

City of Olean
Title VI
PUBLIC PARTICIPATION PLAN

The City of Olean makes efforts to reach out to its community on the operation of The Olean Area Transit System (OATS) by publishing notices of the opportunity to request a public hearing or submit comments on grant applications, proposed service changes, and changes to the fare structure of the OATS system. The aforementioned notices are posted on the City of Olean website and published in the local general circulation newspaper, the Olean Times-Herald. The City of Olean maintains a list of over forty local social service, human service, public and private transportation providers, including taxi operators, and local institutions and transmits all notices associated with the Olean Area Transit System to the listed entities to afford the opportunity to review and comments on proposed changes. In the OATS service area of the City of Olean and its environs in Cattaraugus County, this list includes entities which represent minority and limited English proficient populations.

Title VI information, including Title VI complaint procedures and forms are posted on the City Of Olean website. Title VI information is displayed in OATS buses and on OATS bus shelters at bus stops.

Notice to Beneficiaries

The City of Olean has published a Notice to Beneficiaries stating that the City does not discriminate on the basis of race, color, or national origin in programs and activities receiving federal financial assistance. The notice includes procedures, by which, an individual can contact the City for information on its Title VI program or exercise the individual's right to submit a Title VI complaint to the City or the Federal Transit Administration. The published Notice to Beneficiaries has been posted on the City website and the Notice to Beneficiaries has been translated to Spanish and posted on the City Website.

Language Assistance Program:

The City of Olean does not discriminate against individuals that may encounter a language barrier in the distribution of documents and materials associated with the Olean Area Transit System. In the occurrence of a situation where an individual has limited English proficiency and the English language is a barrier to the individual's ability to access information concerning documents and materials associated with the Olean Area Transit System, the City of Olean will arrange for language assistance services to enable a translation of the aforementioned documents for said individual. The City of Olean has translated its Notice to Beneficiaries of Protections Available under the Title VI program into Spanish and the Notice is posted on the City of Olean website. Procedures, by which and individual may request language assistance are published on the City of Olean website.

OATS Policy on Passenger Behavior

The City of Olean has published and posted on the City of Olean website its OATS policy on Passenger Behavior and distributed the policy on OATS buses during operation of service.

Community Participation

The City of Olean is an active participant in the Community Transportation Coalition of Cattaraugus County and is a member of the Coalition Steering Committee, which worked on the 2014 Update to the Cattaraugus County Coordinated Public Transit Human Services Transportation Plan. The City of Olean sponsors the Olean Area Transit System (OATS) and contracts for its operation. Currently, the third-party contract operator is First Transit, Inc. As such, First Transit is an active participant in the Coalition and participates in meetings among partnering agencies to discuss transportation coordination opportunities.

The objectives of the county-wide mobility management system are to improve individuals' access to transportation throughout the county in order to gain or maintain their employment and to better access available human services within Cattaraugus County, NY. Mobility management and service coordination improve the quality and availability of transportation particularly for low-income residents seeking employment or employment and training-related services and for the elderly or those with disability challenges who need to access services, treatment, or goods to improve their quality of life.

The City of Olean worked with the Cattaraugus Rehabilitation Center to develop an application for Job Access and Reverse Commute and New Freedom funding to continue a county-wide mobility management function in Cattaraugus County. The application was submitted by the Cattaraugus Rehabilitation Center and approved by NYSDOT.

Under the approved project work, a county-wide coordinated public transportation human services "Gateway" was established whereby requests for information as well as rides on public and human services transportation could be arranged. The Gateway expands upon the mobility management services provided for Cattaraugus County Department of Social Services and other County Departments by the VMC Group, Inc. to include transportation needs associated with the Cattaraugus Rehabilitation Center. The VMC Group developed a coordinated transportation service solicitation for the Rehabilitation Center and the County that combined certain services and resulted in cost savings to the partnering agencies.

The Gateway, which is a coordinated access point to public and human service transportation, works to identify the best means by which desired trips may be completed, using either social and human service or public transportation provided by the OATS system.

The City of Olean participated in meetings that resulted in the selection of Medicaid Answering Services (MAS) as the Medicaid program transportation manager in Cattaraugus County. The City continues to work with MAS to provide rides for Medicaid recipients through MAS. MAS purchases monthly passes from the City of Olean for this purpose.

The City of Olean continues to work with the Cattaraugus Rehabilitation Center to identify opportunities to utilize the fixed route, route deviation, OATS service to provide Rehabilitation Center transportation needs. In addition to the initiation of transit service to Salamanca, the City worked with the Rehab

Center to identify OATS route changes that were implemented and enabled Rehabilitation Center clients to use daily OATS service to access employment and human services. Additional route modifications or initiation of new public transit services to accommodate Rehab Center transportation needs are under consideration.

The City of Olean has established a partnership with Ardent Solutions (formerly known as the Allegany Western Steuben Regional Health Network and Access Allegany), which operates Allegany County Transit by third-party contract, and the Seneca Nation of Indians, which operates the Seneca Transit System, to provide mobility improvements and program efficiencies throughout the region. Among the partnership efforts are route schedule and transfer coordination and work on a joint smart technology project which will afford mobility enhancements across the region.

The City of Olean continues to participate in efforts to enhance regional coordination and cooperation in the delivery of transportation services. The Southern Tier West Regional Planning and Development Board convenes the Regional Mobility Management Committee with representatives from all three counties (Allegany, Cattaraugus, Chautauqua) and the Seneca Nation. Representation on the Committee includes OATS, Access Allegany, Chautauqua Area Regional Transit System (CARTS), Seneca Transit System (STS); The ReHABILitation Center in Olean and the Resource Center in Jamestown; Chautauqua Works in Jamestown; Cattaraugus County Planning Department; and NYS Department of Transportation.

Representatives of OATS, Access Allegany, CARTS, and STS conduct meetings during which opportunities and activities to coordinate public transportation services among operations are discussed. The continuation of established partnering agreements provides the opportunity for the cost efficient provision of public transportation services to the region. It is anticipated that existing partnering agreements will be reviewed and renewed annually.

The Update to the Cattaraugus County Coordinated Plan calls for identifying strategies to address gaps, eliminate duplications, and improve the efficiency of the use of available resources in the delivery of regional transportation services in the region. As a member of the Community Transportation Coalition Steering Committee, the City of Olean participates in regional discussions to identify opportunities and resources to implement such strategies.