

**NAME OF AGENCY**

# Title VI Plan

*Date Adopted: Month/Day/Year*



## Preface

This guide was developed to help assist you in developing your Title Plan. While the development, adoption, and implementation of a Title VI Plan that complies, at a minimum, with the requirements set forth by FTA Circular 4702.1B is mandatory, the agencies have the prerogative to either utilize this template or enhance their existing Title VI Plan with the information contained in this document. If an agency decides to utilize this template, they will have to customize this document to fit their agency ensuring compliance with FTA Circular 4702.1B, adopt the document, and implement and comply with the Title VI Plan.

It is important to note that the Department is not requiring transit agencies to adopt this template. Transit agencies must, however, adopt a Title VI Plan which addresses all of the requirements of FTA Circular 4702.1B which apply to their agency. It must be understood, however, that future compliance reviews will examine your policies and observed practices to ensure that they are consistent with the Title VI Plan you have adopted, and also compliant with FTA Circular 4702.1B.

**Text** Any text highlighted in yellow color should be replaced with your agency's information.

**Text** Any text highlighted in blue color is instructions for completion of the template. Please delete all blue highlighted text prior to completion of the Plan.



Text appearing within the blue shaded boxes is informational only and may provide instructions or other information that will help you in customizing your Title VI Plan.

**Text** Any text appearing in green color represents optional or suggested language that may assist you in explaining or elaborating on how you are meeting the intent of the requirement.



Text appearing within the bordered boxes as well as the black text found within the section descriptions which follow, represent the actual requirements as stated in FTA Circular 4702.1B, or provides information directly related to the requirements.

Certain FTA Circular 4702.1B requirements are very prescriptive and the requirements are defined in great detail. Under these circumstances, it would be redundant to explain the requirements twice (once in the bordered box and then restate again within the general text that would follow). When such circumstances occur, it will be noted within the bordered box and the general text will be deferred to in summarizing the requirement.

Remember, in the context of FTA Circular 4702.1B, some requirements are not always prescriptive and detailed. Some portions of FTA Circular 4702.1B simply obligate the agency to define or develop a policy or procedure to explain how the agency will meet the intent of the requirement. The language the Department has developed in the green colored text is optional

**or example language crafted to assist you in these instances. *You are not required to use it.***  
**Whether you elect to use the optional green text is entirely up to you, but please ensure that any green text utilized applies precisely to your agency.** Regardless, your policy or procedure must comply with the requirements set forth by FTA Circular 4702.1B. Also, note that this Template is geared towards satisfying the requirements of FTA Circular 4702.1B only. You may have to incorporate additional policies and procedures to meet the requirements of other regulatory agencies, as appropriate. You can also customize the Appendices as needed to supplement the Title VI Plan. The document is provided in a format that is easily editable by the Agencies.

If you have any questions related to this document, please feel free to contact Ms. Evelyn Chaffin; Title VI Coordinator, at [echaffin@mdot.ms.gov](mailto:echaffin@mdot.ms.gov) or 601.359.7800.

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## Title VI/Nondiscrimination Policy Statement

**(Name of Agency)**

### I. Plan Statement

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. 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" (42 U.S.C. Section 2000d).

**(Name of Agency)** assures the Mississippi Department of Transportation that no person is excluded from participation in, or denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity undertaken by the agency on the basis of race, color, or national origin, as protected by Title VI of the Civil Rights Act of 1964, in Federal Transit Administration (FTA) Circular 4702.1B.

**Name of Agency** further agrees to the following responsibilities with respect to its programs and activities:

1. Designate a Title VI Liaison that has a responsible position within the organization and access to the recipient's Chief Executive Officer or authorized representative.
2. Issue a policy statement signed by the Executive Director or authorized representative, which expresses its commitment to the nondiscrimination provisions of Title VI. The policy statement shall be circulated throughout the Recipient's organization and to the general public. Such information shall be published where appropriate in language other than English.
3. Insert the clauses of Section 2.5 of this plan into every contract subject to the Acts and the Regulations.
4. Develop a complaint process and attempt to resolve complaints of discrimination against **Name of Agency**.
5. Participate in training offered on the Title VI and other nondiscrimination requirements.
6. If reviewed by MDOT or any other state or federal regulatory agency, take affirmative actions to correct any deficiencies found within a reasonable time period, not to exceed ninety (90) days.
7. Have a process to collect racial and ethnic data on persons impacted by the agency's programs.
8. Submit the information required by FTA Circular 4702.1B to the primary recipients (refer to Appendix A of this plan)

**THIS ASSURANCE** is given in consideration of and for the purpose of obtaining any and all federal funds, grants, loans, contracts, properties, discounts or other federal financial assistance under all programs and activities and is binding. The person whose signature appears below is authorized to sign this assurance on behalf of the agency.

Signature

\_\_\_\_\_

Printed Name

Executive Director/Signatory Authority, Name of Agency, Date: Month/Day/Year

## Introduction & Description of Services

This is a section of the plan which covers general information about the transit agency.

**Name of Agency** submits this Title VI Plan in compliance with Title VI of the Civil Rights Act of 1964, 49 CFR Part 21, and the guidelines of FTA Circular 4702.1B, published October 1, 2012.

**Name of Agency** is a sub-recipient of FTA funds and provides service in **[indicate service area here]**. A description of the current **Name of Agency** system is included in Appendix B.

### **Title VI Liaison**

**Name of Agency Liaison Name**

**Address**

**Phone No.**

**Name of Agency** must designate a liaison for Title VI issues and complaints within the organization. The liaison is the focal point for Title VI implementation and monitoring of activities receiving federal financial assistance. Key responsibilities of the Title VI Liaison include:

- Maintain knowledge of Title VI requirements.
- Attend training on Title VI and other nondiscrimination authorities when offered by MDOT or any other regulatory agency.
- Disseminate Title VI information to the public including in languages other than English, when necessary.
- Develop a process to collect data related to race, gender and national origin of service area population to ensure low income, minorities, and other underserved groups are included and not discriminated against.
- Implement procedures for the prompt processing of Title VI complaints.



## 1.0 Title VI Notice to the Public

*FTA Circular 4702.1B, Chapter III, Paragraph 5: Title 49 CFR 21.9(d) requires recipients to provide information to the public regarding the recipient's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI.*

### 1.1 Notice to Public

Recipients must notify the public of its rights under Title VI and include the notice and where it is posted in the Title VI Plan. The notice must include:

- A statement that the agency operates programs without regard to race, color and national origin
- A description of the procedures members of the public should follow in order to request additional information on the grantee's nondiscrimination obligations
- A description of the procedure members of the public should follow in order to file a discrimination complaint against the grantee

Customize the sample notice, as necessary. A sample of the notice is included in Appendix D of this Plan. The sample notice should be translated into other languages, as necessary.

### 1.2 Notice Posting Locations

The Notice to Public will be posted at many locations to apprise the public of **Name of Agency's** obligations under Title VI and to inform them of the protections afforded them under Title VI. At a minimum, the notice will be posted in public areas of **Name of Agency's** office(s) including the reception desk and meeting rooms, and on the **Name of Agency's** website at [yourcommunitytransit.gov](http://yourcommunitytransit.gov). Additionally, **Name of Agency** will post the notice at stations, stops and on transit vehicles.

A sample version of this notice is included in Appendix D of this Plan **along with any translated versions of the notice, as necessary.**

**The public notice must be provided in any other language which meets the Safe Harbor threshold (See Appendix G).**

## 2.0 Title VI Procedures and Compliance

*FTA Circular 4702.1B, Chapter III, Paragraph 6: All recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to member of the public.*

### 2.1 Complaint Procedure

Any person who believes he or she has been discriminated against on the basis of race, color or national origin by **Name of Agency** may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form (refer to Appendix C). **Name of Agency** investigates complaints received no more than 180 days after the alleged incident. **Name of Agency** will process complaints that are complete.

Once the complaint is received, **Name of Agency** will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated by our office.

**Name of Agency** has **ninety (90)** days to investigate the complaint. If more information is needed to resolve the case, **Name of Agency** may contact the complainant. The complainant has **ten (10)** business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within **ten (10)** business days, **Name of Agency** can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has **seven (7)** days to do so from the time he/she receives the closure letter or the LOF.

The complaint procedure will be made available to the public **on Name of Agency's website** ([www.yourcommunitytransit.com](http://www.yourcommunitytransit.com)).

### 2.2 Complaint Form

A copy of the complaint form in English and **[other languages]** is provided in Appendix C and on **Name of Agency's website** ([www.yourcommunitytransit.com](http://www.yourcommunitytransit.com)).

**The complaint form must be provided in any languages spoken by the LEP population which meet the Safe Harbor threshold (See Appendix G).**

### 2.3 Record Retention and Reporting Policy

FTA requires that all direct and primary recipients document their compliance by submitting a Title VI Plan to their FTA regional civil rights officer once every three (3) years. Name of Agency will submit Title VI Plans to MDOT for concurrence on an annual basis or any time a major change in the Plan occurs.

If your agency receives funding from more than one primary recipient, this paragraph should be modified to note that the Title VI Plan will be submitted to all primary recipients, as needed. Compliance records and all Title VI related documents will be retained for a minimum of three (3) years and reported to the primary recipient annually.

## 2.4 Sub-recipient Assistance and Monitoring

*FTA Circular 4702.1B, Chapter III, Paragraph 11: Primary recipients should assist their sub-recipients in complying with DOT's Title VI regulations, including the general reporting requirements.*

Choose and complete the statement that fits your agency.

[Name of Agency does not have any sub-recipients to provide monitoring and assistance. As a sub-recipient to MDOT, Name of Agency utilizes the sub-recipient assistance and monitoring provided by MDOT, as needed. In the future, if Name of Agency has sub-recipients, it will provide assistance and monitoring as required by FTA Circular 4702.1B. ]

Or

[Name of Agency has XX sub-recipients listed below. Name of Agency is required by FTA to ensure that sub-recipients of federal funds comply with all Title VI requirements. To meet this mandate, Name of Agency monitoring consists of collecting data through site visits, day-to-day technical assistance, and reports/forms. Name of Agency uses reports and site visits to determine if the sub-recipients are complying with the Title VI requirements as outlined in FTA Circular 4702.1B and their Title VI Plan.

Title VI Complaint procedures, Title VI Complaint Form, and a sample Title VI Notice have been developed and distributed by Name of Agency to its sub-recipients. Name of Agency also assists the sub-recipients with demographic maps for Title VI purposes upon request.

List of Name of Agency Sub-recipients

- Sub-recipient 1
- Sub-recipient 2

## 2.5 Contractors and Subcontractors

Name of Agency is responsible for ensuring that contractors are in compliance with Title VI requirements. Contractors may not discriminate in the selection and retention of any subcontractors. Subcontractors also may not discriminate in the selection and retention of any subcontractors. Name of Agency, contractors, and subcontractors may not discriminate in their

employment practices in connection with federally assisted projects. Contractors and subcontractors are not required to prepare or submit a Title VI Plan. However, the nondiscrimination clauses will be inserted into every contract with contractors and subcontractors subject to Title VI regulations.

### 3.0 Title VI Investigations, Complaints, and Lawsuits

*FTA Circular 4702.1B, Chapter III, Paragraph 7: In order to comply with the reporting requirements of 49 CFR 21.9(b), FTA requires all recipients to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin: active investigations....; lawsuits, and complaints naming the recipient.*

In accordance with 49 CFR 21.9(b), **Name of Agency** must record and report any investigations, complaints, or lawsuits involving allegations of discrimination. The records of these events shall include the date the investigation, lawsuit, or complaint was filed; a summary of the allegations; the status of the investigation, lawsuit, or complaint; and actions taken by **Name of Agency** in response; and final findings related to the investigation, lawsuit, or complaint. The records for the previous three (3) years shall be included in the Title VI Plan when it is submitted to **[MDOT]** and/or **[other primary recipient]**.

**Name of Agency** has had **[no] or [one] or [two] or [other #]** investigations, complaints, or lawsuits involving allegations of discrimination on the basis of race, color, or national origin over the past three (3) years. A summary of these incidents is recorded in Table 1.

Table 1: Summary of Investigations, Lawsuits, and Complaints

	<b>Date (Month, Day, Year)</b>	<b>Summary (include basis of complaint: race, color, or national origin)</b>	<b>Status</b>	<b>Action(s) Taken</b>
<b>Investigations</b>				
1.				
2.				
<b>Lawsuits</b>				
1.				
2.				
<b>Complaints</b>				
1.				
2.				

## 4.0 Public Participation Plan

*FTA Circular 4702.1B, Chapter III, Paragraph 4.a.4: Every Title VI Plan shall include the following information: A public participation plan that includes an outreach plan to engage minority and limited English proficient populations, as well as a summary of outreach efforts made since the last Title VI Plan submission. A recipient's targeted public participation plan of minority populations may be part of efforts that extend more broadly to include constituencies that are traditionally underserved, such as people with disabilities, low-income populations, and others.*

The Public Participation Plan (PPP) for **Name of Agency** was developed to ensure that all members of the public, including minorities and Limited English Proficient (LEP) populations, are encouraged to participate in the decision making process for **Name of Agency**. Policy and service delivery decisions need to take into consideration community sentiment and public opinion based upon well-executed outreach efforts. The public outreach strategies described in the PPP are designed to provide the public with effective access to information about **Name of Agency** services and to provide a variety of efficient and convenient methods for receiving and considering public comment prior to implementing changes to services. The PPP is included as Appendix F to this Title VI Plan.

### Current Outreach Efforts

**Name of Agency** is required to submit a summary of public outreach efforts made over the last three (3) years. The following is a list and short description of **Name of Agency's** recent, current, and planned outreach activities.

- **[Activity 1]**
- **[Activity 2]**

**Summarize public outreach efforts over the past three (3) years.**

## 5.0 Language Assistance Plan

*FTA Circular 4702.1B, Chapter III, Paragraph 9: Recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are limited English proficient (LEP).*

Name of Agency operates a transit system within [service area]. The Language Assistance Plan (LAP) has been prepared to address Name of Agency's responsibilities as they relate to the needs of individuals with Limited English Proficiency (LEP). Individuals, who have a limited ability to read, write, speak or understand English are LEP. In Name of Agency service area there are XX,XXX residents or X.XX% who describe themselves as not able to communicate in English very well (Source: US Census). Name of Agency is federally mandated (Executive Order 13166) to take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of its programs and activities for individuals who are LEP. Name of Agency has utilized the U.S. Department of Transportation (DOT) LEP Guidance Handbook and performed a four factor analysis to develop its LAP. The LAP is included in this Title VI Plan as Appendix G.

## 6.0 Transit Planning and Advisory Bodies

*FTA Circular 4702.1B, Chapter IV, Paragraph 4: Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.*

Choose and complete the statement that fits your agency.

[The Name of Agency transit-related, non-elected [committee] or [planning board] or [advisory council] consists of XX members appointed by XXXXX.]

Or

[Name of Agency does not have a transit-related committee or board, therefore this requirement does not apply.]

If this requirement does not apply, delete the remainder of the section.

Body	Caucasian	Latino	African American	Asian American	Native American	Other
Service Area Population	%	%	%	%	%	%
[Committee 1]	%	%	%	%	%	%
[Committee 2]	%	%	%	%	%	%
[Committee 3]	%	%	%	%	%	%

Name of Agency will make efforts to encourage minority participation on the committee. These efforts are made by distributing information about the participation on the committee at public meetings and throughout the transit system. Name of Agency will utilize the minority population demographic maps in order to focus on the areas in which the committee participation information is distributed.

Insert information on efforts the agency is willing to make to encourage minority participation.



## 7.0 System-Wide Service Standards and Service Policies

*FTA Circular 4702.1B, Chapter III, Paragraph 10: All fixed route transit providers shall set service standards and policies for each specific fixed route mode of service they provide.*

Name of Agency [is] or [is not] a fixed route service provider.

If you select “is not” this section is complete and the remainder of 10.0 should be deleted. Most rural transit providers operate paratransit/demand response services only.

FTA Circular 4702.1B requires that all fixed route service providers prepare and submit system-wide service standards and service policies as a part of their Title VI Plan. These standards and policies must address how service is distributed across the transit system, and must ensure that the manner of the distribution affords users access to these assets.

Name of Agency has adopted the following system-wide standards and policies to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin. Service policies differ from service standards in that they are not necessarily based on a quantitative threshold.

All service standards and service policies should be tailored to the services provided by your agency and policies you are comfortable enforcing. The service standards may be shown in a table or paragraph format.

### 7.1 Service Standards

FTA requires that all fixed route transit providers develop quantitative standards for all fixed route modes of operation for the following indicators. Name of Agency has prepared standards for all modes it operates including XXXXX.

a. Vehicle Load

Vehicle Type	Average Passenger Capacities			Maximum Load Factor
	Seated	Standing	Total	
15' Mini-Bus	28	2	30	1.1
40' Low Floor Bus	39	12	51	1.3
40' Standard Bus	43	17	60	1.4
Light Rail Vehicle	64	69	133	2.1

b. Vehicle Headway

## POLICY HEADWAYS AND PERIODS OF OPERATION

WEEKDAY	Peak	Base	Evening	Night
Regional Trunk	10	15	15	30
Urban Radial	15	15	30	60
Cross-Town	15	15	30	--
Secondary Radial	30	30	60	--
Feeder	30	30	60	--
Peak Express	30	--	--	--
Employer Feeder	60	--	--	--
<p>* Peak: 7-9 am and 4-6 pm; Base 9am - 4pm; Evening: 6-9:30 pm; Night: 9:30pm-Midnight;</p> <p>"--" means no service is provided during that time period.</p>				

SATURDAY	Day	Evening	Night
Regional Trunk	15	30	30
Urban Radial	30	60	--
Cross-Town	15	30	--
Secondary Radial	60	60	--
Feeder	60	60	--
Peak Express	--	--	--
Employer Feeder	--	--	--
<p>* Day 7am - 6pm; Evening: 6-9:30 pm; Night: 9:30pm – Midnight;</p> <p>"--" means no service is provided during that time period.</p>			

<b>SUNDAY</b>	<b>Day</b>	<b>Evening</b>	<b>Night</b>
Regional Trunk	30	60	--
Urban Radial	30	60	--
Cross-Town	30	--	--
Secondary Radial	--	--	--
Feeder	--	--	--
Peak Express	--	--	--
Employer Feeder	--	--	--
<p>* Day 7am - 6pm; Evening: 6-9:30 pm; Night: 9:30pm-Midnight;  "--" means no service is provided during that time period.</p>			

c. On-Time Performance

A vehicle is considered on time if it departs a scheduled time point no more than one (1) minute early and no more than five (5) minutes late. The Name of Agency on-time performance objective is 90% or greater. Name of Agency continuously monitors on-time performance and system results are published and posted as part of monthly performance reports covering all aspects of operations.

d. Service Availability

Name of Agency will distribute transit service so that 90% of all residents in the service area are within a ¼ mile walk of bus service or within a ½ mile walk of rail service.

## 7.2 Service Policies

FTA requires fixed route transit providers to develop a policy for service indicators. Name of Agency has prepared the following policies for its transit system.

a. Distribution of Transit Amenities

Installation of transit amenities along bus and rail routes are based on the number of passengers boarding at stops and stations along those routes.

b. Vehicle Assignment

Vehicles will be assigned to the South, North, and East depots such that the average age of the fleet serving each depot does not exceed "x" years. Low-floor buses are deployed on frequent service and other high-ridership lines, so these buses carry a higher share of ridership than their numerical proportion of the overall bus fleet. Low-floor buses are also equipped with air conditioning and automated stop announcement systems.

Bus assignments take into account the operating characteristics of buses of various lengths, which are matched to the operating characteristics of the route. Local routes with lower ridership may be assigned 30-foot buses rather than the 40-foot buses. Some routes requiring tight turns on narrow streets are operated with 30-foot rather than 40-foot buses.

## **8.0 Appendices**

APPENDIX A	FTA CIRCULAR 4702.1B REPORTING REQUIREMENTS FOR TRANSIT PROVIDERS
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# Appendix A

## FTA Circular 4702.1B Reporting Requirements for Transit Providers

Every three years, on a date determined by FTA, each recipient is required to submit the following information to the Federal Transit Administration (FTA) as part of their Title VI Program. Sub-recipients shall submit the information below to their primary recipient (the entity from whom the sub-recipient receives funds directly), on a schedule to be determined by the primary recipient.

### General Requirements

*All recipients must submit:*

- 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 (LEP), 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 (LEP), based on the DOT LEP Guidance
- A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees
- Primary recipients shall include a description of how the agency monitors its sub-recipients for compliance with Title VI, and a schedule of sub-recipient Title VI Program submissions
- A Title VI equity analysis if the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc.
- 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. For State DOTs, the appropriate governing entity is the State's Secretary of Transportation or equivalent. The approval must occur prior to submission to FTA.
- Additional information as specified in Chapters IV, V, and VI, depending on whether the recipient is a transit provider, a State, or a planning entity (see below)

## **Requirements of Transit Providers**

*All Fixed Route Transit Providers must submit:*

- All requirements set out in Chapter III (General Requirements)
- Service standards
  - Vehicle load for each mode
  - Vehicle headway for each mode
  - On time performance for each mode
  - Service availability for each mode
- Service policies
  - Transit Amenities for each mode
  - Vehicle Assignment for each mode

*Transit Providers that operate 50 or more fixed route vehicles in peak service and are located in an Urbanized Area (UZA) of 200,000 or more people must submit:*

- Demographic and service profile maps and charts
- Demographic ridership and travel patterns, collected by surveys
- Results of their monitoring program and report, including evidence that the board or other governing entity or official(s) considered, was aware of the results, and approved the analysis
- A description of the public engagement process for setting the “major service change policy,” disparate impact policy, and disproportionate burden policy
- Results of service and/or fare equity analyses conducted since the last Title VI Program submission, including evidence that the board or other governing entity or official(s) considered, was aware of, and approved the results of the analysis

# Appendix B

## Description of Services

The following is a sample language which must be revised for your agency.

### Current System Description

1. An overview of the organization including its mission, program goals and objectives.  
Your Community Transit's current and long-term focus as a transportation provider is on maintaining the best-coordinated transportation system possible for this community. Our goal is to create a coordinated system with the objective of providing safe, reliable, timely and efficient transportation services to county residents.
2. Organizational structure, type of operation, number of employees, service hours, staffing plan and safety and security plan.  
Your Community Transit is a [for profit] or [non-profit 501(c)(3)] organization. Our organization is made up of XX full-time employees, XX part-time employees, and XX volunteers. Our [CEO/General Manager/Administrator] is responsible for all of the day-to-day operations of our organization and reports directly to our Board.
3. Number of current transportation related employees  
Our transportation department has a total of XX employees that include: XX full-time drivers, XX part-time drivers, XX administrators and XX support staff.
4. A detailed description of service routes and service area  
Transportation services provided through our program are available to [customers]. Our service incorporates [services]. We provide a wide range of trip purposes that include: medical, nutrition, shopping, social service, training, employment, social and recreation.



# Appendix C

## Title VI Complaint Form

### Name of Agency

<b>Section I:</b>				
<b>Name:</b>				
<b>Address:</b>				
<b>Telephone (Home):</b>			<b>Telephone (Work):</b>	
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>				
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"/> Family or Religious Status <input type="checkbox"/> Other (explain) _____				
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 use the back of this form.  _____				



City, MS Zip

# Appendix D

## Title VI Sample Notice to Public

### Notifying the Public of Rights Under Title VI

#### Name of Agency

- Name of Agency operates its programs and services without regard to race, color, or 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 Name of Agency.
- For more information on Name of Agency's civil rights program, and the procedures to file a complaint, contact XXX-XXX-XXXX, (TTY XXX-XXX-XXXX); email [xxx.xxx@yourcommunitytransit.gov](mailto:xxx.xxx@yourcommunitytransit.gov); or visit our administrative office at 12345 Road, City, Florida Zip Code. For more information, visit [yourcommunitytransit.gov](http://yourcommunitytransit.gov).
- If information is needed in another language, contact XXX-XXX-XXXX

The above sentence must also be provided in any language(s) spoken by the LEP population that meet the Safe Harbor threshold.

## APPENDIX E

**SAMPLE TO BE PLACED IN VEHICLES**

### **Nondiscrimination Policy**

We are committed to operating our programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint by contacting the Executive Director at the telephone number listed on the outside of this vehicle.

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A complainant may file a complaint directly with the Federal Transit Administration at 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

# Appendix F

## Public Participation Plan (PPP)

The Public Participation Plan (PPP) is an open ended plan which should be tailored to the needs and capabilities of your agency. The following is a rough template for a possible PPP for a typical sub-recipient transit agency. The plan should be modified to match the public participation needs of your agency with capabilities of your agency. FTA Circular 4702.1B provides little concrete guidance to the contents of the PPP. The following are instructions from FTA Circular 4702.1B with regards to the PPP:

“Recipients have wide latitude to determine how, when, and how often specific public participation activities should take place, and which specific measures are most appropriate. Recipients should make these determinations based on a demographic analysis of the population(s) affected, the type of plan, program and/or service under consideration, and the resources available.”

“Some of those effective practices include:

- a. Scheduling meeting at times and locations that are convenient and accessible for minority and LEP communities.
- b. Employing different meeting sizes and formats.
- c. Coordinating with community and faith-based organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.
- d. Considering radio, television, or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations could also include audio programming available on podcasts.
- e. Providing opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral communication. “

With these instructions in mind, please add or remove items from the template as you see fit. The majority of the plan is shown in green text to indicate the flexibility in the plan.

### Introduction

The Public Participation Plan (PPP) for **Name of Agency** was developed to ensure that all members of the public, including minorities and Limited English Proficient (LEP) populations, are encouraged to participate in the decision making process for **Name of Agency**. Policy and service delivery decisions need to take into consideration community sentiment and public opinion based upon well-executed outreach efforts. The public outreach strategies described in the PPP are designed to provide the public with effective access to information about **Name of Agency** services and to provide a variety of efficient

and convenient methods for receiving and considering public comment prior to implementing changes to services. **Name of Agency** also recognizes the importance of many types of stakeholders in the decision-making process, including other units of government, metropolitan area agencies, community based organizations, major employers, passengers and the general public, including low-income, minority, LEP, and other traditionally underserved communities.

### Public Participation Goals

The main goal of the PPP is to offer meaningful opportunities for all interested segments of the public, including, but not limited to, low-income, minority and LEP groups, to comment, about **Name of Agency** and its operations. The goals for this PPP include:

- **Inclusion and Diversity:** **Name of Agency** will proactively reach out and engage low-income, minority, and LEP populations for the **Name of Agency** service area so these groups will have an opportunity to participate.
- **Accessibility:** All legal requirements for accessibility will be met. Efforts will be made to enhance the accessibility of the public's participation – physically, geographically, temporally, linguistically and culturally.
- **Clarity and Relevance:** Issues will be framed in public meetings in such a way that the significance and potential effect of proposed decisions is understood by participants. Proposed adjustments to **fares or services** will be described in language that is clear and easy to understand.
- **Responsive:** **Name of Agency** will strive to respond to and incorporate, when possible, appropriate public comments into transportation decisions.
- **Tailored:** Public participation methods will be tailored to match local and cultural preferences as much as possible.
- **Flexible:** The public participation process will accommodate participation in a variety of ways and will be adjusted over time as needed.

### Public Participation Methods

The methods of public participation included in this PPP were developed based upon best practices in conjunction with the needs and capabilities of **Name of Agency**. **Name of Agency** intends to achieve meaningful public participation by a variety of methods with respect to service and any changes to service.

**Name of Agency** will conduct community meetings and listening sessions as appropriate with passengers, employers, community based organizations, and advisory committees to gather public input and distribute information about service quality, proposed changes or new service options.

The public will be invited to provide feedback on the **Name of Agency** website ([www.yourcommunitytransit.com](http://www.yourcommunitytransit.com)) and all feedback on the site will be recorded and passed on to **Name of Agency** management. The public will also be able to call the **Name of Agency** office at **XXX-XXX-XXXX** during its hours of operation. Feedback collected over the phone will be recorded and passed on to **Name of Agency** management. Formal customer surveys to measure performance, and listening sessions to solicit input, will be

conducted periodically. The comments recorded as a part of these participation methods will be responded to as appropriate.

Meeting formats will be tailored to help achieve specific public participation goals that vary by project or the nature of the proposed adjustment of service. Some meetings will be designed to share information and answer questions. Some will be designed to engage the public in providing input, establishing priorities, and helping to achieve consensus on a specific recommendation. Others will be conducted to solicit and consider public comments before implementing proposed adjustments to services. In each case, an agenda for the meetings will be created that work to achieve the stated goals and is relevant to the subject and not overwhelming for the public.

For all public meetings, the venue will be a facility that is accessible for persons with disabilities and, preferably, is served by public transit. If a series of meetings are scheduled on a topic, different meeting locations may be used, since no one location is usually convenient to all participants.

For community meetings and other important information, **Name of Agency** will use a variety of means to make riders and citizens aware, including some or all of the following methods:

- In-vehicle advertisement
- Posters or flyers in transit center
- Posting information on website
- Press releases and briefings to media outlets
- Multilingual flyer distribution to community based organizations, particularly those that target LEP population
- Flyers and information distribution through various libraries and other civic locations that currently help distribute timetables and other information
- Communications to relevant elected officials
- Other methods required by local or state laws or agreements

All information and materials communicating proposed and actual service adjustments will be provided in English and any other language that meets the “safe harbor” criteria.

#### Public Hearing

**If your agency is required to perform public hearings summarize them in this section. If the agency is not required to perform public hearings state that in this section.**



# Appendix G

## Language Assistance Plan (LAP)

### I. Introduction

**Name of Agency** operates a transit system within [service area]. The Language Assistance Plan (LAP) has been prepared to address **Name of Agency**'s responsibilities as they relate to the needs of individuals with Limited English Proficiency (LEP). Individuals, who have a limited ability to read, write, speak or understand English are LEP. In **Name of Agency** service area there are **XX,XXX** residents or **X.XX**% who describe themselves as not able to communicate in English "very well" (Source: US Census). **Name of Agency** is federally mandated (Executive Order 13166) to take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of its programs and activities for individuals who are LEP. **Name of Agency** has utilized the U.S. Department of Transportation (USDOT) LEP Guidance Handbook and performed a four factor analysis to develop its LAP.

The U.S. Department of Transportation Handbook, titled "Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers, (April 13, 2007) " (hereinafter "Handbook"), states that Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., and its implementing regulations provide 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 that receives Federal financial assistance (Handbook, page 5). The Handbook further adds that Title VI prohibits conduct that has a disproportionate effect on LEP persons because such conduct constitutes national origin discrimination (Handbook, page 5).

Executive Order 13166 of August 16, 2000 states that recipients of Federal financial assistance must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons (Handbook, page 6). Additionally recipients should use the DOT LEP Guidance to determine how best to comply with statutory and regulatory obligations to provide meaningful access to the benefits, services, information and other important portions of their programs and activities for individuals who are LEP (Handbook, page 6). These provisions are included in FTA Circular 4702.1B in Paragraph 9 of Chapter III (pages III-6 to III-9).

For many LEP individuals, public transit is the principal transportation mode available. It is important for **Name of Agency** be able to communicate effectively with all of its riders. When **Name of Agency** is able to communicate effectively with all of its riders, the service provided is safer, more reliable, convenient, and accessible for all within its service area. **Name of Agency** is committed to taking reasonable steps to ensure meaningful access for LEP individuals to this agency's services in accordance with Title VI.

This plan will demonstrate the efforts that **Name of Agency** undertakes to make its service accessible to all persons without regard to their ability to communicate in English. The plan addresses how services will be provided through general guidelines and procedures including the following:

- Identification: Identifying LEP populations in service areas
- Notification: Providing notice to LEP individuals about their right to language services
- Interpretation: Offering timely interpretation to LEP individuals upon request
- Translation: Providing timely translation of important documents
- Staffing: Identifying **Name of Agency** staff to assist LEP customers
- Training: Providing training on LAP to responsible employees.

## II. **Four Factor Analysis**

The analysis provided in this report has been developed to identify LEP population that may use **Name of Agency** services and identify needs for language assistance. This analysis is based on the “Four Factor Analysis” presented in the Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons, dated April 13, 2007, which considers the following factors:

1. The number and proportion of LEP persons in the service area who may be served or are likely to encounter a **Name of Agency** program, activity or service.
2. The frequency with which LEP persons come in contact with **Name of Agency** programs, activities or services.
3. The nature and importance of programs, activities or services provided by **Name of Agency** to the LEP population.
4. The resources available to **Name of Agency** and overall costs to provide LEP assistance

### **a. Factor 1: The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population**

Of the **XX,XXX** residents in the **Name of Agency** service area **XXX** residents describe themselves as speaking English less than “very well”. People of **[most numerous ethnicity]** descent are the primary LEP persons likely to utilize **Name of Agency** services. For the **Name of Agency** service area, the American Community Survey of the U.S. Census Bureau shows that among the area’s population **XX.X%** speak English “very well”. For groups who speak English “less than very well”, **X.XX%** speak **[language one]** and **X.XX%** speak **[language two]**.

**Language one and two are the most spoken languages within your service area for the largest groups of LEP persons. Complete the table in Appendix H to determine language one and language two.**

### **b. Factor 2: The Frequency with which LEP Individuals Come into Contact with Your Programs, Activities, and Services**

The Federal guidance for this factor recommends that agencies should assess the frequency with which they have contact with LEP individuals from different language groups. The more

frequent the contact with a particular LEP language group, the more likely enhanced services will be needed.

**Name of Agency** has assessed the frequency with which LEP individuals come in contact with the transit system. The methods utilized for this assessment include analysis of Census data, examining phone inquiries, requests for translated documents, and staff survey. As discussed above, Census data indicates that [insert a summary of either possible prominent LEP groups or the lack of prominent LEP group]. Phone inquiries and staff survey feedback indicated that **Name of Agency** dispatchers and drivers interact [frequently] or [infrequently] with LEP persons. The majority of these interactions have occurred with LEP persons who mainly spoke [language or languages]. Over the past **XX** years, **Name of Agency** has had **XX** requests for translated documents.

**c. Factor 3: The Nature and Importance of the Program, Activity, or Service Provided by the Recipient to People's Lives**

Public transportation and regional transportation planning is vital to many people's lives. According to the Department of Transportation's *Policy Guidance Concerning Recipient's Responsibilities to LEP Persons*, providing public transportation access to LEP persons is crucial. A LEP person's inability to utilize public transportation effectively, may adversely affect his or her ability to access health care, education, or employment.

Insert further information about your agency's services and how important those services are to the lives of LEP riders/customers. Insert results of any ridership surveys that may have been completed. The following is an example paragraph.

An on-board passenger survey was conducted to collect data on usage of and access to the **Name of Agency** services. According to the survey, the most common age among all the participants in the survey was 65 or older. This supports the fact that **Name of Agency** can be considered a senior transit service as most of its patrons are over the age of 65.

To further assess personal mobility options, each respondent was asked how he or she would have made the surveyed trip had **Name of Agency** not been available. The most frequent response was "friend of family member" (40 percent). An additional 25 percent indicated they would not have made the surveyed trip if the service was not available. This data indicates that the **Name of Agency** Service is very important as a primary means of transportation for its customers.

**d. Factor 4: The Resources Available to the Recipient and Costs**

Insert in this section information on the language assistance resources available to your agency and their cost. Compare this to the LEP needs in your service area.

**Name of Agency** assessed its available resources that are currently being used, and those that could be used, to provide assistance to LEP populations. These resources include the following: **XXXXX, XXXX, and XXXX**. **Name of Agency** provides a reasonable degree of services for LEP populations in its service area.

### III. Language Assistance Plan

In developing a Language Assistance Plan, FTA guidance recommends the analysis of the following five elements:

1. Identifying LEP individuals who need language assistance
2. Providing language assistance measures
3. Training staff
4. Providing notice to LEP persons
5. Monitoring and updating the plan

The five elements are addressed below.

#### a. Element 1: Identifying LEP Individuals Who Need Language Assistance

Federal guidance provides that there should be an assessment of the number or proportion of LEP individuals eligible to be serviced or encountered and the frequency of encounters pursuant to the first two factors in the four-factor analysis.

**Name of Agency** has identified the number and proportion of LEP individuals within its service area using United States Census data. As presented earlier, **XX%** of the service area population speaks English only. The largest non-English spoken language in the service area is **[language one]** (**XX.X%**). Of those whose primary spoken language is **[language one]**, approximately **XX.X%** identify themselves as speaking less than “very well”. Those residents whose primary language is not English or **[language one]** and who identify themselves as speaking English less than “very well” account for **X.XX%** of the service area population.

**Modify the following list with the efforts your agency is willing and able to undertake with regards to identifying LEP persons.**

**Name of Agency** may identify language assistance need for an LEP group by:

1. Examining records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events or meetings.
2. Having Census Bureau Language Identification Flashcards available at **Name of Agency** Meetings. This will assist **Name of Agency** in identifying language assistance needs for future events and meetings.
3. Having Census Bureau Language Identification Flashcards on all transit vehicles to assist operators in identifying specific language assistance needs of passengers. If such individuals are encountered, vehicle operators will be instructed to obtain contact information to give to **Name of Agency** management to follow-up.
4. Vehicle operators and front-line staff (i.e. Dispatchers, Transit Operation Supervisors, etc.) will be surveyed on their experience concerning any contacts with LEP persons during the previous year.

#### b. Element 2: Language Assistance Measures

Federal Guidance suggests that an effective LAP should include information about the ways in which language assistance will be provided. This refers to listing the different language services an agency provides and how staff can access this information.

For this task Federal Guidance recommends that transit agencies consider developing strategies that train staff as to how to effectively deal with LEP individuals when they either call agency centers or otherwise interact with the agency.

**Modify the following list with the efforts your agency is willing and able to undertake with regards to language assistance measures.**

**Name of Agency** has undertaken the following actions to improve access to information and services for LEP individuals:

1. Provide bilingual staff at community events, public hearings, and transit committee meetings.
2. Survey transit drivers and other front-line staff annually on their experience concerning any contacts with LEP persons during the previous year.
3. Provide Language Identification Flashcards onboard transit vehicles and in the **Name of Agency** offices.
4. Include statements clarifying that being bilingual is preferred on bus driver recruitment flyers and onboard recruitment posters.
5. When an interpreter is needed in person or on the telephone, staff will attempt to access language assistance services from a professional translation service or qualified community volunteers.

**Name of Agency** will utilize the demographic maps provided in Appendix I in order to better provide the above efforts to the LEP persons within the service area.

**c. Element 3: Training Staff**

Federal guidance states staff members of an agency should know their obligations to provide meaningful access to information and services for LEP persons and that all employees in public contact positions should be properly trained.

Suggestions for implementing Element 3 of the Language Assistance Plan, involve: (1) identifying agency staff likely to come into contact with LEP individuals; (2) identifying existing staff training opportunities; (3) providing regular re-training for staff dealing with LEP individual needs; and (4) designing and implementing LEP training for agency staff.

In the case of **Name of Agency**, the most important staff training is for Customer Service Representatives and transit drivers. **Several representatives are bilingual in English and [other language].**

**Modify the following list with the efforts your agency is willing and able to undertake with regards to training staff.**

The following training will be provided to Customer Service Representative:

1. Information on Title VI Procedures and LEP responsibilities

2. Use of Language Identification Flashcards
3. Documentation of language assistance requests
4. How to handle a potential Title VI/LEP complaint

**d. Element 4: Providing Note to LEP Persons**

**Name of Agency** will make Title VI information available in English **and XXXXXX** on the Agency's website. Key documents are written in English **and XXXXXX**. Notices are also posted in **Name of Agency** office lobby, on buses, and **XXXXXX**. Additionally, when staff prepares a document or schedules a meeting, for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population.

**e. Element 5: Monitoring and Updating the Plan**

The plan will be reviewed and updated on an ongoing basis. Updates will consider the following:

- The number of documented LEP person contacts encountered annually
- How the needs of LEP persons have been addressed
- Determination of the current LEP population in the service area
- Determination as to whether the need for translation services has changed
- Determine whether **Name of Agency's** financial resources are sufficient to fund language assistance resources needed

**Name of Agency** understands the value that its service plays in the lives of individuals who rely on this service, and the importance of any measures undertaken to make the use of system easier. **Name of Agency** is open to suggestions from all sources, including customers, **Name of Agency** staff, other transportation agencies with similar experiences with LEP communities, and the general public, regarding additional methods to improve their accessibility to LEP communities.

**IV. Safe Harbor Provision**

DOT has adopted the Department of Justice's Safe Harbor Provision, which outlines circumstances that can provide a "safe harbor" for recipients regarding translation of written materials for LEP population. The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes **five percent (5%) or 1,000 persons**, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

**Name of Agency** service area **[does]** or **[does not]** have LEP populations which qualify for the Safe Harbor Provision. **[Name of Agency does not have LEP groups which speak English less than "very well"**

which exceed either 5.0% or 1,000 person.] or [XXXXX speakers qualify for the Safe Harbor Provision as the number of person which speak English less than “very well” is counted as XX.X% and X,XXX persons.]

The Safe Harbor Provision applies to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. Name of Agency may determine, based on the Four Factor Analysis, that even though a language group meets the threshold specified by the Safe Harbor Provision, written translation may not be an effective means to provide language assistance measures.

**THANK  
YOU!!!**