CHQ Staff / mobility manger
Research	12/2/2025	Researched other rural counties to see what mobility management is doing, for future ideas	Positive	Mobility Manager
Presentation	12/9/2025	Presented public transportation group of at risk youth and house manager.	Positive	15 young adults / house manager / caseworkers and Mobility manager.
Presentation	1/14/2026	Presented at the “Situation Table” Met with organizations that meet to help vulnerable and at-risk individuals and find resources to help them. Explained our services and public transportation.	Positive	25 agencies
Meeting	2/12/2026	Met with Northwest Ice Arena to collaborate with them when they open their new Kid Zone area	Positive	Ice Arena Manager
Zoom Meeting	3/17/2026	Community Based Organization Meeting – Presentation on Public Transportation	Positive	15 Agencies

Presentation	3/24/2026	Assistant Director of STEL Homes – Shoed her our routes and how to read the schedule book	Positive	1 person
Game of Life	4/8/2026	60 Vendors / Agencies attended the event for at risk school aged kids up to 21.	Positive	Various agencies including Mental Hygiene, GA Home, Social Services, CASA, YWCA
Presentation	4/27/26	SRO Manager of Southern Tier Environment for Living	Positive	2 People

Outcomes can be broadly categorized into different types depending on the context. In general, they can be classified as positive, negative, or neutral.

B6. Limited English Proficiency Plan

CHQ Transit

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, **CHQ Transit** will take reasonable steps to ensure meaningful access to our programs and activities by LEP persons.

In order to ensure meaningful access to **CHQ Transit** 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 that could be served by CHQ Transit service.
2. The frequency with which LEP persons come into contact with CHQ Transit.
3. The nature and importance of CHQ 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 what the specific languages are spoken in our transit service area and to determine what language services are appropriate for the LEP population, the CHQ Transit has conducted a Four Factor Analysis: (1) Demography, (2) Frequency, (3) Importance, and (4) Resources and costs.

Factor 1—Demography | Number or proportion of the LEP population(s), specifically served or could be served by CHQ Transit transit service.

The number or proportion of LEP persons in the service area who may be served or are likely to require CHQ Transit.

CHQ Transit staff reviewed the Analysis of US Census Bureau 2017-2021 American Community Survey to estimate the LEP population in the CHQ Transit service area of Chautauqua County.

Examination of U.S. Census Bureau 2017-2021 American Community Survey by geographic place determined that 8.1% of residents in Chautauqua County are non-English speaking. See Table 1

Table 1: Languages spoken in the homes of Chautauqua County residents 2017-2021:

LANGUAGE SPOKEN AT HOME	NUMBER	Percent of Total Population	Percent of Language Group
Population 5 years and over	121,196	121,196	
English Only	111,436	91.9%	
Language other than English	9760	8.1%	
Speak English less than "very well"	3792	3.1%	38.9%
Spanish	5818	4.8%	
Speak English less than "very well"	2,564	2.1%	44.1%
Other Indo-European languages	3,327	2.7%	
Speak English less than "very well"	969	0.8%	29.1%
Asian and Pacific Islander	508	0.4%	
Speak English less than "very well"	213	0.2%	41.9%
Other languages	107	0.1%	
Speaks English less than "very well"	46	0.0%	43.0%

Source: U.S. Census Bureau, 2017-2021 American Community Survey

Factor 2—Frequency - Frequency with which LEP people come in contact with CHQ Transit

Based on the results of the number or proportion of the LEP population(s), specifically served or could be served by CHQ Transit service, CHQ Transit we know that less than 5% of the transit service population we serve speak English less than very well. CHQ Transit will conduct additional assessments at least annually or if a known spike occurs that requires a re-evaluation of the LEP population.

Factor 3: Importance of CHQ Transit services to LEP population

The CHQ Transit'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 CHQ Transit LEP population, CHQ Transit 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; the inclusion of Google translate toolbar to our website; the Chautauqua Chamber of Commerce services; and the County office of community engagement personnel. To supplement these resources, CHQ Transit may also retain the services of an interpreter, translate vital documents, and utilize community volunteers. After analyzing CHQ Transit 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

CHQ Transit 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. CHQ Transit also utilizes community-based organizations to share the availability of these services, public meetings, rider surveys and interviews, outreach documents, and on vehicles.

CHQ Transit annually identifies the language capabilities and language assistance needs of our ridership. Should CHQ Transit have more than 5% of persons in a specific language group that requires language assistance, CHQ Transit 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

CHQ Transit 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 CHQ Transit will incorporate components that encourages feedback from customers on their experience with the implementation of the Language Assistance

Plan. Based on the input received, CHQ Transit 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, CHQ Transit 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

CHQ Transit 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 CHQ Transit'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

CHQ Transit has no transit-related, non-elected committees or advisory councils.

B8. Recordkeeping and Reporting

CHQ Transit maintains records related to the agency's implementation of Title VI program, including records of Title VI staff training, public involvement activities, complaints, investigations, language assistance services and other implementation activities.

CHQ Transit 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. CHQ Transit will review its Title VI Plan at least once every three years to determine if modifications are necessary. CHQ Transit directly operates 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

Date	Activity (Review-Update- Addendum- Adoption- Distribution)	Person Responsible	Remarks
March 23, 2026	Adopted and distributed	Michele Westphal Senior Project Coordinator	Verified intake materials, postings. Verified all employees received Title VI training and copies of Title VI policy.
March 23, 2026	Annual review of implementation	Michele Westphal Senior project Coordinator	Verified all new employees received training and copies of Title VI policy. Verified intake materials and postings.
March 23, 2026	Annual review of implementation	Michele Westphal Senior Project Coordinator	Verified all new employees received training and copies of Title VI policy. Verified intake materials and postings.
March 23, 2026	Updated plan, adopted and distributed	Michele Westphal Senior Project Coordinator	Verified all employees received training and copies of Title VI policy. Verified intake materials, postings

Program Monitoring

CHQ Transit will monitor the effectiveness of the Title VI program through the feedback from clientele, employees, general public and other agencies (NYSDOT, FTA). CHQ Transit 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, CHQ Transit 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 CHQ Transit 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, CHQ Transit 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 CHQ Transit was required to, completed, and included a Title VI equity analysis with this Title VI Plan update.

Did CHQ Transit construct, expand or acquired a facility in the past three years?

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

Does CHQ Transit plan to construct, expand or acquire a facility in the next three years?

- ☒ **No.** CHQ Transit does not plan to construct, expand or acquire a facility.
- ☐ **Yes.** CHQ Transit 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. REQUIREMENTS FOR FIXED ROUTE TRANSIT PROVIDERS

C1. Service Standards (Quantitative Measures)

Vehicle Load Standard

The average of all loads during the peak operating period should not exceed vehicles' achievable capacities, which are 16 passengers for a 26 ft minivan.

Vehicle Headway Standard

(Measured in minutes (e.g., every 15 minutes), headway refers to the amount of time between two vehicles traveling in the same direction on a given line or combination of lines. A shorter headway corresponds to more frequent service. Service frequency is measured in vehicles per hour (e.g., 4 vans per hour.)

Service operates every 30 minutes or better on weekdays beginning from 6:00 a.m. to 4:15 p.m. On weekends, service operates every 45 minutes or better beginning from 8:00 a.m. to 5:45 p.m.

Scheduling involves the consideration of a number of factors including ridership, productivity, relationship to major trip generators, and the location of community services.

On Time Performance Standard

A vehicle is considered on time if it departs a scheduled timepoint no more than 5 minutes early and no more than 5 minutes late. The CHQ Transit on-time performance objective is 92% percent or greater. The CHQ Transit continuously monitors on time performance and system results are published and posted as part of monthly performance reports covering all aspects of operations.

CHQ Transit should serve the entire population within their service area, ensuring that service is provided in a way that mirrors the distribution of the population, including minority groups.

And the following service policies information:

C2. Service Policies

Service policies are adopted to ensure that service design and operations practices do not result in discrimination on the basis of race, color or national origin. CHQ Transit service policies are:

Transit Amenities Policy

Installation of transit amenities along routes are based on the number of passengers boardings along those routes.

Vehicle Assignment Policy

Vehicle assignments take into account the operating characteristics of vehicles, which are matched to the operating characteristics of the route, trip purpose of passengers, and volume of ridership along a given route.

LIST OF APPENDICES

- A. Documentation of County Executive 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

D1.

APPENDIX A:

Documentation of County Executive Approval

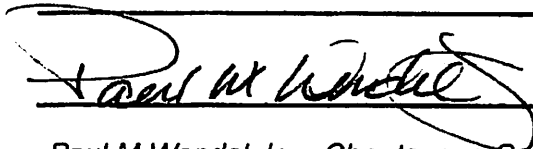
CHQ Title VI Plan County Executive Approval

On behalf of Chautauqua County, The Chautauqua County Executive has reviewed and adopted the CHQ Title VI plan. Chautauqua County is 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 CHQ 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:

alt 126

Adopted:



Paul M Wendel Jr. – Chautauqua County Executive

Adopted By:

Revised:

Adopted By:

D2.

APPENDIX B: Title VI Complaint Form

CHQ Transit 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

If yes, check all that apply:

☐ Federal Agency: _____

☐ Federal Court: _____

☐ State Court: _____

☐ State Agency: _____

☐ 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.

Deborah Makowski
Compliance/Title VI Coordinator
Gerace Office Building
3 North Erie St
Mayville, NY 14757
716-753-4178
Compliance@chqgov.com

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, D

D3.

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 CHQ Transit 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 716-753-4178 or in writing to CHQ Transit14757, or email Compliance@chqgov.com

Sincerely,

Deborah Makowski
Compliance/Title VI Coordinator
Gerace Office Building
3 North Erie St
Mayville, NY 14757
716-753-4178

D4.

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 CHQ Transit 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.

CHQ Transit 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,

Deborah Makowski
Compliance/Title VI Coordinator
Gerace Office Building
3 North Erie St
Mayville, NY 14757
716-753-4178

D5.

APPENDIX E: Title VI Complaint Letter of Finding

Date

Name

Address

City, State Zip

Dear Name:

The matter referenced in your letter dated _____ against CHQ Transit alleging Title VI violation has been investigated. The investigation determined non-compliance by CHQ Transit 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,

Name
Title VI Coordinator
234 Hopkins Ave
Jamestown, NY 14701
716-665-6466

D6.

APPENDIX F: Title VI Notice to the Public

Notifying the Public of Rights under Title VI and the ADA

CHQ Transit

The **CHQ Transit** 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 **CHQ Transit**.

For more information on the CHQ Transit program, and the obligations and procedures to file a complaint, contact 716-753-4178 email , Compliance@chqgov.com or visit our office at CHQ Transit for more information on how to contact **CHQ Transit** to find out about Title VI, visit <https://chautauquacountyny.gov/carts/CHQTransit>

A complainant may file a complaint directly with **CHQ Transit** Deborah Makowski Compliance/TITLE VI Coordinator by following the **CHQ Transit** 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, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, contact 716-753-4178

Si necesita información en otra idioma, por favor contacto (716)753-4178