

Notifying the Public of Rights under Title VI

**Lincoln County General Public Transportation
Bus Service**

- The Lincoln County General Public Transportation Bus Service 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 County of Lincoln, Kansas.
- For more information on the Lincoln County General Public Transportation Bus Service's civil rights program, and the procedures to file a complaint, contact 785-384-0015; email lctransbus@lincolncoks.org; or visit our administrative office at 216 E Lincoln Ave, Lincoln, Kansas 67455.
- 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

Interpreter Services are provided by: Hector Soler 785-569-1466

This notice is posted on the display case on the main floor. It is also posted on the Lincoln County website at <http://www.lincolncoks.com>.

Lincoln County General Public Transportation Participation Plan Outline

1. Brief description of provider's activities and services

Lincoln County General Public Transportation provides rides to citizens for Education, Nutrition, Work, Medical, and Personal reasons within Lincoln County and the Cities of Ellsworth, Beloit, Minneapolis, and Salina, Kansas. This service is financed through a combination of funds provided by the Kansas Department of Transportation U.S.C. 49-5311 grant monies, and Lincoln County ad valorem tax. Lincoln County General Public Transportation is a community asset, which serves the public on a first come first served basis.

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

Lincoln County General Public Transportation would make every reasonable effort to engage the public when making changes in fares, hours of service, and areas of coverage.

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

Public notification and engagement opportunity would include but are not limited to:

- Public notices and advertisement in the Lincoln Sentinel-Republican and the Lucas-Sylvan News
- Posters in local low-income housing units and grocery stores
- Public Hearings/meetings held in accessible locations

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).

The Governing body for Lincoln County General Public Transportation is the Lincoln County Board of Commissioners, which regularly holds an open public meeting every Monday; with prior notice a translator can be provided.

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

- 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.
 - Lincoln County General Public Transportation governing bodies have held open forum meetings on a weekly basis, with reports from the Transportation Bus Director on a monthly basis.
 - Display ads and brochures
 - Local newspaper articles, advertisements, and public notices

Limited English Proficiency (LEP) Plan

Four Factor Analysis

(1) Identify number of or proportion of LEP individuals that can utilize the service provided by the Lincoln County General Public Transportation:

According to the most current (2019) American Community Survey data Lincoln County has 2.4% of the population that speaks a language other than English. The population of Lincoln County is 2,962 of these there are 68 Spanish speaking, of which 6 speak English less than very well. There are 3 Asian and Pacific Islander speaking that speak English less than very well.

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

Lincoln County General Public Transportation serves non-English speaking individuals on a rare occasion and normally family or friends have provided translation.

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

Lincoln County General Public Transportation fills a need within the community by providing transportation for employment, educational, social, shopping, medical, and business needs for residents of all ages. Lincoln County General Public Transportation is the only method of transportation for many individuals.

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

Mr. Hector Soler has volunteered to be our interpreter when the need arises. Mr. Soler's phone number is 785-569-1466. His name and number is attached to the dash of each vehicle and is available on the display case, main floor of the courthouse.

Limited English Proficiency Plan

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

Identified LEP individuals

There are no specific populations that require written translation.

Language Assistance Measures

Mr. Hector Soler (785-658-5384) has volunteered to help anyone with Spanish speaking individuals. As a further added tool, I Speak Cards are available online at <https://www.lep.gov/i-speak-card>.

Monitoring and Updating LEP Plan

At the minimum our agency will update the LEP plan according to the Title VI update schedule which is every three years. The plan will also be updated anytime changes in the demographics of the agencies service area are deemed significant regarding LEP persons.

Training Staff

Driver's will have to cope with the language barrier as best they can, if it is impossible to manage, the driver should contact the dispatcher for assistance.

Providing Notice

The LEP plan will be posted on Lincoln County website at <http://www.lincolncoks.com/Community/TransportationBus/tabid/7312/Default.aspx>. The LEP plan will be provided to any person or agency requesting a copy. The contact person for Lincoln County General Public Transportation is Roberta Turner, 785-384-0015. If a complaint is to be filed by and LEP individual, please utilize the Title VI Complaint Procedures.

Title VI Complaint Procedures for Lincoln County General Public Transportation

The following pertains only to Title VI complaints regarding the services of the Lincoln County General Public Transportation Bus Service.

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 Lincoln County General Public Transportation 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 Lincoln County General Public Transportation's 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 Lincoln County General Public Transportation, may file a written complaint with the Lincoln County Human Resource Officer. A sample complaint form is available for download at <http://www.lincolncoks.com/Community/TransportationBus/tabid/7312/Default.aspx> and is available in hard copy at the offices of Lincoln County General Public Transportation, Lincoln County Clerk, and or the Lincoln County Human Resource Officer. Upon request, the Lincoln County General Public Transportation will mail the complaint form. **Such complaints must be filed within 180 calendar days after the date the discrimination occurred.**

Assistance in the preparation of any complaints will be provided to a person or persons upon request and as appropriate. If information is need in another language then contact Roberta Turner, 785-384-0015.

Complaints should be mailed to or submitted by hand to:

Lincoln County Human Resource Officer
216 East Lincoln Avenue
Lincoln, Kansas 67455

2. Referral to Review Officer

Upon receipt of the complaint, the Lincoln County Human Resource Officer shall take to the Lincoln County Board of Commissioners, to review the complaint and appoint a member to evaluate and investigate the complaint. If necessary, the Complainant shall meet with the BOCC representative and the Human Resource Officer to further explain his or her complaint. The review committee shall complete their review no later than 45 calendar days after the date the agency received the complaint.

If more time is required, the Lincoln County General Public Transportation's Director shall notify the Complainant of the estimated timeframe for completing the review. Upon completion of the review, the review committee shall make a recommendation regarding the merit of the complaint and whether remedial actions are available to provide redress. Additionally, the review committee may recommend improvements to the Lincoln County General Transportation's processes relative to Title VI, as appropriate. The review committee shall forward their recommendations to the Lincoln County Board of Commissioners for concurrence. If the Lincoln County Board of Commissioners concurs, the Human Resource Officer shall notify the Lincoln County General Public Transportation Director and make a written response to the Complainant. This final report should include a summary of the investigation, all findings with recommendations, and corrective measures where appropriate.

Note: Upon receipt of a complaint, the Lincoln County General Public Transportation 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 Lincoln County General Public Transportation's Director's response, he or she may request reconsideration by submitting the request, in writing, to the Human Resource Officer within 10 calendar days

After receipt of the Lincoln County Human Resource Officer's response, the request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the Lincoln County General Public Transportation's review committee. The Lincoln County General Public Transportation's Human Resource Officer will notify the Complainant of the County's decision in writing either to accept or reject the request for reconsideration within 10 calendar days. In cases where the agency Lincoln County General Public Transportation's Director agrees to reconsider, the matter shall be returned to the review committee to re-evaluate in accordance with Paragraph 2 above.

4. Appeal

If the request for reconsideration is denied, the Complainant may appeal the Lincoln County General Public Transportation's Director's response by submitting a written appeal to the Lincoln County Board of Commissioners no later than 10 calendar days after receipt of the Lincoln County General Public Transportation review committee's written decision rejecting reconsideration. The Lincoln County Board of Commissioners will then make a determination to either request re-evaluation by the review committee 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 Lincoln County General Public Transportation's 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 Contract Compliance
Eisenhower State Office Building
700 Southwest Harrison
3rd Floor West
Topeka, KS 66603

Lincoln County Title VI / ADA Complementary Paratransit Complaint Form

The purpose of this form is to assist you in filing a complaint with the Lincoln County General Public Transportation. You are not required to use this form; a letter containing the same information will be sufficient.

For questions about Lincoln County General Public Transportation Americans with Disabilities Act (ADA) complaint procedures or complaint form contact Dawn Harlow, ADA Compliance Officer, 785-524-4757 or lclerk@lincolncoks.org or Sarah Hageman, Title VI Compliance Officer, 785-524-5232 or lchr@lincolncoks.org.

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):			
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin	<input type="checkbox"/> Age
<input type="checkbox"/> Disability	<input type="checkbox"/> Other (specify) _____		
Date of Alleged Discrimination (Month, Day, Year): _____			
Time of Day: _____			
Location: _____			

(Continued on next page)

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.

Witness(es): YES NO

List Witness(es): *(Attach a separate sheet, if necessary)*

(1) Name:

Phone Number: ()

(2) Name:

Phone Number: ()

(3) Name:

Phone Number: ()

(4) Name:

Phone Number: ()

(Continued on next page)

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? <input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, check all that apply:		
<input type="checkbox"/> Federal Agency: _____		
<input type="checkbox"/> Federal Court _____ <input type="checkbox"/> State Agency _____		
<input type="checkbox"/> State Court _____ <input type="checkbox"/> 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: LINCOLN COUNTY GENERAL PUBLIC TRANSPORTATION		
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:
Lincoln County Human Resource Officer
216 E Lincoln Ave
Lincoln, KS 67455

INTERNAL USE ONLY

To be completed by Title VI Compliance Officer

Accepted for formal Investigation ____/____/____

Referred to another department on ____/____/____

Rejected ____/____/____

Reason for Rejection:

Sarah Hageman, Title VI Compliance Officer

Date

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	None			
1				
2				
Lawsuits	None			
1				
2				
Complaints	None			
1				
2				

Membership of Committees, Councils, Broken Down by Race

Body	Caucasian	Latino	African American	Asian American	Native American	Other
Population within service area	93.4%	3.7%	0.7%	0.4%	0.9%	0.9%
Agency Board of Directors	100%	0%	0%	0%	0%	0%
Citizens Advisory Council	0%	0%	0%	0%	0%	0%
Finance Committee	0%	0%	0%	0%	0%	0%