

May 26, 2015

The regular meeting of the Otsego County Board of Commissioners was held at the County Building, 225 West Main St., Room 100. The meeting was called to order at 9:30 a.m. by Chairman Ken Borton. Invocation by Commissioner Julie Powers-Gehman, followed by the Pledge of Allegiance led by Ron Smith

Roll Call:

Present: Julie Powers-Gehman, Paul Beachnau, Paul Liss, Lee Olsen, Erma Backenstose, Doug Johnson, Ken Borton, Bruce Brown.

Excused: Richard Sumerix

Motion by Commissioner Paul Liss, to approve the regular minutes of May 12, 2015 with attachments and the special minutes of May 19, 2015. Motion by Commissioner Julie Powers-Gehman to amend the regular minutes of May 12, 2015 to read Commissioner Julie Powers-Gehman reported on Downtown proud. Ayes: Unanimous. Motion carried. Minutes approved as amended.

Consent Agenda:

Motion to approve the appointment of Paul Gunderson to the Airport Advisory Committee with the term to expire 12-31-2017. Ayes: Unanimous. Motion carried.

Motion to approve the Parks and Recreation Budget amendment. Ayes: Unanimous. Motion carried. (see attached)

Motion to adopt OCR 15-19 Discharge of Mortgage of Donna M. Kolany.

Roll Call Vote:

Ayes: Julie Powers-Gehman, Paul Beachnau, Paul Liss, Lee Olsen, Erma Backenstose, Doug Johnson, Ken Borton, Bruce Brown.

Nays: None.

Excused: Richard Sumerix.

Motion carried/Resolution adopted. (see attached)

Motion to adopt OCR 15-20 NEMCOG Grant Application Fiscal Year 2016.

Roll Call Vote:

Ayes: Julie Powers-Gehman, Paul Beachnau, Paul Liss, Lee Olsen, Erma Backenstose, Doug Johnson, Ken Borton, Bruce Brown.

Nays: None.

Excused: Richard Sumerix.

Motion carried/Resolution adopted. (see attached)

Motion to adopt OCR 15-21 Intent to Apply for Financial Assistance for Fiscal year 2016 for the Otsego County Bus System.

Roll Call Vote:

Ayes: Julie Powers-Gehman, Paul Beachnau, Paul Liss, Lee Olsen, Erma Backenstose, Doug Johnson, Ken Borton, Bruce Brown.

Nays: None.

Excused: Richard Sumerix.

Motion carried/Resolution adopted. (see attached)

Motion to approve the County Bus ADA Complaint Policy. Ayes: Unanimous. Motion carried. (see attached)

Motion to approve the County Bus Title VI Plan. Ayes: Unanimous. Motion carried. (see attached)

Committee Reports:

Motion by Commissioner Paul Beachnau, to authorize the Sheriff to purchase a boat for up to \$27,000 to be paid out of the Equipment Fund (fund 266). Ayes: Unanimous. Motion carried.

Motion by Commissioner Paul Beachnau, to update the Otsego County Fee Schedule with the changes to the Parks and Recreation Department fees as presented. Ayes: Unanimous. Motion carried. (see attached)

Administrator's report:

John Burt discussed the County foreclosures property cleanup; received bids for the Community Center.

Motion by Commissioner Doug Johnson, to award Bid 15-01 to Integrity Construction in the amount of \$189,000 and to approve the associated budget amendment. Ayes: Unanimous. Motion carried. (see attached)

Department Head Report:

Mike Rola reported on the Prosecutor's office.

Gina Marchio reported on the Parks and Recreation Department.

City Liaison, Township and Village Representative: None.

Correspondence:

Rachel Frisch reported on the April Financial reports.

New Business:

Motion by Commissioner Julie Powers-Gehman, to approve the May 19, 2015 Warrant in the amount of \$62,349.02. Ayes: Unanimous. Motion carried.

Motion by Commissioner Bruce Brown, to approve the May 26, 2015 Warrant in the amount of \$449,656.47. Ayes: Unanimous. Motion carried.

Public Comment:

Chairman Ken Borton opened up the meeting for public comment.

Board Remarks:

Commissioner Paul Beachnau reported on the Livingston Township Meeting; Leadership Program Graduation June 2, 2015 at the Otsego Club; Lake levels at Otsego Lake.

Commissioner Julie Powers-Gehman discussed property cleanup.

Commissioner Lee Olsen discussed property cleanup.

Commissioner Erma Backenstose attended the Otsego Lake Township meeting.

Commissioner Paul Liss discussed zoning enforcements; Board of directors meeting for Community Corrections.

Commissioner Bruce Brown reported on the Little League fundraiser held.

Commissioner Doug Johnson had no report.

Chairman Ken Borton reported an upcoming MAC Transportation meeting.

Meeting adjourned at 10:38 a.m.

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Kenneth C. Borton Chairman

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Susan I. DeFeyter, Otsego County Clerk

01/23/2015

BUDGET REPORT FOR OTSEGO COUNTY  
Calculations as of 12/31/2014

GL NUMBER	DESCRIPTION	2015		
		REQUESTED BUDGET	decrease 752 parks	Increase 751 cc
208-752-704.400	EDUCATION AND TRAINING			
208-752-726.000	SUPPLIES - GENERAL	22,000	11,000	11,000
208-752-726.025	SUPPLIES - JANITORIAL	5,500	2,750	2,750
208-752-726.035	SUPPLIES - MEDICAL/PHARMACY	500	250	250
208-752-726.040	SUPPLIES - RECREATIONAL	3,000	1,500	1,500
208-752-726.046	SUPPLIES - UNIFORM/ACC	1,200	600	600
208-752-726.050	REPAIRS AND MAINT SUPPLIES	30,000	15,000	15,000
208-752-801.020	PROFESSIONAL	1,000	500	500
208-752-920.200	WATER/SEWAGE	9,000	4,500	4,500
208-752-920.320	SNOW PLOWING	1,000	500	500
208-752-930.100	INSURANCE AND BONDS	7,500	3,750	3,750
208-752-930.210	TELEPHONE	1,500	750	750
208-752-930.230	CELLULAR	1,500	750	750
208-752-930.300	ADVERTISING	2,000	1,000	1,000
208-752-930.450	SHIPPING AND MAILING	300	150	150
208-752-930.500	TRAVEL	2,000	1,000	1,000
208-752-930.610	NATURAL GAS	4,000	2,000	2,000
208-752-930.620	ELECTRICITY	20,000	10,000	10,000
208-752-930.660	GASOLINE	5,000	2,500	2,500
208-752-940.000	INSIDE PURCHASED SERVICES	22,000	11,000	11,000
208-752-940.010	OUTSIDE CONTRACTED SERVICES			
208-752-940.010-BEAR_BBALL	OUTSIDE CONTRACTED SERVICES	1,000	-	1,000
208-752-940.010-COED_VBALL	OUTSIDE CONTRACTED SERVICES			
208-752-940.010-FRWKS00000	OUTSIDE CONTRACTED SERVICES	15,000	15,000	
208-752-940.010-HORSESHOE_	OUTSIDE CONTRACTED SERVICES			
208-752-940.010-MEN_FLAGFB	OUTSIDE CONTRACTED SERVICES			
208-752-940.010-MENS_BBALL	OUTSIDE CONTRACTED SERVICES			
208-752-940.010-SUMMERCAMP	OUTSIDE CONTRACTED SERVICES	2,500	-	2,500
208-752-940.010-VOLLEYBALL	OUTSIDE CONTRACTED SERVICES	3,200	-	3,200
208-752-940.010-WK RL00000	OUTSIDE CONTRACTED SERVICES	2,000	-	2,000
208-752-940.010-WM_VBALL_	OUTSIDE CONTRACTED SERVICES			
	TOTALS	162,700	84,500	78,200

**RESOLUTION NO. OCR 15-19**  
**AUTHORIZING RESOLUTION**  
OTSEGO COUNTY BOARD OF COMMISSIONERS  
May 26, 2015

**WHEREAS**, the Otsego County Board of Commissioners is the owner of a property located at 219 North Wisconsin Avenue, Gaylord, Michigan 49735 and has a mortgage recorded in the office of the Register of Deeds for Otsego County Michigan, in Liber 1110, Pages 850-863 and a Loan Modification in Liber 1119, Pages 75-76 in the name Donna M. Kolany, a single woman and

**WHEREAS**, said Mortgage has been paid in full; now, therefore, be it

**RESOLVED**, that Otsego County hereby issues a DISCHARGE OF MORTGAGE to Donna M. Kolany, a single woman, and be it further

**RESOLVED**, that the Otsego County Administrator, on behalf of the Otsego County Board of Commissioners, be authorized to sign said document.

**OCR 15-20**  
**Approving the Fiscal Years 2016**  
**Community Corrections Grant Applications of the**  
**Northeast Michigan Council of Governments**

Otsego County Board of Commissioners  
May 26, 2015

**WHEREAS**, the Northeast Michigan Council of Governments (NEMCOG) serves as the Northern Michigan Community Corrections Advisory Board's (NMCCAB) fiscal agent and manager; and

**WHEREAS**, Otsego County is a member of the Northern Michigan Community Corrections Advisory Board, has been served by its programs, and wishes to continue participation with the Board's programs and services in the future; and

**WHEREAS**, an application in the amount of \$190,663 for the general program has been prepared by NEMCOG to continue the Community Corrections programs in Cheboygan, Crawford, Oscoda, Otsego, and Presque Isle counties; and

**WHEREAS**, the Northern Michigan Community Corrections Advisory Board, has approved this proposal, and recommends its approval by the member counties; now, therefore be it

**RESOLVED**, that Otsego County hereby approves the Northern Michigan Community Corrections Advisory Board Grant Application prepared by NEMCOG for Community Corrections funding in the annual amount of \$190,663 for the general program for Fiscal Years 2016.

**OCR 15-21**  
**INTENT TO APPLY FOR FINANCIAL ASSISTANCE FOR FISCAL YEAR 2016**  
**UNDER ACT 51 OF THE PUBLIC ACTS OF 1951, AS AMENDED.**

Otsego County Board of Commissioners  
May 26, 2015

**WHEREAS**, Pursuant to Act 51 of the Public Acts of 1951, as amended (Act 51), it is necessary for **OTSEGO COUNTY BUS SYSTEM (OTSEGO COUNTY)**, (hereby known as **THE APPLICANT**) established under Act 94, to provide a local transportation program for the state fiscal year of 2016 and, therefore, apply for state financial assistance under provisions of Act 51; and

**WHEREAS**, it is necessary for **THE APPLICANT** to name an official representative for all public transportation matters, who is authorized to provide such information as deemed necessary by the State Transportation Commission or department for its administration of Act 51; and

**WHEREAS**, it is necessary to certify that no changes in eligibility documentation have occurred during the past State fiscal year; and (State Operating Assistance Program only)

**WHEREAS**, the performance indicators for this agency have been reviewed and approved by **THE APPLICANT**; and (State Operating Assistance Program only)

**WHEREAS**, **THE APPLICANT**, has reviewed and approved the proposed balanced (surplus) budget, and funding sources of estimated federal funds \$285,434.00, estimated state funds \$648,293.00, estimated local funds \$323,000.00, estimated farebox \$150,000.00, estimated other funds \$ 375,240.00 with total estimated expenses of \$1,783,967.00 , now, therefore, be it

**RESOLVED**, that **THE APPLICANT** hereby makes its intentions known to provide public transportation services and to apply for state financial assistance with this annual plan, in accordance with Act 51, and be it further

**RESOLVED**, that the Otsego County Board of Commissioners hereby appoints Theron D. Higgins as the Transportation Coordinator, for all public transportation matters, who is authorized to provide such information as deemed necessary by the State Transportation commission or department for its administration of Act 51 for FY2016.

## Otsego County Bus System

Date Board Adopted: \_\_\_\_\_

### **ADA Complaint Policy**

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Title II and III of the American Disability Act of 1990 (ADA) provides that no entity shall discriminate against an individual with a disability in connection with the provision of transportation services. The law sets forth specific requirements for vehicle and facility accessibility and the provision of service, including access to fixed route bus and complementary paratransit service. Otsego County Bus System is committed to providing safe and reliable transportation to all people without discrimination based on disabilities.

#### **Otsego County Bus System Responsibility**

If Otsego County Bus System receives a complaint regarding discrimination against an individual under the ADA, we will respond within 30-days of receiving the complaint and will work to resolve the issue with the complainant as quickly as possible. This may involve legal assistance and/or mediation. We will document all of the process including the resolution and will notify our MDOT project manager of the complaint and the resolution. We will keep the complaint and all related documents on file for at least one year. We will keep a summary of all complaints filed for at least five years. Records will be made available to MDOT upon request.

The attached flyer will be posted in all public buses and facilities.

If additional information is requested, the following will be provided.

### **What information should my ADA complaint include?**

Provide the following information:

- A. Your full name, address, the telephone numbers where we can reach you during the day and evening, and the name of the party discriminated against (if known);
- B. If known, the name of the person you believe has committed the discrimination;
- C. A brief description of the acts of discrimination, the dates they occurred;
- D. Other information you believe necessary to support your complaint, including copies (not originals) of relevant documents; and
- E. Information about how to communicate with you effectively. Please let us know if you want written communications in a specific format (e.g., large print, Braille, electronic documents).

To guide you in providing the requested information, you may use the attached complaint form. (Attachment A)

### **How do I file an ADA complaint by email?**

Include all of the information listed above, either in the body of the email or in an attachment. Attach relevant documents to your email. Send your complaint to [thlggins@otsegocountymt.gov](mailto:thlggins@otsegocountymt.gov). You will receive a reply email confirming that your complaint has been received within 48 business hours. Please keep a copy of your complaint and the reply email for your records. If you do not receive a reply email, please contact Otsego County Bus System at (989) 731-1204 ext #2.

### **What happens after my complaint is received?**

After the complaint is received, we will inform you of our action, which may include:

- A. Contacting you for additional information or copies of relevant documents;
- B. Working with you to resolve the issue;
- C. Referring your complaint for possible resolution through the an ADA Mediation Program; or
- D. Referring your complaint to another federal agency with responsibility for the types of issues you have raised.

### **How can I find out the status of my complaint?**

We will review each complaint carefully. If you have not heard from us within three weeks, please contact us at (989) 731-1204 ext #2.

Attachment A

**Title II of the Americans with Disabilities Act  
Section 504 of the Rehabilitation Act of 1973  
Discrimination Complaint Form**

Instructions: Please fill out this form completely, sign and mail, fax, or email to:

Otsego County Bus System  
Attn: Theron Higgins, ADA Coordinator  
1254 Energy Drive  
Gaylord MI, 49735  
Fax-(989) 731-9924  
Email-thiggins@otsegocountymi.gov

Complainant: \_\_\_\_\_

Address: \_\_\_\_\_

City, State and Zip Code: \_\_\_\_\_

Telephone: Home: \_\_\_\_\_

Business: \_\_\_\_\_

Person Discriminated Against: \_\_\_\_\_  
(if other than the complainant)

Address: \_\_\_\_\_

City, State and Zip Code: \_\_\_\_\_

Telephone: Home: \_\_\_\_\_

Business: \_\_\_\_\_



*Flyer to be posted in all public buses and facilities*

Otsego County Bus System

**Procedure to File a Complaint Under the  
Americans with Disabilities Act (ADA)**

If you believe you, or another person has been discriminated against under Title II and III of the American Disability Act of 1990 by Otsego County Bus System or one of our employees, you can file a complaint by mail, fax, or email at:

Otsego County Bus System  
Attn: Theron Higgins, ADA Coordinator  
1254 Energy Drive  
Gaylord MI, 49735  
Fax-(989) 731-9924  
Email-thiggins@otsegocountymi.gov

**Take the first step:** Before filing your complaint, you may contact the Otsego County Bus System's ADA Coordinator to discuss your concerns. The ADA Coordinator can look into the issue and try to come up with an acceptable resolution to the situation. If you would like additional information you may contact Otsego County Bus System's ADA Coordinator.

**You can file a complaint against Otsego County Bus System using the following procedures:**

- File a written complaint with the Otsego County Bus System ADA Coordinator as soon as possible, but no later than 60 calendar days after the alleged violation.
- The written complaint should be submitted by the grievant and/or designee.
- Alternative means of filing complaints – such as a personal interview or a tape recording – will be made available on request by people with disabilities.
- The written complaint should contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem.
- Within 15 calendar days after receiving the complaint, an Otsego County Bus System official will meet with the complainant to discuss the complaint and possible resolutions.
- Within 15 calendar days of the meeting, the Otsego County Bus System ADA Coordinator will respond in writing or by other appropriate accessible format. The response will explain the position of the Otsego County Bus System and offer options for substantive resolution of the complaint.
- If the response by the Otsego County Bus System ADA Coordinator does not resolve the issue, the complainant and/or designee may appeal the decision within 15 calendar days after receiving the response to the Federal Transit Administration Office for Civil Rights.
- • All written documents in the process will be retained by the Otsego County Bus System for at least 1 year
- Alternative formats and language translations for this document are available on request



**Agency Name: Otsego County Bus System**

**Date Adopted:**

## **I. Program Statement**

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" (42 U.S.C. Section 2000d).

Otsego County Bus System is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1B.

This program was developed in accordance with FTA C 4702.1B to guide the Otsego County Bus System in its administration and management of Title VI-related activities.

### **Title VI Coordinator Contact information**

Theron D. Higgins, Transportation Director  
Otsego County Bus System  
1254 Energy Drive, Gaylord MI 49735  
989 731-1204 Fax# 989 731-9924  
[thiggins@otsegocountymi.gov](mailto:thiggins@otsegocountymi.gov)

## **II. Title VI Information Dissemination**

Title VI information posters shall be prominently and publicly displayed in the Otsego County Bus System facility and on the inside of their revenue vehicles (see Appendix G). The name of the Title VI coordinator is available on the Otsego County Bus Systems website, at [www.otsegocountymi.gov](http://www.otsegocountymi.gov); go to the 'County Government' tab and click on 'Otsego County Bus System', Title VI information can be located at the bottom of the page. Additional information relating to nondiscrimination obligation can also be obtained from the Otsego County Bus System's Title VI Coordinator.

Title VI information shall be disseminated to Otsego County Bus System employees annually via the Employee Education form (see Appendix A) in payroll envelopes. This form reminds employees of the Otsego County Bus System policy statement, and of their Title VI responsibilities in their daily work and duties.

During New Employee Orientation, new employees shall be informed of the provisions of Title VI, and the Otsego County Bus Systems expectations to perform their duties accordingly.

All employees shall be provided a copy of the Title VI Program and are required to sign the Acknowledgement of Receipt (see Appendix B).

### **III. Subcontracts and Vendors**

All subcontractors and vendors who receive payments from the Otsego County Bus System where funding originates from any federal assistance are subject to the provisions of Title VI of the Civil Rights Act of 1964 as amended.

Written contracts shall contain non-discrimination language, either directly or through the bid specification package which becomes an associated component of the contract.

### **IV. Record Keeping**

The Title VI Coordinator will maintain permanent records, which include, but are not limited to, signed acknowledgements of receipt from the employees indicating the receipt of the of Otsego County Bus Systems Title VI Program, copies of Title VI complaints or lawsuits and related documentation, and records of correspondence to and from complainants, and Title VI investigations.

### **V. Title VI Complaint Procedures**

#### **1. How to file a Title VI Complaint?**

The complainant may file a signed, written complaint up to one hundred and eighty (180) days from the date of the alleged discrimination. The complaint should include the following information:

- Your name, mailing address, and how to contact you (i.e., telephone number, email address, etc.)
- How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.
- Other information that you deem significant

The Title VI Complaint Form (see Appendix C) may be used to submit the complaint information. The complaint may be filed in writing with the Otsego County Bus System at the following address:

*Otsego County Bus System  
1254 Energy Drive  
Gaylord MI, 49735*

NOTE: The Otsego County Bus System encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 180 days from the alleged date of discrimination.

**2. What happens to the complaint after it is submitted?**

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by the Otsego County Bus System will be directly addressed by the Otsego County Bus System. The Otsego County Bus System shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, the Otsego County Bus System shall make every effort to address all complaints in an expeditious and thorough manner.

A letter of acknowledging receipt of complaint will be mailed within seven days (see Appendix D). Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

**3. How will the complainant be notified of the outcome of the complaint?**

Otsego County Bus System will send a final written response letter (see Appendix E or F) to the complainant. In the letter notifying complainant that the complaint is not substantiated (Appendix F), the complainant is also advised of his or her right to 1) appeal within seven calendar days of receipt of the final written decision from the Otsego County Bus System, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the FTA. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner.

*Once sufficient information for investigating the complaint is received by the Otsego County Bus System, a written response will be drafted subject to review by the transit's attorney. If appropriate, the Otsego County Bus System attorney may administratively close the complaint. In this case, the Otsego County Bus System will notify the complainant of the action as soon as possible.*

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

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

## **VI. Limited English Proficiency (LEP) Program**

A four factor analysis was performed by the Otsego County Bus System in accordance with MDOT/FTA guidelines to determine the need and or the type of LEP program which might be needed in our service area. The four factor analysis is as follows:

- 1. The number or proportion of LEP persons eligible in the OCBS service area who may be served or likely to encounter an OCBS program, activity, or service:**

OCBS has reviewed the current data from the U.S Census report of 2010 covering our geographic area of service. OCBS has determined that 99.4% of people age 5 or older speak English "very well" out of a population of 24,164 in our county. Of those 23,413 are white, 80 are Black or African American, 160 are American Indian or Alaska Native, 93 are Asian, and 280 are Hispanic or Latino.

- 2. The Frequency with which LEP individuals come in contact with an OCBS program, activity, or service:**

Since the inception of OCBS in 1980, the agency has continually assessed the frequency with which LEP individuals come into contact with an OCBS program, activity or service. The Majority of our drivers and dispatchers have worked an average of 18 years for the OCBS and have never experienced a situation or come into contact with an individual who did not speak well enough to get a ride scheduled, or take advantage of our programs/and or our service.. The dispatchers and drivers of the OCBS have not encountered any individual who did not read, speak, write, or understand the English language less than "well."

- 3. The nature and importance of the program, activity, or service provided by the OCBS to LEP community:**

In our service area within our county, we have no concentration of any one type of LEP individuals. The Majority of our county population we provide service to, 99% or 22, 572, speak English "very well" or "well". I have contacted many local agencies, DHHS, chamber of commerce, CHS and the university center in an attempt to find an outreach, membership or leadership function that assist LEP individuals and none exists due to the very low number of people who speak other than English but still speak English "very well" or "well". Should anyone within our community with LEP become known in the future, the OCBS will take the necessary measures to provide them with assistance; however, at this time the need for LEP services is very low.

- 4. The resources available to the OCBS and overall costs:**

OCBS has assessed available resources that could be used for LEP assistance, in conjunction with using the "Google Translate" website, if needed to assist with any non-English speaking community members whom might request service. We have determined that when or if that situation arises, we will use either the services of our local State Trooper post that has a Spanish Speaking translator on call, or we will use the language instructors at the M-TEC/University Center in Gaylord. The Cost incurred to provide this invaluable service to any non-English speaking patrons would be very minimal, based on no past contact with passengers whom didn't speak well enough English to schedule a ride.

## **VII. Language Assistance Program (LAP)**

OCBS will take reasonable steps to ensure any individual identified as needing language assistance will receive that assistance with one of the following methods:

- Ongoing assistance will be provided by Dispatcher through the use of Google Translate upon request if and when the need arises.
- I Speak cards will be available in the dispatch and carried by all drivers on all buses at all times.
- OCBS will coordinate with the County DHHS, Health Dept, Commission on Aging, Crawford County Transit, and Thunder Bay Transportation Authority on language resources.
- The LAP will be monitored through dispatch and drivers receiving requests; If and when the need arises, additional resources will be sought out and implemented.

## **VIII. Community Outreach**

As an agency receiving federal financial assistance, we have made the following community outreach efforts since our initial Title VI submission:

### **1. Board Meetings.**

The Otsego County Bus System holds monthly meetings coordinated under the "Transportation and Airport Committee", Comprised of 3 County Commissioners, County Administrator and the Airport and Transportation Directors and the public is invited to attend and they do occasionally. Many outstanding ideas and inputs are received and incorporated as part of our service or operations based on the public's inputs at our Monthly Committee Meetings.

### **2. Local Advisory Council.**

The Otsego County Bus system has the opportunity to incorporate many great ideas, pass on any new information or service ideas and get much needed feedback from our very active Local Advisory Council. This council is made up with a wide array of representation from different demographics, and many agencies are invited to attend. Local human service agencies, commission on

aging, CMH, DHS, HeadStart, Veterans Affairs and Veterans Homeless shelter, school district, adult special needs workshops, disabled passengers, Senior passengers, and advocates from all local agencies.

### **3. Public Advertising.**

Weekly bus system advertising is coordinated with the local radio stations, The Gaylord Herald Times Newspaper and other free publications in our community. Television and Radio notifications are done with all broadcasting agencies for Bus System Closure due to severe weather. These notifications happen before 6am to limit the impact on the community and to get the word out quickly if a closure occurs.

### **4. Customer Complaint Process.**

Citizens may call our Dispatch Center at 989 732-6224 x1 to lodge a complaint or comment. All complaints/comments are distributed to the Department Manager who researches the complaint and responds back to the citizen in a timely manner.

### **5. General Awareness and Phone Surveys.**

We conduct general awareness surveys through our dispatch center and take inputs from the public. Surveys are passed out by drivers and gathered for analysis and to determine routing needs or changes.

NOTE: The Otsego County Bus System has engaged the public in its planning and decision-making processes, as well as its marketing and outreach activities. Between 2005-2009, and 2010-2013 the public was invited to participate in any and all of these activities.

We submit to the Michigan Department of Transportation annually an application for funding. The application requests funding for both capital and operating assistance. Part of the annual application is a public notice, which includes a 30-day public comment period.

## **IX. Title VI Equity Analysis**

In the event that the Otsego County Bus System remodels or builds a new facility we will follow NEPA process as indicated in FTA C 4702.1B in the entire programming of such a facility. The location will be selected without regard to race, color, or national origin. Further if a facility is built, census tracts will be used to determine no negative impact is made on potential Title VI individuals. If it is determined that an impact may occur there needs to be legitimate justification for the location with no alternate site available to meet the needs of the transit system. Before the programming process is completed Otsego County Bus must consider alternatives to determine any site that would lessen the potential impact. At that point, we must follow the least discriminatory alternative.

**X. Membership of Non-Elected Committees:**

During the process of attracting new LAC members, Otsego County Bus and the Otsego County Commission (OCCOA) on Aging will post notices for the LAC committee at the OCCOA stating that we are looking for members and we do not discriminate based on race, color, or national origin. Further the OCCOA senior center is one of the places in the County of Otsego that has a diverse ethnic population and comes in contact with a diverse ethnic population on a daily basis. See Appendix H for the breakdown of non-elected committees.

**XI. Transit related Title VI investigations, complaints and lawsuits.**

Otsego County Bus System has had no Title VI complaints, investigations, or lawsuits since the inception of the Transit System or prior to a written Title VI program.

## **Appendix A      Employee Annual Education Form**

### **Title VI Policy**

No person 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.

All employees of the Otsego County Bus System are expected to consider, respect, and observe this policy in their daily work and duties. If a citizen approaches you with a question or complaint, direct him or her to Theron D. Higgins, Otsego County Bus System, Transportation Director.

In all dealings with citizens, use courtesy titles (i.e. Mr., Mrs., Ms., or Miss) to address them without regard to race, color or national origin.

**Appendix B      Acknowledgement of Receipt of Title VI Program**

I hereby acknowledge the receipt of the Otsego County Bus System's Title VI Program. I have read the program and am committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular C 4702.1.B.

\_\_\_\_\_  
Your signature

\_\_\_\_\_  
Print your name

\_\_\_\_\_  
Date

**Appendix C      TITLE VI COMPLAINT FORM**

Title VI of the 1964 Civil Rights Act requires 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." If you feel you have been discriminated against in transit services, please provide the following information in order to assist us in processing your complaint and sent it to:

Otsego County Bus System  
1254 Energy Drive  
Gaylord MI, 49735

Please print clearly:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ (home) \_\_\_\_\_ (cell) \_\_\_\_\_ (message)

Person discriminated against: \_\_\_\_\_

Address of person discriminated against: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Please indicate why you believe the discrimination occurred:

- \_\_\_\_\_ race or color
- \_\_\_\_\_ national origin
- \_\_\_\_\_ income
- \_\_\_\_\_ other

What was the date of the alleged discrimination? \_\_\_\_\_

Where did the alleged discrimination take place? \_\_\_\_\_

Please describe the circumstances as you saw it: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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Please list any and all witnesses' names and phone numbers:

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

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Please attach any documents you have which support the allegation. Then date and sign this form and send to the Title VI Coordinator at:

Otsego County Bus System  
Attn: Theron D. Higgins  
1254 Energy Drive  
Gaylord MI, 49735

\_\_\_\_\_  
Your signature

\_\_\_\_\_  
Print your name

\_\_\_\_\_  
Date

## **APPENDIX D Letter Acknowledging Receipt of Complaint**

Today's Date

Ms. Jo Doe  
1234 Main St.  
Clarksville, Tennessee 37040

Dear Ms. Doe:

This letter is to acknowledge receipt of your complaint against the Otsego County Bus System 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 telephoning 989 731-1204 x2, or write to me at this address.

Sincerely,

**OCBS**  
**Theron D. Higgins, Title VI Coordinator**  
**1254 Energy Drive**  
**Gaylord MI, 49735**

**APPENDIX E Letter Notifying Complainant that the Complaint Is Substantiated**

Today's Date

Ms. Jo Doe  
1234 Main St.  
Clarksville, Tennessee 37040

Dear Ms. Doe:

The matter referenced in your letter of \_\_\_\_\_ (date) against the Otsego County Bus System alleging Title VI violation has been investigated.

(An/Several) apparent violation(s) of Title VI of the Civil Rights Act of 1964, including those mentioned in your letter (was/were) identified. Efforts are underway to correct these deficiencies.

Thank you for calling this important matter to our attention. You were extremely helpful during our review of the program. *(If a hearing is requested, the following sentence may be appropriate.)* You may be hearing from this office, or from federal authorities, if your services should be needed during the administrative hearing process.

Sincerely,

**OCBS**  
**Theron D. Higgins, Title VI Coordinator**  
**1254 Energy Drive**  
**Gaylord MI, 49735**

**APPENDIX F Letter Notifying Complainant that the Complaint Is Not Substantiated**

Today's Date

Ms. Jo Doe  
1234 Main St.  
Clarksville, Tennessee 37040

Dear Ms. Doe:

The matter referenced in your complaint of \_\_\_\_\_ (date) against the Otsego County Bus System 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.

The Otsego County Bus System has analyzed the materials and facts pertaining to your case for evidence of the city's failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated.

I therefore advise you that your complaint has not been substantiated, and that I am closing this matter in our files.

You have the right to 1) appeal within seven calendar days of receipt of this final written decision from Otsego County Bus System, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or 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,

**OCBS**  
**Theron D. Higgins, Title VI Coordinator**  
**1254 Energy Drive**  
**Gaylord MI, 49735**

## **APPENDIX G    Samples of Narrative to be included in Posters to be Displayed in Revenue Vehicles and Facilities**

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" (42 U.S.C. Section 2000d).

Otsego County Bus System is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A. **If you feel you are being denied participation in or being denied benefits of the transit services provided by Otsego County Bus System, or otherwise being discriminated against because of your race, color, national origin, gender, age, or disability, you may contact our office at 989 731-1204 or by Mail at:**

**OCBS/Title VI Coordinator  
1254 Energy Drive  
Gaylord MI, 49735**

For more information, go to 'Otsego County Bus System' under the 'County Government' on the Otsego County website at [www.otsegocountymi.gov](http://www.otsegocountymi.gov)

**APPENDIX H Breakdown of Membership of Non-Elected Committees**

<b>Body</b>	<b>Caucasian</b>	<b>African American</b>	<b>Asian</b>	<b>Native American</b>	<b>Pacific Islander</b>	<b>Disabled</b>	<b>Low Income</b>
LAC Committee	100%	0%	0%	0%	0%	40%	70%

## PARKS & RECREATION

### Otsego Lake County Park

#### Otsego County Residents:

Day Park Pass	\$4.00
Season Park Pass	\$15.00
Season Park Pass - Seniors (age 60 and over)	\$7.00
Camping Vehicle Permits	\$25.00 per night
Cabin Rental	\$55.00 per night
\$50.00 refundable security deposit required.	
Pavillon Rental	\$65.00
Special Event Camping Fee (addition to standard fees)	\$10.00 per stay

#### Non-Otsego County Residents:

Day Park Pass	\$4.00
Season Park Pass	\$15.00
Season Park Pass - Seniors (age 60 and over)	\$7.00
Camping Vehicle Permits	\$26.00 per night
Cabin Rental	\$55.00 per night
\$50.00 refundable security deposit required.	
Pavillon Rental	\$65.00
Camping Vehicle Permits	\$4.00
Special Event Camping Fee (addition to standard fees)	\$10.00 per stay

#### Community Center

Drop-In Gym Floor Activities (e.g. basketball, tennis, volleyball)	\$1.00
Rental of Entire Community Center 1-1/2 hours	22.50/hr
Overnight Lock-ins (Friday or Saturday) 8pm – 8am	\$225.00

#### Irontone Springs Pavillon Rental

Morning Rental (10:00 a.m. to 3:00 p.m.)	\$65
Afternoon Rental (14:00 p.m. - 9:00 p.m.)	\$65
Full Day (10:00 a.m. to 9:00 p.m.)	\$100
Cleanup Fee (if staff has to clean up after event)	\$25

Credit Card Processing Fee	4%
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