



**NEWBURGH DIAL-A-RIDE
TITLE VI
SUBMISSION TO THE FEDERAL
TRANSIT ADMINISTRATION**



October 2025

Contents

Program Description and Services 3

Title VI Plan..... 3

 Title VI Policy 4

 Title VI Public Notice 4

 Title VI Complaint Procedures and Complaint Form..... 7

 Transit Related Title VI, Complaints, Investigations and Lawsuits..... 8

 Public Involvement Process 8

 Language Assistance Plan..... 10

 Language Assistance Plan Components 10

 Minority Representation on Advisory Boards..... 15

 Efforts to Encourage Minority Representation on Boards and Committees 15

 Recordkeeping and Reporting 15

 Plan and Policy Review..... 15

 Program Monitoring..... 16

 Facility Location Equity Analysis..... 16

Abbreviations

DAR	Dial-A-Ride
FTA	Federal Transit Administration
LEP	Limited English Proficiency
MPO	Metropolitan Planning Organization
OCDP	Orange County Department of Planning
OCTC	Orange County Transportation Council
USDOT	United States Department of Transportation

Newburgh Dial-A-Ride Title VI Submission to the Federal Transit Administration

The following documentation is submitted by Newburgh Dial-A-Ride (herein referred to as Newburgh DAR) to fulfill reporting requirements outlined in 49 C.F.R. Part 21. The information provided follows the requirements and guidelines for reporting as set forth in the program circular. Newburgh DAR will submit its updated Title VI Plan to Orange County every three years for approval.

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

Newburgh DAR is a public transportation service open to all riders within the Town of Newburgh. All service is by reservation only and must be called into our office in advance and is scheduled on a first call first serve basis. The service operates Monday through Friday from 8:30 a.m. to 3:30 p.m. and office hours (for scheduling and trip management purposes) are Monday through Friday from 8 a.m. to 12 p.m. The one-way fare for a ride is \$1.00 for the public with children under 6 riding free. If you are a senior citizen (at least age 60) or persons with disabilities, the fare is \$0.50.

Title VI Plan

As a subrecipient to Orange County receiving FTA Section 5307 funds, Newburgh DAR 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 (if applicable)
- 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 Orange County. (Board approval is not required if the subrecipient does not have a Board.)

The Newburgh DAR shall update its Title VI plan every three years and present the updated plan to Orange County for their review and approval.

Title VI Policy

Newburgh DAR assures that no person shall on the grounds of race, color, sex, age, disability or national origin, as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 (P.L. 100.259) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. Newburgh DAR further assures every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs and activities are federally funded or not. In the event that Newburgh DAR distributes federal aid funds to another entity, it will include Title VI language in all written agreements and will monitor for compliance.

For more information on Newburgh DAR's Title VI program contact:

Newburgh DAR
Supervisor
1496 Route 300
Newburgh, NY 12550
Phone: (845) 564-6084
Fax: (845) 566-9486
Email address: supervisor@townofnewburgh.org

Title VI Public Notice

Newburgh DAR recognizes the importance of informing the public of its Title VI rights and providing and distributing general information to the public in a manner and language that citizens can understand. Newburgh DAR periodically posts the following statement through various media outlets, including:

- Agency website at www.townofnewburghny.gov/cn/webpage.cfm?TID=40&TPID=4942 (which has the ability to be translated, for example through free online services like Google Translate)
- Public areas of the agency office
- Flyers and postings on buses

The figure provided on the following page is the official notification posted to notify individuals of their Title VI rights.

Newburgh DAR provides Title VI notices as per the “Safe Harbor” guidance, which states that language or translation assistance should be provided for each eligible language group that constitutes at least five (5) percent or 1,000 LEP individuals of the population of persons eligible to be served or likely to be affected or encountered, whichever is less. Based on the demographic data analysis, Spanish LEP populations meet this threshold, and notification of Title VI protection is provided in Spanish (where necessary or as requested) in transit administration buildings and on-board transit vehicles. Additionally, if requested, Newburgh DAR will provide language assistance and will inform beneficiaries of their rights upon request.

In addition to notifying citizens of their rights, Newburgh DAR has examined the language needs specific to its ridership within its Language Assistance Plan and produces public materials to meet the identified language needs of its riders. All planning activities and notices which are advertised to the press are also shared with news sources that serve LEP communities.

Newburgh DAR

TITLE VI POLICY STATEMENT

Newburgh DAR assures that no person shall on the grounds of race, color, sex, age, disability or national origin, as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 (P.L. 100.259) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. Newburgh DAR further assures every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs and activities are federally funded or not. In the event that Newburgh DAR distributes federal aid funds to another entity, it will include Title VI language in all written agreements and will monitor for compliance.

Additional Information:

Individuals and/or organizations who would like more information concerning Newburgh DAR's non-discrimination obligations should contact:

Supervisor
1496 Route 300
Newburgh, NY 12550

If information is needed in another language, please contact Newburgh DAR at supervisor@townofnewburgh.org or call (845) 564-6084.

Complaint Procedures:

Individuals or organizations who believe they have been denied the benefits of, excluded from participation in, or subject to discrimination on the grounds of race, color, or national origin can file an administrative complaint with Newburgh DAR under Title VI of the Civil Rights Act of 1964 and send to the above address. If desired, individuals and organizations may file a complaint by completing the attached Title VI complaint form or a copy of the form is available on-line at <https://www.townofnewburghny.gov/cn/webpage.cfm?TID=40&TPID=4942>. Complaints should be signed and include contact information.

Title VI Complaint Procedures and Complaint Form

49 C.F.R. Part 21.1, 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 otherwise subjected to discrimination under any program or activity receiving Federal financial assistance from the Department of Transportation.”

In order to comply with Title VI and all of the regulations of 49 C.F.R. Part 21, Newburgh DAR provides the following complaint procedures for those persons who believe that they have been subjected to discrimination under any program or activity receiving Federal financial assistance from the United States Department of Transportation (USDOT). These procedures do not deny the right of the complainant to file a formal complaint with other State or Federal agencies or to seek private counsel for complaints alleging discrimination.

Who do these Title VI procedures apply to?

Title VI applies to any program for which Federal financial assistance is authorized under a law administered by the USDOT. Federal financial assistance includes: grants and Federal loans; the grant or donation of Federal property and interests in property; the detail of Federal personnel; the sale and lease of and the permission to use Federal property or any interest in such property without consideration, or at a nominal consideration, or in recognition of the public interest to be served by such sale or lease to the recipient; any Federal agreement, arrangement or other contract which has as one of its purposes the provision of assistance.

Who may file a Title VI complaint?

A complaint may be filed by any person who believes himself, herself, or any specific class of persons to be subjected to discrimination.

What is discrimination under Title VI?

Discrimination under Title VI of the Civil Rights Act of 1964, as amended, is an act (action or inaction), whether intentional or unintentional, through which a person, solely because of race, color, national origin, has been otherwise subjected to unequal treatment or impact under any program or activity receiving Federal financial assistance from the USDOT.

How and where is a discrimination complaint filed?

A complaint must be in writing, signed by the person(s) or their representative(s) and must include the complainant(s) name, address and telephone number. Attached is a Discrimination Complaint Form that may be used; however, a complaint may also be filed by sending the complaint via facsimile or electronic mail.

A signed written complaint must be filed within 180 days of the date of the alleged discrimination. The signed complaint must be sent to:

Newburgh DAR
Supervisor

1496 Route 300
Newburgh, NY 12550
Phone: (845) 564-6084
Fax: (845) 566-9486
Email address: supervisor@townofnewburgh.org

How long will it take for my complaint to be resolved?

The complaint will be reviewed by the Supervisor. When practicable, the complainant shall be notified, in writing, of the findings and remedial action, if any, within a period not to exceed 60 days.

Enclosed are Attachment B – Complaint Form and Attachment D – Flowchart of the Complaint Intake, Monitoring, and Resolution process.

Transit Related Title VI, Complaints, Investigations and Lawsuits

There have been no investigations, complaints, or lawsuits filed with or against Newburgh DAR for Title VI violations during the past three (3) years.

Public Involvement Process

Newburgh DAR recognizes the importance of engaging members of the public, particularly those who depend upon public transit services, in planning activities and marketing efforts that reach and inform all current and/or potential transit customers through various strategies and outlets. Newburgh DAR understands that it is particularly important to make efforts to reach out to and engage members of disadvantaged segments of the community such as lower income, minority, and LEP populations.

Organizational Structure

The structure for engaging with the public is generally two-fold within Orange County: Newburgh DAR directly interact with riders, while the Orange County Department of Planning (OCDP) serves as the designated coordinating agency and is tasked with planning and implementation. Additionally, OCDP works extensively with the Orange County Transportation Council (OCTC), the Metropolitan Planning Organization (MPO) of Orange County, to provide public notice and participation opportunities to all members of the community.

As it relates to public outreach and participation, Newburgh DAR is tasked with day-to-day operations and is typically the first interaction as it relates to Title VI complaints and language assistance needs and are pivotal in tracking such interactions.

OCDP, which performs planning and administrative activities, collaborates with Newburgh DAR via the operator oversight program. This program allows OCDP to coordinate with Newburgh DAR regarding complaints, language assistance, and day-to-day operations.

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 Newburgh DAR’s decision-making process, Newburgh DAR implements early, frequent and continuous engagement for public involvement. The engagement methods include and are not limited to:

1. Post public involvement notifications on transit vehicles, Newburgh DAR building, and on the Newburgh DAR 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).
5. Coordinate with local community organizations, including houses of worship, community groups and publications, and other local partners.

Summary on Public Involvement Activity

Until this point, Newburgh DAR has adopted Orange County’s Title VI Plan in lieu of adopting our own Title VI Plan. Since the last Orange County Title VI plan update, Newburgh DAR conducted the following public involvement outreach (emails, website posting, media outlets, in-person, virtual) sessions:

Table 1: Summary on Public Involvement Activity

Event Name	Date (Month, Day, Year)	Brief Description of Event Purpose	Outcome Methods	Summary of Attendance
Memorial Day Parade	Annual - May	Honor & Support Veterans	Analyze data	1000 + community
Senior Wellness Fair	Annual -October	Different organizations that are relevant to our Seniors needs.	Analyze data	Avg: 60
Senior Picnic	Annual - September	Appreciation of our Seniors via the TON	Analyze data	Avg:175
Senior Chats	Annual - Monthly	Various topics – relevant to our seniors need	Analyze data	Avg:60

Language Assistance Plan

Language Assistance Plan Components

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, Newburgh DAR will take reasonable steps to ensure meaningful access to our programs and activities by LEP persons.

In order to ensure meaningful access to Newburgh DAR 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 could be served by Newburgh DAR transit service.
2. The frequency with which LEP persons come into contact with Newburgh DAR
3. The nature and importance of Newburgh DAR 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 if an LEP population requires language assistance and what specific language services are appropriate, the Newburgh DAR has conducted a Four Factor Analysis of the following areas: (1) Demography, (2) Frequency, (3) Importance, and (4) Resources and costs.

Factor 1 – Demography

According to the 2019-2023 American Community survey, in 2023 the Newburgh DAR service area has a total population of 30,399. Of this population, 77.2% percent speak only English, while the remaining 22.8 percent speak other languages, either in addition to or instead of English. LEP population is characterized as people who speak a language other than English at home and speak English less than “very well”. Approximately 5.5 percent of people within the Newburgh DAR service area speak English less than “very well”, of which the largest share speak Spanish as their primary language. Table 2 depicts the language breakdown of LEP individuals, represented as both the total number of individuals who speak each language and as a proportion of the total service area population.

The “Safe Harbor” guidance states that language or translation assistance should be provided for each eligible language group that constitutes at least five (5) percent or 1,000 LEP individuals of the population of persons eligible to be served or likely to be affected or encountered, whichever is less. Based on the analysis of census data, Spanish LEP populations meet this threshold.

Table 2: LEP Populations by Language Group

Language Group	LEP Population	Percent
Spanish	1,213	4.0%
Asian and Pacific Islander	97	0.3%
Other Indo-European	312	1.0%
Other	48	0.2%
Total	1,670	5.5%

The geographic breakdown of LEP individuals within the Newburgh DAR service area is depicted in Figure 1. As shown in the figure below, the LEP populations are more concentrated in the urban areas of Newburgh and along the I-84 corridor.

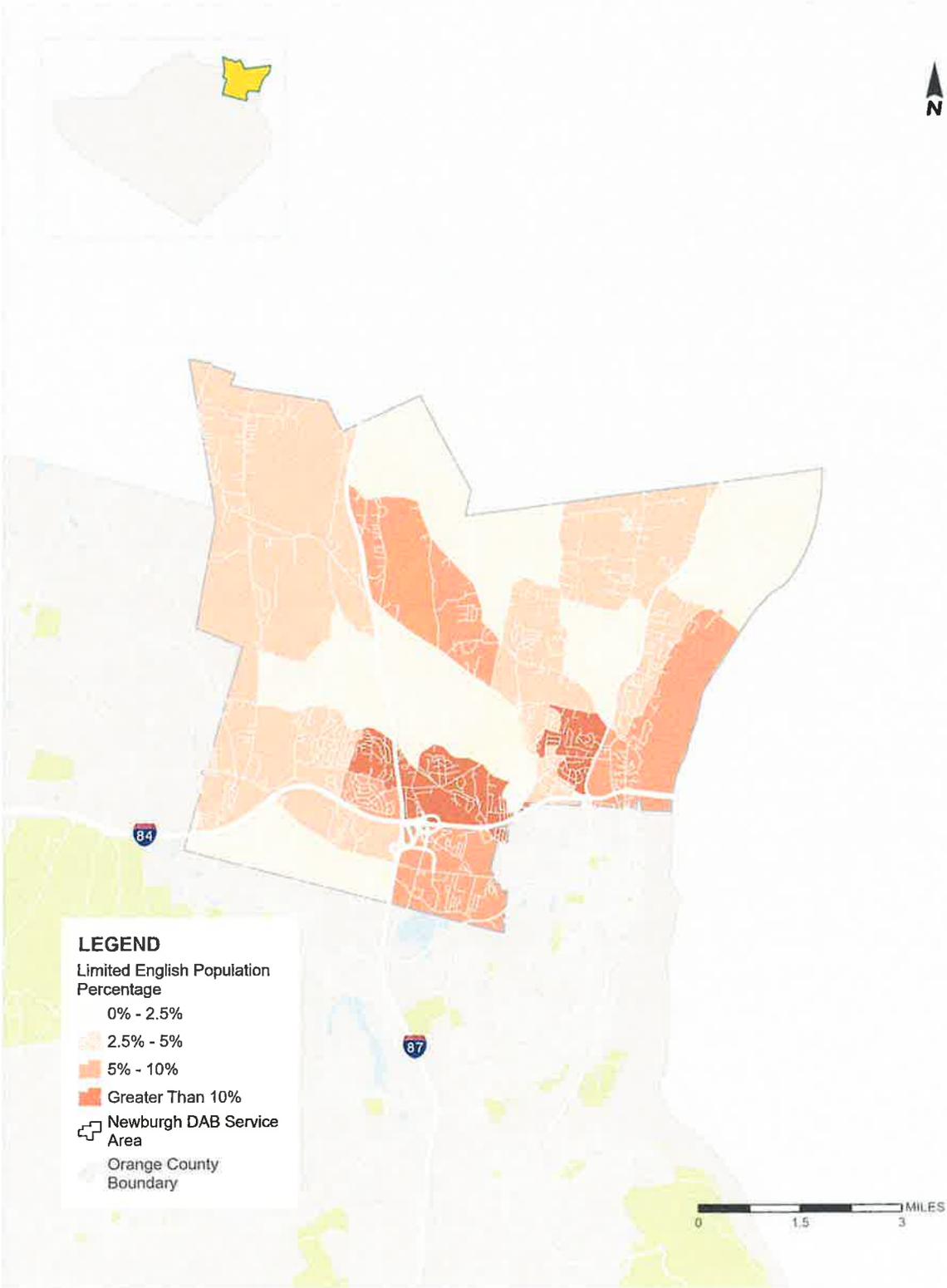


Figure 1: Service Area Distribution of LEP Population

Factor 2 – Frequency

Newburgh DAR maintains an LEP Service Log for language assistance. This helps Newburgh DAR keep track of the frequency of questions that the staff receive regarding language services and also the various languages in which the questions are received. This log supplements the Complaint log in enabling Newburgh DAR staff to track the frequency in which LEP individuals interact with programs, activities, and services. The Log keeps track of the following details:

- Date of contact
- Language service requested
- Call taker/Contact staff
- Concerned service/program area
- Service request in detail
- Action taken or manner in which the question was addressed

This log helps track the frequency of LEP service contact by date and breaks it down further by language spoken, and by which service or program requested. This will help streamline resources based on language assistance by languages in which the services are sought frequently and also in identifying the types of service which need LEP language assistance more frequently than others. Operators also keep track of recurring requests for a particular service or category, to be able to identify services that are frequently sought after by customers.

Analysis of frequency monitoring through the above-mentioned outreach and customer contact mechanisms indicates that language assistance is seldom sought for services within the Newburgh DAR service area.

Factor 3 – Importance

Newburgh DAR recognizes that providing public transportation access to LEP persons is critical and that an inability to effectively access and use public transportation may adversely affect the ability to access employment, education, and obtain healthcare.

Newburgh DAR provides a number of services that are important to an LEP person's ability to successfully access information, including language translation, new rider attraction and information distribution, and travel training.

Factor 4 – Resources and Costs

To meet the language assistance needs of the Newburgh DAR LEP population, Newburgh DAR will utilize readily available resources such as Google Translate, in addition to other avenues, to not only minimize costs, but to strengthen our partnership with other organizations our clients/riders engage with. To supplement these resources, Newburgh DAR may also retain the services of an interpreter, translate vital documents, and utilize community volunteers.

Providing Language Assistance Services

Newburgh DAR currently meets the language assistance needs of the Spanish-speaking population through the services of an interpreter, including Google translate on our website, and accessing

community organizations that meet the needs of Spanish-speaking population. As needed, key documents are translated to Spanish, meeting the threshold for translation of such materials.

Informing LEP Populations of the Availability of Language Assistance

Language assistance is advertised on our website, on the Title VI notice, through posters in our agency, and through program registration materials, as applicable. Newburgh DAR also utilizes community-based organizations to share the availability of these services, public meetings, rider surveys and interviews, outreach documents, and on vehicles.

Newburgh DAR annually identifies the language capabilities and language assistance needs of our ridership. Should Newburgh DAR have more than 5% of persons or 1,000 people in a specific language group that requires language assistance, Newburgh DAR 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

The Newburgh DAR 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(s). As a part of this process, the Newburgh DAR will incorporate components that encourage feedback from customers on their experience with the implementation of the Language Assistance Plan. Based on the input received, Newburgh DAR 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 Orange County's Human Service – Public Transportation Coordination Plan, Newburgh DAR 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

Newburgh DAR 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)
5. LEP Service Log

If an employee needs further assistance related to LEP individuals, they will work with the Newburgh DAR’s Supervisor to identify strategies to meet the language needs of the participants of the program or service.

Minority Representation on Advisory Boards

The only non-elected transit committee or council of Newburgh DAR is the Safety Committee. The representation of membership by racial breakdown is shown in the table below.

Table 3: Racial Composition of Membership of Board, Committees, Councils

Body	Caucasian	Hispanic	African American	Asian American	Native American	Two or More Races
Safety Committee	75%	%	25%	%	%	%

Efforts to Encourage Minority Representation on Boards and Committees

The Newburgh DAR understands diverse representation on committees, councils and boards result in sound policy reflective of its entire service area. As such, the Newburgh DAR encourages participation of all its clientele/patrons and interested parties on boards, committees or councils.

As vacancies on boards, committees, and councils become available, the Newburgh DAR will make efforts to encourage and promote diversity with active participation of clientele/patrons, community organizations and interested parties. Newburgh DAR contacts advocates of the minority community, such as organizations that serve minority communities and leaders to garner interest in participating on boards, committees, or councils.

Recordkeeping and Reporting

Newburgh DAR maintains records related to the agency’s implementation of Title VI program, including records of the Title VI Plan Board adoption, records of Title VI staff training, public involvement activities, complaints, investigations, language assistance services and other implementation activities.

Newburgh DAR shall update the Title VI Plan, every three years and submit the plan to the Orange County Department of Planning for approval.

Plan and Policy Review

The Title VI policy will be disseminated to employees through new employee orientation and periodic email messages. The Newburgh DAR will review its Title VI Plan at least once every three years to determine if modifications are necessary. The Newburgh DAR directly operates services (and/or) subcontracts the operation of (some or all) 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
August, 2015	Adopted and distributed	Mr. John Grimm	Verified intake materials, postings. Verified all employees received Title VI training and copies of Title VI policy.
June, 2022	Annual review of implementation	Dawn Thompson	Verified all new employees received training and copies of Title VI policy. Verified intake materials and postings.
September, 2023	Annual review of implementation	Dawn Thompson	Verified all new employees received training and copies of Title VI policy. Verified intake materials and postings.
June, 2024	Updated plan, adopted and distributed	Dawn Thompson	Verified all employees received training and copies of Title VI policy. Verified intake materials, postings
October, 2025	Adopted and distributed	Lisa M. Vance Ayers	Verified intake materials, postings. Verified all employees received Title VI training and copies of Title VI policy.

Program Monitoring

The Newburgh DAR will monitor the effectiveness of the Title VI program through the feedback from clientele, employees, general public and other agencies (Orange County, FTA). Newburgh DAR seeks opportunities to continuously improve its Title VI plan, public participation outreach efforts and providing meaningful access of our services to LEP individuals.

Facility Location Equity Analysis

As a subrecipient of federal funds, Newburgh DAR 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 Newburgh DAR 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, Newburgh DAR will work with Orange County to ensure that the equity analysis is completed and submitted to Orange County. The equity analysis will be provided upon request to Orange County, FTA and during the triennial review.

The below is intended to provide direction to the reader as to whether Newburgh DAR was required to, completed, and included a Title VI equity analysis with this Title VI Plan update.

Did Newburgh DAR construct, expand or acquired a facility in the past three years? (check the box next to the appropriate response below)

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

Does Newburgh DAR plan to construct, expand or acquire a facility in the next three years? (check the box next to the appropriate response below)

- No. Newburgh DAR does not plan to construct, expand or acquire a facility.
- Yes. Newburgh DAR plans to (construct, expand or acquire) a facility.

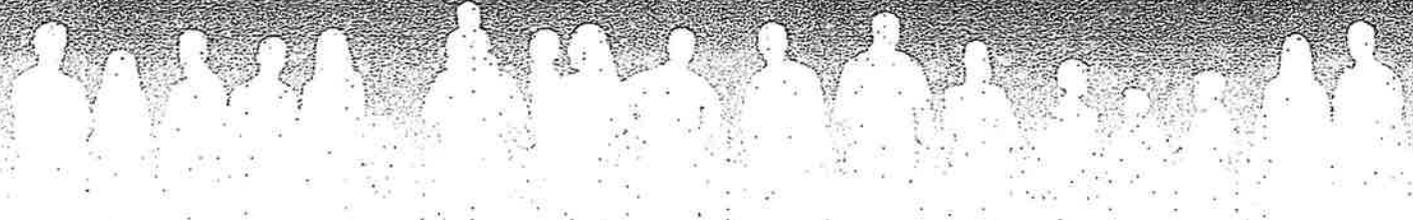
If yes, was a Title VI equity analysis completed? (check the box next to the appropriate response below)

- Yes. A Title VI equity analysis was completed.
- No. A Title VI equity analysis was not completed.

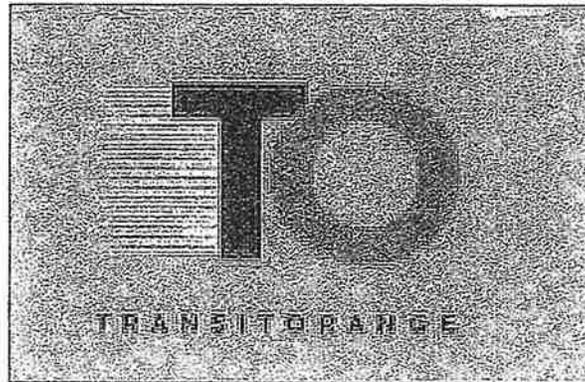
If no, when will the Title VI equity analysis be completed?

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Attachment A: Documentation of Board Approval



NEWBURGH DIAL-A-RIDE TITLE VI SUBMISSION TO THE FEDERAL TRANSIT ADMINISTRATION



October 2025

APPROVED

DATE OF TOWN ACTION: 10/27/2025

NOTE OF TOWN BOARD 5-0-0-0

Lisa M. Vance Ayers
LISA M. VANCE AYERS, TOWN CLERK

*Recreation
Accounting*

**Attachment B:
Title VI Complaint Form**

Newburgh Dial-A-Ride Title VI Complaint Form

Note: The following information is needed to assist in processing your complaint.

Complainant's Information:

Name: Address:

City/State/Zip Code:

Telephone Number (Home):

Telephone Number (Work):

Person Discriminated Against (if someone other than complainant)

Name: Address:

City/State/Zip Code:

Telephone Number (Home):

Telephone Number (Work):

Which of the following best describes the reason you believe the discrimination took place?

- Disability:
- Race/Color/National Origin
- Other (e.g. religion, sex, age):

I believe that a transit agency has failed to comply with the following program requirements:

- Americans with Disabilities Act (ADA):
- Title VI of the Civil Rights Act of 1964 (Title VI):
- Other (Specify):

If you selected Americans with Disabilities Act (ADA) above, specify the type of complaint you are filing, otherwise please skip to next question.

(Select all that apply)

- Paratransit Eligibility (was denied full paratransit eligibility or recertification of eligibility)
- Paratransit On-Time Performance (experienced untimely pickups, missed trips, trip denials, lengthy trips, etc.)
- Other (Specify):

On what date(s) did the alleged discrimination take place?

Describe the alleged discrimination. Explain what happened and whom you believe was responsible (if additional space is needed, add a sheet of paper).

List names and contact information of persons who may have knowledge of the alleged discrimination.

Have you filed this complaint with any other federal, state, or local agency, or with any federal or state court? Check all that apply.

Federal Agency

Federal Court

State Agency

State Court

Local Agency

If you have checked above, please provide information about a contact person at the agency/court where the complaint was filed.

Name: Address:

City/State/Zip Code:

Telephone Number (Home):

Telephone Number (Work):

Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

Complainant Signature: _____ Date: _____

Attachments: Yes No

Submit form and any additional information to:

**Supervisor
Newburgh Dial-A-Ride
1493 Route 300
Newburgh, New York 12550
Fax: (845) 566-9486
supervisor@townofnewburgh.org**

Attachment C: Complaint, Investigation, and Lawsuits Log

Attachment D:
**Flowchart of the Complaint Intake,
Monitoring, and Resolution Process**

Person believes they have been discriminated against

Person or their representative write a formal complaint

What has to be included?

The complaint must contain the complainant's name, address, phone number, and signature. If complainant cannot provide a signature, their representative must sign.

When does the complaint have to be filed?

Complaints must be filed within 180 days of the alleged discrimination.

How can someone send in their complaint?

Complaints can be mailed to:
Attn: Supervisor
Newburgh Dial-A-Ride
1493 Route 300
Newburgh, New York 12550
Faxed to: (845) 566-9486
-or-
Emailed to:
supervisor@townofnewburgh.org

How long does it take for a complaint to be resolved?

Complaints are resolved within 60 days or less.

How is the complaint resolved?

When practicable, notification of findings and actions is sent to the complainant in writing.