



# Rush County Transportation

Notifying the Public of Rights Under Title VI

## **Rush County Transportation**

\* The Rush County Transportation 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 Rush County Transportation.

\* For more information on the Rush County Transportation's civil rights program, and the procedures to file a complaint, contact 785-222-3537; email [rcwd@rushcountykansas.gov](mailto:rcwd@rushcountykansas.gov) ; or visit our administrative office at 804 W. 1<sup>st</sup>, La Crosse, Ks 67548, visit [www.rushcounty.org](http://www.rushcounty.org)

\* 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, 5<sup>th</sup> Floor-TCR 1200 New Jersey Ave., SE, Washington, DC 20590

\* If information is needed in another language, contact 785-222-3537

Si se necesita información en otro idioma, llame 785-222-3537

Wenn Informationen in einer anderen Sprache benötigt wird, wenden Sie 785-222-3537.

This notice is posted in the Rush County Transportation office at 804 W. 1<sup>st</sup>, La Crosse, Ks and on our website at [www.rushcounty.org](http://www.rushcounty.org)



# Rush County Transportation

## Transit Public Participation Plan

### ❖ Activities & Services

- Medical, Nutritional, and Personal Rides
- Concerts
- Sporting Events
- Culture (Museums/Historic Places)

### ❖ Activities that would warrant public participation

- Public invited to participate in all activities, suggest trips, etc.
- We would notify the public for any fare changes, service hour changes, and policy or procedure changes.

### ❖ Proactive public participation strategies would be used

- Articles in Newspaper
- We publish monthly calendar sent to all interested parties, local businesses.

### ❖ Outreach methods to engage minority and Limited English Proficiency (LEP) individuals

- We do not discriminate. Any and all individual may ride bus. We have no minority or LEP individuals who reside in county or have expressed interest in transportation services.
- Equal Opportunity and civil Rights; Title VI information available as handout along with contact information.

### ❖ Desired outcomes of the agency's public participation efforts

- Encourage all residents who need transportation services to utilize bus.
- We strive to give adequate public notice of public participation activities and allowed proper time for public review and comment at key decision points.
- We will provide responses to all public input as appropriate.
- Will have established a timetable for review of the Public Participation Process to ensure it provides full and open access to all.
- We strive to provide timely information about transportation issues and processes to transit riders and general public.

### ❖ Summary of recent outreach efforts over the past three years

- We encourage our local community to participate in riding the bus by our advertisements in the newspaper & public businesses.



# Rush County Transportation

## Limited English Proficiency (LEP) Plan

### 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 (Transit Agency):

- *There are no groups of LEP individuals that require the translation of vital documents. Currently Rush County, Kansas has 3120 residents. Of those 3120 people there are only 2965 who are "Only" English speaking individuals. The others are broken down in the following table:*

<b>Language</b>	<b>Total Peoples</b>	<b>Speaks English Very Well</b>	<b>Speaks English "Less" than Very Well</b>
<i>Spanish</i>	<i>9</i>	<i>9</i>	<i>0</i>
<i>French</i>	<i>6</i>	<i>6</i>	<i>0</i>
<i>German</i>	<i>117</i>	<i>108</i>	<i>9</i>
<i>Other Slavic Language</i>	<i>11</i>	<i>9</i>	<i>2</i>
<i>Arabic</i>	<i>12</i>	<i>12</i>	<i>0</i>

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

- *There are no groups of LEP individuals that require the translation of vital documents.*

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



# Rush County Transportation

- *We are able to help the elderly, handicapped, and general public in running errands & going on outings; locally & in the surrounding areas.*

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

- *We have Title VI brochures ready and available in Spanish & English languages if & when requested upon for those seeking our services.*

## 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 is no need for interpretation services at this time.*

### Language Assistance Measures

*Potential tools to utilize: Online translation tools*

*English: (<http://www.ksdot.org/burtransplan/pubtrans/Title%20VI%20Brochure%20-%20English.asp>) ,*

*Spanish: (<http://www.ksdot.org/burtransplan/pubtrans/Title%20VI%20Brochure%20-%20Spanish.asp>), I*

*Speak Cards (<http://www.lep.gov/ISpeakCards2004.pdf>)*

### Training Staff

*Train staff by classes through a nearby college.*

### Providing Notice

*Identify how your agency will provide notice of this LEP plan and Title VI procedures.*

*Suggestion: LEP plan will be posted on agencies website (if available). LEP plan will be provided to any person or agency requesting a copy. The person of contact in regards to the LEP plan is Danelle Peters (Director) and can be reached via phone at 785)222-3537.*

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

### 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 in regards to LEP persons*



# Rush County Transportation

## Title VI Complaint Procedure

### Title VI Complaint Procedures

The following pertains only to Title VI complaints regarding the services of *Rush County Transportation*.

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 *Rush County 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 *Rush County 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 *Rush County Transportation*, may file a written complaint with the *Rush County Transportation's* Director. A sample complaint form is available for download at *the Rush County website under the Transportation tab*, and is available in hard copy at the offices of *Rush County Transportation*. Upon request, the *Rush County Transportation* 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 Danelle Peters 785)222-3537. (Please see 1 in footnote below.)**

Complaints should be mailed to or submitted by hand to:

***Rush County Transportation  
PO Box 160  
La Crosse, Ks 67548***



# Rush County Transportation

## 2. Referral to Review Officer

Upon receipt of the complaint, the Rush County *director, Danelle Peters* 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 staff review officer(s) shall complete their review no later than 45 calendar days after the date the agency received the complaint. If more time is required, the Rush County Transportation *director, Danelle Peters* shall notify the Complainant of the estimated timeframe for completing the review. Upon completion of the review, the staff review officer(s) shall make a recommendation regarding the merit of the complaint and whether remedial actions are available to provide redress. Additionally, the staff review officer(s) may recommend improvements to the Rush County Transportation's processes relative to Title VI, as appropriate. The staff review officer(s) shall forward their recommendations to the, Rush County Transportation *director, Danelle Peters* for concurrence. If the Rush County Transportation *director, Danelle Peters* concurs, he or she shall issue the Rush County Transportation's 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 *Rush County 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 Danelle Peters, Director response, he or she may request reconsideration by submitting the request, in writing, to the *director* within 10 calendar days after receipt of the *director's* response. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the *director*. The *director* 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 *Rush County Transportation director, Danelle Peters* agrees to reconsider, the matter shall be returned to the staff review officer(s) to re-evaluate in accordance with Paragraph 2 above.

## 4. Appeal

If the request for reconsideration is denied, the Complainant may appeal the *director's* response by submitting a written appeal to *county commissioners* no later than 10 calendar days after receipt of the *director's* written decision rejecting reconsideration. The *county commissioners will then make a determination to either request re-evaluation by the staff review officer(s) or forward the complaint to KDOT for further investigation.*

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



# Rush County Transportation

If the Complainant is dissatisfied with the Rush County 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

***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.***



# Rush County Transportation

## ***Rush County Transportation* Title VI Complaint Form**

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

<b>Section I:</b>				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
<b>Section II:</b>				
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
<b>Section III:</b>				



# Rush County Transportation

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 Court \_\_\_\_\_

☐ State Agency \_\_\_\_\_

☐ Local Agency \_\_\_\_\_

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

Name:

Title:

Agency:



# Rush County Transportation

Address:
Telephone:
<b>Section VI</b>
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:

Danelle Peters, Director  
Rush County Transportation  
PO Box 160  
La Crosse, Ks 67548

## 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				
2				
Lawsuits				
1				



# Rush County Transportation

2				
Complaints				
1				
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	94%	4%	0%	0%	0%	2%
Agency Board of Directors	100%	0%	0%	0%	0%	0%
Citizens Advisory Council	100%	0%	0%	0%	0%	0%
Finance Committee	100%	0%	0%	0%	0%	0%