Title VI Notice to Public

Please also include a list of locations where the notice is posted to inform the public of their rights under Title VI. At a minimum, recipients must post the notice on the agency's website, transit vehicle(s) and in public areas of the agency's office(s), including the reception desk, meeting rooms, etc.

Notifying the Public of Rights Under Title VI

THE CITY OF LOUISBURG

- The City of Louisburg operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint With the City of Louisburg.
- For more information on the City of Louisburg's civil rights program, and the Procedures to file a complaint contact 913-837-5371, (TTY 711-Kansas Relay system); email title.vi.complaint@louisburgkansas.gov; or visit our administrative Office is at 215 S Broadway Louisburg, Kansas 66053. For more Information, visit www.louisburgkansas.gov
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the 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 913-837-5371.

Title VI Brochures

Agencies should also make Title VI brochures available in the same locations identified in the description above. These brochures can be downloaded from the KDOT Public Transportation website at the link below.

https://www.ksdot.org/burTransPlan/pubtrans/index.asp

Transit Public Participation Plan Outline

1. Brief description of provider's activities and services

   We are a "demand response" service.
   Transport people to medical appointments, grocery shopping, work, school, and bringing people to the senior center for meals, card playing, exercise, bingo, music, etc.

2. Brief description of activities that would warrant public participation (i.e. fare changes, changes to service hours, route adjustments, service area changes).

   We have daily feedback from our customers. They love our services because without it, some of them would not be able to go to the grocery store, Dr. appts, work, school, etc. No plans currently to make changes to existing rates or services.

3. Brief description of the proactive public participation strategies would be used.

   We are very active in our community and have close working relationships with numerous civic organizations, Chamber of Commerce, PPO, Lions Clubs, And Ministerial Alliance. We also use social media platforms such as, FB, website, ads in news paper, etc. to share information and future considerations.

4. Brief description of outreach methods to engage minority and Limited English Proficiency (LEP) individuals (i.e. translation of public meeting materials, providing translation services if requested, targeted media messages in low income neighborhoods of service area, Work with existing neighborhood and advocacy organizations).

   Our center is open to ALL our public, regardless of race, color, age, & creed. We also have a great working relationship with our local Library with numerous joint activities.

5. Brief description of the desired outcomes of the agency's public participation efforts.

   To have any and all seniors in our community feel welcome and share fellowship, meals and activities. Transportation service is open to all of our community. We welcome all who are in need our service of all ages.

   In general, desired outcomes could include, but are not limited to, the following:

   - The agency desires to have actively engaged transit riders, stakeholders and members of the general public in the decision making process.
   - The agency strives to have given adequate public notice of public participation activities and allowed proper time for public review and comment at key decision points.

- The agency desires to provide timely information about transportation issues and processes to transit riders, stakeholders and members of the general public
- The agency will provide responses to all public input as appropriate.
- The agency will have facilitated effective communication among a diverse group of stakeholders.
- The agency will have established a timetable for review of the Public Participation Process to ensure it provides full and open access to all.

6. Brief summary of recent outreach efforts over the past three years.

- *Chamber of Commerce input*
- *Input from all board members*
- *Participation in community events: races, health fairs, fund raisers, sporting events, etc.*
- *Ever expanding group of community volunteers*

Menu of Public Participation Strategies:

- Public hearings/meetings/workshops where meetings are held at convenient times and at accessible locations
- Utilize different meeting sizes and formats
- Utilize a variety of advertising platforms (i.e. newspaper, notices on board vehicles, social media, website, local cable television)
- Maintaining a database of contacts to include at a minimum the following: members of the public, elected officials, local government staff, KDOT Public Transit staff, local media
- When feasible, electronically send and/or mail meeting announcements (invitations) to groups likely to be interested in the agency's activities as well as those included in the database
- Employ visualization techniques when possible to depict the agency's activities/materials to the public (i.e. charts, graphs, photo interpretation, maps, use of GIS, artist's renderings, physical models)
- Post relevant information on agency website including where public comments may be submitted if necessary
- Display ads, brochures and fact sheets
- Neighborhood meetings and newsletters
- Direct mailings and or emails are used to announce upcoming meetings or activities or to provide information to specifically targeted areas, groups of people, and advocacy groups
- Local newspaper articles, advertisements, and public notices
- Avoidance of technical jargon in presentations and information displayed
- Public opinion surveys to assess widespread public opinion

Limited English Proficiency (LEP) Plan Template

Introduction

On August 11, 2000, President Bill Clinton issued Executive Order 13166 ``Improving Access to Services for Persons with Limited English Proficiency,'' (65 FR 50121). The intent of this Executive Order is to improve access to federally conducted and federally assisted programs and activities for persons who are limited in their English proficiency. The purpose of developing an LEP plan, as a recipient of federal funds, is to identify the extent of LEP individuals in the region and identify ways that the transit agency can reduce and/or eliminate the barriers to LEP individuals. The starting point for developing this plan is to perform a four factor analysis to determine the individualized needs of the region. After these needs are identified, the transit agency should develop a language assistance plan addressing the mix of services that will be provided.

Four Factor Analysis

(1) Identify number of or proportion of LEP individuals that can utilize the service provided by *(Louisburg Area Senior Citizens Center)*: *Using the 2018-2021 American Community Survey data, we find that there are no language groups that fit the criteria of more than 5% of the total population and more than 50 persons who "speak English less than very well". When we need to serve people categorized like this, we will rely on an interpreter to assist us with communication and scheduling rides for those individuals.*

(2) Identify the frequency in which LEP individuals come in contact with the service:

There are no language groups that currently qualify as LEP group.

(3) Identify the importance of the service to the LEP community:

We provide transportation for medical, nutritional, and personal reasons to the general public in the eastern part of Miami County. We would go through an interpreter to communicate and schedule rides for individuals who speak English less than very well.

(4) Identify the resources available and the respective costs of these resources:

Currently we have interpreters that are volunteers that speak Spanish and are proficient in sign language.

Limited English Proficiency Plan

Utilizing the information gathered from the Four Factor Analysis, the following plan is developed in order to provide the necessary assistance to LEP persons.

Identified LEP individuals

There are no specific population groups that meet the criteria of more than 5% and more than 50 individuals,

Language Assistance Measures

*We would utilize an interpreter to help us with communication and scheduling of rides for those who have a language barrier. We have board members that can speak Spanish and use sign language. We would also utilize th3 I Speak Cards (*http://www.lep.gov/ISpeakCards2004.pdf*), etc.*

Training Staff

The dispatcher will communicate with the interpreter to schedule the rides. The driver will communicate as best as possible with the rider during the trip.

Providing Notice

The LEP plan will be provided to any person or agency requesting a copy. The person of contact in regards to the LEP plan is Director Rhonda Kerr and can be reached via phone at the Louisburg Area Senior Citizens Center at 913-837-5113.

If a complaint is to be filed by and LEP individual, please utilize the Title VI Complaint Procedures.

Monitoring and Updating LEP Plan

We will check every three years and see if there are any changes in the Title VI demographics of the Louisburg Area Senior Citizens area. The plan will be updated any time changes are deemed significant in regards to LEP persons

Helping Seniors Get Connected and Stay Connected

504 S. Metcalf

Louisburg KS 66053

913-837-5113

Title VI Complaint Procedure

Title VI Complaint Procedures

The following pertains only to Title VI complaints regarding the services of *(Louisburg Area Senior Citizens Center).*

Title VI, 42 U.S.C. §2000d et seq., was enacted as part of the Civil Rights Act of 1964. At the heart of the regulation is the statement 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.*

The *Louisburg Area Senior Citizens Center* has in place a Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in Chapter III of the Federal Transit Administration Circular 4702.1B, dated October 1, 2012. If you believe that the *Louisburg Area Senior Citizens Center, Inc* federally funded programs have discriminated your civil rights on the basis of race, color, or national origin you may file a written complaint by following the procedure outlined below:

1. Submission of Complaint.

Any person who feels that he or she, individually or as a member of any class of persons, on the basis of race, color, or national origin has been excluded from or denied the benefits of, or subjected to discrimination caused by the *(Louisburg Area Senior Citizens Center),* may file a written complaint with the *(Louisburg Area Senior Citizens Center)'s* (Tile VI Coordinator/Director/CEO). A sample complaint form is available for downloaded at *www.title.vi.complaint@louisburgkansas.gov* and is available in hard copy at the offices of *(Louisburg Area Senior Citizens Center).* Upon request, the *(Louisburg Area Senior Citizens Center)* will mail the complaint form. **Such complaints must be filed within 180 calendar days after the date the discrimination occurred.**

Notes: Assistance in the preparation of any complaints will be provided to a person or persons upon request and as appropriate. If information is needed in another language, then contact (Robert Lake 913-837-5371). (Please see 1 in footnote below.)

Complaints should be mailed to or submitted by hand to:

Louisburg Area Senior Citizens Center
504 S Metcalf
Louisburg, KS 66053

2. Referral to Review Officer

Upon receipt of the complaint, the Board of Directors shall appoint one or more staff review officers, as appropriate, to evaluate and investigate the complaint. If necessary, the Complainant shall meet with the staff review officer(s) to further explain his or her complaint. The Board of Directors shall complete their review no later than 45 calendar days after the date the agency received the complaint. If more time is required, the Board of Directors shall notify the Complainant of the estimated timeframe for completing the review. Upon completion of the review, Board of Directors shall make a recommendation regarding the merit of the complaint and whether remedial actions are available to

provide redress. Additionally, the Board of Directors may recommend improvements to the Louisburg Area Senior Citizens processes relative to Title VI, as appropriate. The Board shall forward their recommendations to the, Louisburg Are Senior Citizens Center concurrence. If they concur, he or she shall issue the Louisburg Area Senior Citizens Center written response to the Complainant. This final report should include a summary of the investigation, all findings with recommendations, corrective measures where appropriate.

Note: Upon receipt of a complaint, the Louisburg Area Senior Citizens Center shall forward a copy of this complaint and the resulting written response to the appropriate KDOT and FTA-Region 7 contacts.

3. Request for Reconsideration

If the Complainant disagrees with the Board of Directors response, he or she may request reconsideration by submitting the request, in writing, to the Board within 10 calendar days after receipt of the Boards response. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the Board. The Board will notify the Complainant of his or her decision in writing either to accept or reject the request for reconsideration within 10 calendar days. In cases where the *agency* Board agrees to reconsider, the matter shall be returned to the Board to re-evaluate in accordance with Paragraph 2 above.

4. Appeal

If the request for reconsideration is denied, the Complainant may appeal the Board of Directors response by submitting a written appeal to KDOT office of Contract Compliance, no later than 10 calendar days after receipt of the Boards written decision rejecting reconsideration. The KDOT Office of Contract Compliance will then *make a determination to either request re-evaluation by the Board or forward the complaint to KDOT for further investigation.*

5. Submission of Complaint to the State of Kansas Department of Transportation.

If the Complainant is dissatisfied with the Louisburg Area Senior Citizens Center resolution of the complaint, he or she may also submit a written complaint within 180 days after the alleged date of discrimination to the State of Kansas Department of Transportation for further investigation.

KDOT Office of Civil Rights Compliance
Eisenhower State Office Building
700 Southwest Harrison
3rd Floor West
Topeka, KS 66603

***1** This note should be stated in English and in any other language(s) spoken by Limited English Proficiency (LEP) populations that meet the Safe Harbor threshold.*

***Louisburg Area Senior Citizens Center,* Title VI Complaint Form**

The purpose of this form is to assist you in filing a complaint with the *(agency)*. You are not required to use this form; a letter containing the same information will be sufficient.

Section I:				
Name:				
Address:				
Telephone (Home):		Telephone (Work):		
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?		Yes*	No	
*If you answered "yes" to this question, go to Section III.				
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

Date of Alleged Discrimination (Month, Day, Year): _____

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 previously filed a Title VI complaint with this agency?	Yes	No

Section V

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 Agency _____
[ ] State Court _____ [ ] Local Agency _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name:

Title:

Agency:

Address:

Telephone:

Section VI

Name of agency complaint is against:

Contact person:

Title:

Telephone number:

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 in person at the address below, or mail this form to:
City of Louisburg
215 S Broadway
Louisburg, Kansas 66053

List of Title VI Investigations, Lawsuits and Complaints

	Date Submitted/Filed (Month, Day Year)	Summary of allegation (include basis of complaint: race, color or national origin)	Status	Resolution/Action Taken
Investigations				
1	0			
2				
Lawsuits				
1	0			
2				
Complaints				
1	0			
2				

Table Depicting Membership of Committees, Councils, Broken Down by Race

Body	Caucasian	Latino	African American	Asian American	Native American	Other
Population within service area	91%	4%	1%	1%	1%	2%
Agency Board of Directors	100%	0%	0%	0%	0%	0%
Citizens Advisory Council	N/A					
Finance Committee	N/A					