

Maysville Transit



Title VI Plan

Date Adopted: October 17, 2022



Title VI Plan Activity Log

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Title VI Plan Activity Log (Continued)

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1.0 Introduction & Description of Services

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

Maysville Transit 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.

Maysville Transit is a sub-recipient of FTA funds and provides service in [The City of Maysville]. A description of the current Maysville Transit system is included in Appendix B.

Title VI Liaison

Matt Wallingford

City Manager

606-564-9419

216 Bridge Street, Maysville, KY 41056

Alternate Title VI Contact

Rhonda Rose

Human Resources

606-564-9419

216 Bridge Street, Maysville, KY 41056

Maysville Transit 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 OTD 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.

1.1 First Time Applicant Requirements

FTA Circular 4702.1B, Chapter III, Paragraph 3: Entities applying for FTA funding for the first time shall provide information regarding their Title VI compliance history if they have previously received funding from another Federal agency.

Maysville Transit [is not] a first time applicant for FTA/OTD funding. The following is a summary of Maysville Transit's current and pending federal and state funding.

Current and Pending FTA Funding

1. [Title], [Date], [Amount], [Current] or [Pending]
2. [Title], [Date], [Amount], [Current] or [Pending]

Current and Pending FDOT Funding

1. [Title], [Date], [Amount], [Current] or [Pending]
2. [Title], [Date], [Amount], [Current] or [Pending]

Current and Pending Federal Funding (non-FTA)

1. [Title], [Date], [Amount], [Current] or [Pending]
2. [Title], [Date], [Amount], [Current] or [Pending]

Current and Pending State Funding (non-FDOT)

1. [Title], [Date], [Amount], [Current] or [Pending]
2. [Title], [Date], [Amount], [Current] or [Pending]

During the previous three years, Office of Transportation Delivery [did not] complete a Title VI compliance review of Maysville Transit. Maysville Transit [has not] been found to be in noncompliance with any civil rights requirements.

The following is a summary of the compliance review.

- a. Date of the compliance review
- b. The purpose or reason for the review
- c. Agency or organization that performed the review
- d. Summary of the finding and recommendations of the review

- e. Report on the status of the findings and recommendations
- f. Current status of the compliance review

1.2 Annual Certifications and Assurances

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with Title VI regulations. This requirement shall be fulfilled when the applicant/recipient submits its annual certifications and assurances. Primary recipients will collect Title VI assurances from sub-recipients prior to passing through FTA funds.

Maysville Transit will remain in compliance with this requirement by annual submission of certifications and assurances as required by [OTD].

1.3 Title VI Plan Concurrence and Adoption

FTA Circular 4702.1B, Chapter III, Paragraph 2: Every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with the Title VI regulations.

This Title VI Plan received OTD concurrence on August 14, 2014. The Plan was approved and adopted by Maysville City Commission during a meeting held on August 14, 2014. A copy of the meeting minutes and OTD concurrence letter is included in Appendix C of this Plan.

2.0 Title VI Notice to the Public

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 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

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

2.2 Notice Posting Locations

The Notice to Public will be posted at many locations to apprise the public of Maysville Transit'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 Maysville Transit's office(s) including the reception desk and meeting rooms, and on the Maysville Transit's website at cityofmaysville.com. Additionally, Maysville Transit 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.

3.0 Title VI Procedures and Compliance

3.1 Complaint Procedure

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

Once the complaint is received, **Maysville Transit** 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.

Maysville Transit has **ninety (90)** days to investigate the complaint. If more information is needed to resolve the case, **Maysville Transit** 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, **Maysville Transit** 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 Your Maysville Transit's website (www.cityofmaysville.com)**.

3.2 Complaint Form

A copy of the complaint form in English and **[other languages]** is provided in Appendix E and on **Maysville Transit's website (www.cityofmaysville.com)**.

3.3 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. **Maysville Transit** will submit Title VI Plans to FDOT for concurrence on an annual basis or any time a major change in the Plan occurs.

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.

3.4 Sub-recipient Assistance and Monitoring

[Maysville Transit does not have any sub-recipients to provide monitoring and assistance. As a sub-recipient to OTD, Maysville Transit utilizes the sub-recipient assistance and monitoring provided by

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.

OTD, as needed. In the future, if Maysville Transit has sub-recipients, it will provide assistance and monitoring as required by FTA Circular 4702.1B.]

Or

[Maysville Transit has 0 sub-recipients listed below. Your Maysville Transit is required by FTA to ensure that sub-recipients of federal funds comply with all Title VI requirements. To meet this mandate, Maysville Transit monitoring consists of collecting data through site visits, day-to-day technical assistance, and reports/forms. Maysville Transit 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 Your Community Transit to its sub-recipients. Maysville Transit also assists the sub-recipients with demographic maps for Title VI purposes upon request.

List of Maysville Transit Sub-recipients

- n/a

3.5 Contractors and Subcontractors

Maysville Transit 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. Maysville Transit, 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 following nondiscrimination clauses will be inserted into every contract with contractors and subcontractors subject to Title VI regulations.

Nondiscrimination Clauses

During the performance of a contract, the contractor, for itself, its assignees and successors in interest (hereinafter referred to as the "Contractor") must agree to the following clauses:

1. **Compliance with Regulations:** The Contractor shall comply with the Regulations relative to nondiscrimination in Federally-assisted programs of the U.S. Department of Transportation (hereinafter,

“USDOT”) Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time, (hereinafter referred to as the Regulations), which are herein incorporated by reference and made a part of this Agreement.

2. **Nondiscrimination:** The Contractor, with regard to the work performed during the contract, shall not discriminate on the basis of race, color, national origin, sex, age, disability, religion or family status in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The Contractor shall not participate either directly or indirectly in the discrimination prohibited by section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Appendix B of the Regulations.
3. **Solicitations for Subcontractors, including Procurements of Materials and Equipment:** In all solicitations made by the Contractor, either by competitive bidding or negotiation for work to be performed under a subcontract, including procurements of materials or leases of equipment; each potential subcontractor or supplier shall be notified by the Contractor of the subcontractor’s obligations under this contract and the Regulations relative to nondiscrimination on the basis of race, color, national origin, sex, age, disability, religion or family status.
4. **Information and Reports:** The Contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the *Office of Transportation Delivery, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration* to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information required of a Contractor is in the exclusive possession of another who fails or refuses to furnish this information the Contractor shall so certify to the *Office of Transportation Delivery, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration* as appropriate, and shall set forth what efforts it has made to obtain the information.
5. **Sanctions for Noncompliance:** In the event of the Contractor’s noncompliance with the nondiscrimination provisions of this contract, **Maysville Transit** shall impose contract sanctions as appropriate, including, but not limited to:
 - a. withholding of payments to the Contractor under the contract until the Contractor complies, and/or
 - b. cancellation, termination or suspension of the contract, in whole or in part.
6. **Incorporation of Provisions:** The Contractor shall include the provisions of paragraphs (1) through (6) in every subcontract, including procurement of materials and leases of equipment, unless exempt by the Regulations, or directives issued pursuant thereto. The Contractor shall take such action with respect to any subcontract or procurement as the **Maysville Transit**, *Office of Transportation Delivery, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration* may direct as a means of enforcing such provisions including sanctions for noncompliance.

Disadvantaged Business Enterprise (DBE) Policy

As a part of the Joint Participation Agreement (JPA) with OTD, **Maysville Transit** and its contractors and subcontractors agree to ensure that Disadvantaged Business Enterprises as defined in 49 CFR Part 26, as amended, have the opportunity to participate in the performance of contracts. **Maysville Transit** and its contractor and subcontractors shall not discriminate on the basis of race, color, national origin, or sex in the performance of any contract. The contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of OTD-assisted contracts. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of the contract or such other remedy as the recipient deems appropriate.

E-Verify

As a part of the JPA with OTD, vendors and contractors of **Maysville Transit** shall utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the vendor or contractor while contracted with **Maysville Transit**. Additionally, vendors and contractors shall expressly require any subcontractors performing work or providing services pursuant to work for **Maysville Transit** shall likewise utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the subcontractor while working for **Maysville Transit**.

4.0 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), **Maysville Transit** 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 **Maysville Transit** 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 **[OTD]**.

Maysville Transit has had **[no]** 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

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

5.0 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 **Maysville Transit** 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 **Maysville Transit**. 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 **Maysville Transit** 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

Maysville Transit 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 **Maysville Transit's** recent, current, and planned outreach activities.

6.0 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).

Maysville Transit operates a transit system within [The City of Maysville]. The Language Assistance Plan (LAP) has been prepared to address Maysville Transit'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 Maysville Transit service area there are 50 residents or .6% who describe themselves as not able to communicate in English very well (Source: US Census). Maysville Transit 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. Maysville Transit 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.

7.0 Transit Planning and Advisory Bodies

FTA Circular 4702.1B, Chapter III, Paragraph 10: 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.

[Maysville Transit does not have a transit-related committee or board, therefore this requirement does not apply.]

Maysville Transit 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. Maysville Transit will utilize the minority population demographic maps included in Appendix I in order to focus on the areas in which the committee participation information is distributed.

8.0 Title VI Equity Analysis

FTA Circular 4702.1B, Chapter III, Paragraph 4.a.8: If the recipient has constructed a facility, such as vehicle storage, maintenance facility, operation center, etc., the recipient shall include a copy of the Title VI equity analysis conducted during the planning stage with regard to the location of the facility.

Title 49 CFR, Appendix C, Section (3)(iv) requires that “the location of projects requiring land acquisition and the displacement of persons from their residences and business may not be determined on the basis of race, color, or national origin.” For purposes of this requirement, “facilities” does not include bus shelters, as they are considered transit amenities. It also does not include transit stations, power substations, or any other project evaluated by the National Environmental Policy Act (NEPA) process. Facilities included in the provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc. In order to comply with the regulations, Maysville Transit will ensure the following:

1. Maysville Transit will complete a Title VI equity analysis for any facility during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. Maysville Transit will engage in outreach to persons potentially impacted by the siting of the facility. The Title VI equity analysis must compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site.

2. When evaluating locations of facilities, Maysville Transit will give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result. Analysis should be done at the Census tract or block group level where appropriate to ensure that proper perspective is given to localized impacts.
3. If Maysville Transit determines that the location of the project will result in a disparate impact on the basis of race, color, or national origin, Maysville Transit may only locate the project in that location if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin. Maysville Transit must demonstrate and document how both tests are met. Maysville Transit will consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative.

[Maysville Transit has not recently constructed any facilities nor does it currently have any facilities in the planning stage. Therefore, Maysville Transit does not have any Title VI Equity Analysis reports to submit with this Plan. Maysville Transit will utilize the demographic maps included in Appendix I for future Title VI analysis.]

9.0 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.

Maysville Transit [is] a fixed route service provider.

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.

Maysville Transit 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.

9.1 Service Standards

FTA requires that all fixed route transit providers develop quantitative standards for all fixed route modes of operation for the following indicators. Maysville Transit operates with only 26 passenger vehicles. This is the smallest vehicle available that stills allows for enough seats for peak hours of the day.

Peak hours based on experience are from 7:00am to 9:00am and 2:00pm to 4:00pm. This size bus also is adequate for peak times of the month (the second thru the fourth).

We have arrived at these figures not by paying a consultant but by using 50 years' experience.

Maysville Transit does not have the resources to conduct a full study to determine if buses should be traded out during the peak hours.

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

10.0 Appendices

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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

Current System Description

Current System Description

1. An overview of the organization including its mission, program goals and objectives. Maysville 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.
Maysville Transit is a [non-profit 501(c)(3)] organization. Our organization is made up of 9 full-time employees, 1 part-time employee, and 0 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 of City Commissioners (BCC). Our BCC is committed to this program and has, therefore, incorporated our service within the County's Public Transportation Program. Transportation services are provided in accordance with the BCC's approved Operations Manual/System Safety/Security Program and its Transportation Disadvantaged Service Plan (TDSP). Our agency staffing plan is outlined in our 2011 Transit Development Plan (page 201) and 2012 Operations Handbook (page 34). We will continue to operate at previous year (2011) service hours averaging 84 total fleet service hours per day or approximately 25,200 annual service hours (assuming 300 operating days).
3. Indicate if your agency is a government authority or a private non-profit agency Maysville Transit operates as a [non-profit 501(c)(3)] with a CTC agreement with the BCC. We have an executed CTC agreement dated [date].
4. Who is responsible for insurance, training and management, and administration of the agency's transportation programs?
Maysville Transit's manager is responsible for training and management of our transportation program. All safety sensitive employees are required to complete OTD approved safety and security training course as part of their new hire orientation. All new employees are also required to complete 80 hours of on-the-road drivers training, which includes riding with a training driver, behind-the-wheel training, and training on proper use of wheel chair lifts and securement devices. The Transportation Services Manager is responsible for annual renewal of all liability insurance for both OTD and agency owned vehicles, as well as vehicle registration renewal. It is the Transportation Manager's responsibility to administer all aspects of the transportation program and to control access and usage of all agency vehicles.
5. Who provides vehicle maintenance and record keeping?
Maintenance on all agency vehicles is provided by [The City of Maysville]. [Contractor] employs only ASE certified technicians with experience in working on commercial passenger vehicles like the type our agency uses. All maintenance is performed using the Preventative Maintenance Plan, which conforms to the State Vehicle Maintenance Guidelines set forth in the OTD Preventative Maintenance Guidelines document. All vehicle files and driver files are kept on-site at our operations base located at [address] and are maintained by the [manager]. All records are maintained and retained for a minimum of four (4) years.

6. Number of current transportation related employees

Our transportation department has a total of 10 employees that include: 8 full-time drivers, 1 part-time drivers, 1 administrators and 0 support staff.

7. Who will drive the vehicle, number of drivers, CDL certifications, etc.?

Only transportation employees that have completed all of the required safety and drivers training requirements will be allowed to drive the agency vehicles. All our drivers are required to carry a Commercial Driver's License. This allows coverage of all of the larger vehicles and for the opportunity for the other drivers to fill in on service routes with the larger vehicles.

8. A detailed description of service routes and ridership numbers

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. Approximately XX% of the medical trips we provide are to medical facilities out of the county; therefore, our out of county services are directed to the nearby highway corridors that surround this community for optimum efficiency of trip duration and the most convenient route. Currently, we use a variety of vehicles to provide passenger services. Our fleet includes vans, modified vans, and buses. [Number] of our vehicles are equipped for wheelchair service. We also have a contract provider that can supplement any services that we are unable to accommodate. We prioritize grouping trips and multi-loading to the maximum extent possible. We make XX passenger trips per day on average and leverage our fleet resources so that all vehicles are used in a responsible manner to provide full coverage and retire the vehicles at a consistent pace and appropriate age and mileage.

Appendix C

**Title VI Plan Adoption Meeting Minutes
and FDOT Concurrence Letter**

Appendix D

Title VI Sample Notice to Public

SUS DERECHOS CIVIL BAJO EL TITULO VI EI

(Sistema de Tránsito de Maysville) se adhiere a la Ley de Derechos Civiles de 1964 que establece: "Ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional, será excluida de la participación en, se les negarán los beneficios de, o ser objeto de discriminación bajo cualquier programa o actividad que reciba asistencia financiera federal." Para obtener más información sobre las obligaciones de tránsito del Título VI, consulte la información de contacto a continuación.

HACER UN RECLAMO TITULAR VI Cualquier persona que crea que ha sido objeto de discriminación en la prestación o acceso a los servicios de transporte público por motivos de raza, color u origen nacional, puede presentar una queja ante el (Maysville Transit System y MTS). Dicha queja debe presentarse por escrito con (MTS) a más tardar 180 días después de la supuesta discriminación. Para obtener información sobre cómo presentar una queja, póngase en contacto con (MTS) como se indica a continuación.

Gerente de la ciudad, The Maysville Transit System, 216 Bridge Street, Maysville, KY 41056, (606) 564-9419 TTY o Ky. Número de retransmisión: 606-564-9411 Email Address: debbiemattingly@maysvilleky.net Sitio web: www.cityofmaysville.com Las quejas escritas también se pueden presentar al Gerente de Proyecto o Al Gerente de la Sucursal de Tránsito Público en el Gabinete de Transporte de Kentucky al (502) 564-7433. Las quejas escritas también se pueden presentar ante el Departamento de Transporte de los Estados Unidos/Administración Federal de Tránsito (FTA) a más tardar 180 días después de la fecha de la supuesta discriminación, en la siguiente dirección: Oficina de Derechos Civiles, Atención: Coordinador del Programa Título VI, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590. Para acomodar a personas con dominio limitado del inglés, las quejas orales que se documenten y/o traduzcan también se pueden presentar en la dirección anterior. Si se necesita información en otro idioma, póngase en contacto con el (606) 564-9419. Si se necesita información en otro idioma, comuníquese ...

YOUR CIVIL RIGHTS UNDER TITLE VI

The (The Maysville Transit System) adheres to the Civil Rights Act of 1964 which states: “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 subjected to discrimination under any program or activity receiving Federal financial assistance.” For more information on the Title VI transit obligations, please see the contact information below.

MAKING A TITLE VI COMPLAINT

Any person who believes he/she has been subjected to discrimination in the delivery of or access to public transportation services on the basis of race, color, or national origin, may file a complaint with the (Maysville Transit System and MTS). Such complaint must be filed in writing with (MTS) no later than 180 days after the alleged discrimination. For information on how to file a complaint, contact (MTS) as listed below.

City Manager, The Maysville Transit System, 216 Bridge Street, Maysville, KY 41056, (606) 564-9419 TTY or Ky. Relay Number: 606-564-9411

Email Address: debbiemattingly@maysvilleky.net Website: www.cityofmaysville.com

Written complaints may also be submitted to the Project Manager or Public Transit Branch Manager at the Kentucky Transportation Cabinet at (502) 564-7433.

Written complaints may also be filed with the U. S. Department of Transportation/Federal Transit Administration (FTA) no later than 180 days after the date of the alleged discrimination, at the following address: Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

To accommodate limited English proficient individuals, oral complaints to be documented and/or translated may also be given at the above address. If information is needed in another language, contact (606) 564-9419. Si se necesita información en otro idioma, comuníquese con: (866) 876-3927.

TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

TITLE VI NOTICE OF PROTECTIONS AGAINST DISCRIMINATION

(Maysville Transit) operates its programs without regard to race, color and national origin.

To request or receive additional information on its discrimination obligations, including its complaint procedures, please contact the person listed below:

Debbie Mattingly

1720 Martha Comer Dr.

Maysville, KY

41056

Telephone: (606) 759-0419

Email Address: debbiemattingly@cityofmaysvilleky.gov

To file a discrimination complaint, the written complaint must be filed to the address above within 30 days of the alleged discrimination. To accommodate limited English proficient individuals, oral complaints to be documented and/or translated may also be given at the above address. Written complaints may also be filed with the U. S. Department of Transportation/Federal Transit Administration (FTA) no later than 180 days after the date of the alleged discrimination, unless the time for filing is extended by FTA.

TITULO VI DEL DECRETO DE LOS DERECHOS CIVILES DE 1964

**TITULO VI NOTIFICACION DE PROTECCION CONTRA LA
DISCRIMINACION**

(El tránsito de Maysville) opera sus programas sin dar consideración a la raza, color de piel, o el origen nacional.

Para pedir o recibir más información sobre sus obligaciones relacionadas con la discriminación (incluyendo sus procedimientos para hacer una queja), llame o escribe a:

Debbie Mattingly

1720 Martha Comer Dr.

Maysville, KY

41056

Teléfono: (606) 759-0419

Correo electrónico: debbiemattingly@maysvilleky.net

Para presentar una queja sobre la discriminación, hay que presentarlo en forma escrita entre 30 días después del incidente de discriminación alegada. Para las personas de una competencia limitada en el inglés, se puede entregar una queja oral a la dirección de arriba que se documentará y/o se traducirá. También se puede presentar las quejas escritas al Departamento Estadounidense de la Transportación/Administración del Tránsito Federal (FTA) entre 180 después de la fecha del incidente de discriminación alegada, a menos de que el tiempo de presentarla sea aumentado por la FTA.

Appendix E

Title VI Complaint Form

Maysville Transit

Title VI Complaint Form

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"/> 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.				
_____ _____				
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:	
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:

Maysville Transit, Debbie Mattingly
 216 Bridge Street
 Maysville, KY 41056

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 Maysville Transit 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 Maysville Transit. 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 Maysville Transit services and to provide a variety of efficient and convenient methods for receiving and considering public comment prior to implementing changes to services. Maysville Transit 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 Maysville Transit and its operations. The goals for this PPP include:

- **Inclusion and Diversity:** Maysville Transit will proactively reach out and engage low-income, minority, and LEP populations for the Maysville Transit 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:** Maysville Transit 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 Maysville Transit. Maysville Transit intends to achieve meaningful public participation by a variety of methods with respect to service and any changes to service.

Maysville Transit 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 Maysville Transit website (www.cityofmaysville.com) and all feedback on the site will be recorded and passed on to Maysville Transit management. The public will also be able to call the Maysville Transit office at 606-564-9419 during its hours of operation. Feedback collected over the phone will be recorded and passed on to Maysville Transit 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, **Maysville Transit** 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

LCB Meetings

Appendix G

Language Assistance Plan (LAP)

I. Introduction

Maysville Transit operates a transit system within **[The City of Maysville]**. The Language Assistance Plan (LAP) has been prepared to address **Maysville Transit'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 **Maysville Transit** service area there are 126 residents or .86% who describe themselves as not able to communicate in English "very well" (Source: US Census). **Maysville Transit** 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. **Maysville Transit** 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 **Maysville Transit** be able to communicate effectively with all of its riders. When **Maysville Transit** 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. **Maysville Transit** 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 **Maysville Transit** 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 **Maysville Transit** 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 Maysville Transit 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 Maysville Transit program, activity or service.
2. The frequency with which LEP persons come in contact with Maysville Transit programs, activities or services.
3. The nature and importance of programs, activities or services provided by Maysville Transit to the LEP population.
4. The resources available to Maysville Transit 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 9,011 residents in the Maysville Transit service area 126 residents describe themselves as speaking English less than “very well”. People of [Hispanic or Latino] descent are the primary LEP persons likely to utilize Maysville Transit services. For the Maysville Transit service area, the American Community Survey of the U.S. Census Bureau shows that among the area’s population 1.04% speak English “very well”. For groups who speak English “less than very well”, .86% speak [Hispanic or Latino].

Appendix H contains a table which lists the languages spoken at home by the ability to speak English for the population within the Maysville Transit service area.

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.

Maysville Transit 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 <http://censusviewer.com/city/KY/Maysville>. Phone inquiries and staff survey feedback indicated that Maysville Transit dispatchers and drivers interact [infrequently] with LEP persons. The majority of these interactions have occurred

with LEP persons who mainly spoke [language or languages]. Over the past 4 years, Maysville Transit has had 0 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.

An on-board passenger survey was conducted to collect data on usage of and access to the Maysville Transit 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 Maysville Transit 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 Your Community Transit not been available. The most frequent response was "friend or 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 Your Community Transit Service is very important as a primary means of transportation for its customers.

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

Maysville Transit 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. Maysville Transit 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.

Maysville Transit has identified the number and proportion of LEP individuals within its service area using United States Census data (see Appendix H). As presented earlier, 1.04% of the service area population speaks English only. The largest non-English spoken language in the service area is [Latino] (.86%).

Maysville Transit 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 Maysville Transit Meetings. This will assist Maysville Transit 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 Maysville Transit 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.

Maysville Transit 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 Maysville Transit 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.

Your Community Transit 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 **Maysville Transit**, the most important staff training is for Customer Service Representatives and transit drivers. **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

Maysville Transit will make Title VI information available in English **and Hispanic** on the Agency's website. Key documents are written in English **and Hispanic**. Notices are also posted in **Maysville Transit** office lobby, on buses, and **Hispanic**. 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 **Maysville Transit's** financial resources are sufficient to fund language assistance resources needed

Maysville Transit 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. **Maysville Transit** is open to suggestions from all sources, including customers, **Maysville Transit** 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. Doesn't not have LEP population.

Maysville Transit service area **[does not]** have LEP populations which qualify for the Safe Harbor Provision. **[As shown in Appendix H, Maysville Transit does not have LEP groups which speak English less than "very well" which exceed either 5.0% or 1,000 person.]**

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. **Maysville Transit** 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.

Appendix H

Operating Area Language Data:

Maysville Transit Service Area

<u>Language</u>	<u>County</u>	<u>Percent of Population</u>
Total		
Speak only English		
Spanish or Spanish Creole		
Speak English “very well”		
Speak English less than “very well”		
French (incl. Patois, Cajun)		
Speak English “very well”		
Speak English less than “very well”		
French Creole		
Speak English “very well”		
Speak English less than “very well”		
Italian		
Speak English “very well”		
Speak English less than “very well”		
Portuguese or Portuguese Creole		
Speak English “very well”		
Speak English less than “very well”		
German		
Speak English “very well”		
Speak English less than “very well”		
Yiddish		
Speak English “very well”		
Speak English less than “very well”		
Other West Germanic languages		
Speak English “very well”		
Speak English less than “very well”		
Scandinavian languages		
Speak English “very well”		
Speak English less than “very well”		
Greek		
Speak English “very well”		
Speak English less than “very well”		
Russian		
Speak English “very well”		
Speak English less than “very well”		
Polish		
Speak English “very well”		
Speak English less than “very well”		
Serbo-Croatian		
Speak English “very well”		

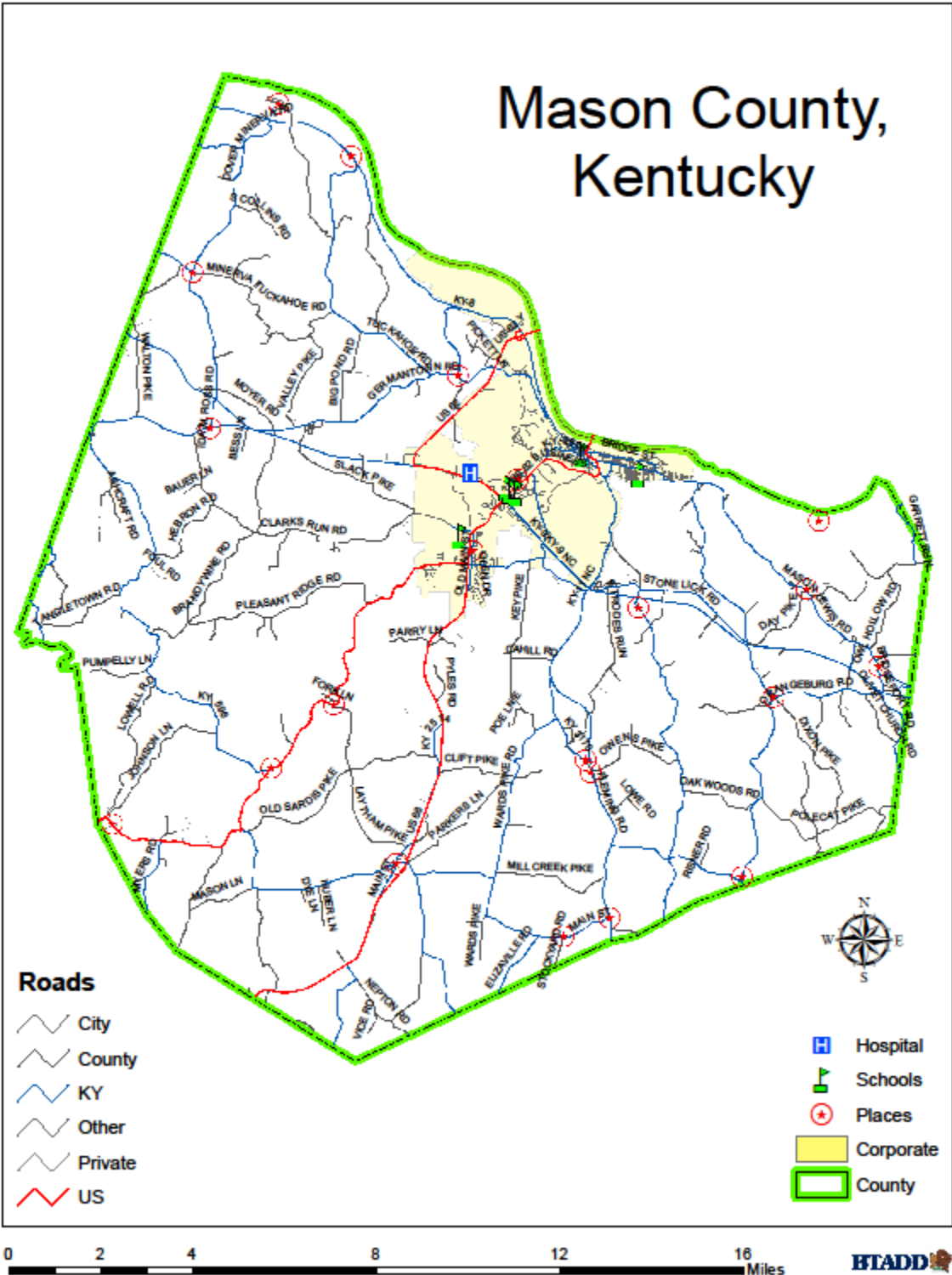
<u>Language</u>	<u>County</u>	<u>Percent of Population</u>
Speak English less than “very well”		
Other Slavic Languages		
Speak English “very well”		
Speak English less than “very well”		
Armenian		
Speak English “very well”		
Speak English less than “very well”		
Persian		
Speak English “very well”		
Speak English less than “very well”		
Gujarati		
Speak English “very well”		
Speak English less than “very well”		
Hindi		
Speak English “very well”		
Speak English less than “very well”		
Urdu		
Speak English “very well”		
Speak English less than “very well”		
Other Indic languages		
Speak English “very well”		
Speak English less than “very well”		
Other Indo-European Languages		
Speak English “very well”		
Speak English less than “very well”		
Chinese		
Speak English “very well”		
Speak English less than “very well”		
Japanese		
Speak English “very well”		
Speak English less than “very well”		
Korean		
Speak English “very well”		
Speak English less than “very well”		
Mon-Khmer, Cambodian		
Speak English “very well”		
Speak English less than “very well”		
Hmong		
Speak English “very well”		
Speak English less than “very well”		
Thai		

<u>Language</u>	<u>County</u>	<u>Percent of Population</u>
Speak English “very well”		
Speak English less than “very well”		
Laotian		
Speak English “very well”		
Speak English less than “very well”		
Vietnamese		
Speak English “very well”		
Speak English less than “very well”		
Other Asian languages		
Speak English “very well”		
Speak English less than “very well”		
Tagalog		
Speak English “very well”		
Speak English less than “very well”		
Other Pacific Island languages		
Speak English “very well”		
Speak English less than “very well”		
Navajo		
Speak English “very well”		
Speak English less than “very well”		
Other Native American languages		
Speak English “very well”		
Speak English less than “very well”		
Hungarian		
Speak English “very well”		
Speak English less than “very well”		
Arabic		
Speak English “very well”		
Speak English less than “very well”		
Hebrew		
Speak English “very well”		
Speak English less than “very well”		
African languages		
Speak English “very well”		
Speak English less than “very well”		
Other and unspecified languages		
Speak English “very well”		
Speak English less than “very well”		

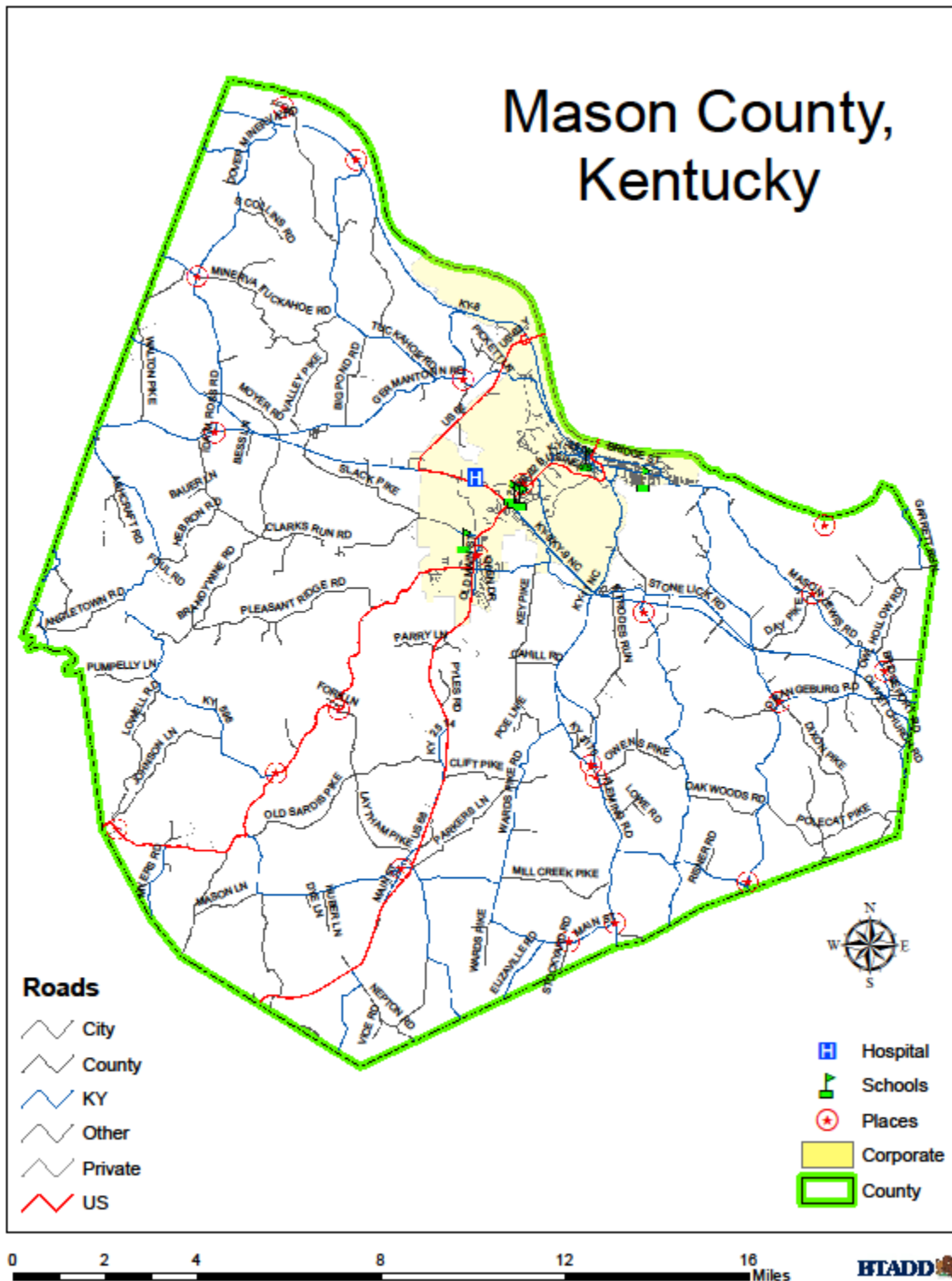
Appendix I

Demographic Maps

Mason County, Kentucky



Mason County, Kentucky



[illegible]

Appendix J

Title VI Equity Analysis

[Maysville Transit has not performed Title VI Equity Analysis.]

Or

Title VI Equity Analysis for n/a Facility

Maysville Transit is not purchasing land and doesn't anticipate purchasing land. Maysville Transit operates from a building purchased by the City of Maysville.

Purpose and need for the facility:

Service area population characteristics:

The 2010 Census defined the following population characteristics for the [Maysville Transit Service Area]:

- 85.95% White,
- 11.62% Black,
- .86% Hispanic

Alternative locations considered:

Equity impacts of siting alternatives:

No Action Alternative

Alternative 1

Alternative 2

Alternative 3

Outreach activities:

Preferred alternative:

The preferred alternative involves demolition and construction of a new multimodal transportation facility. The demolition removes aged parking structure, commercial building and skywalks. The new construction replaces the removed structures with a new multimodal transportation facility and skywalk system. These improvements do not displace, temporarily or long term, any low income or minority housing or businesses. Rather, the preferred alternative provides business opportunities within the expanded skywalk system, improved accessibility to multiple forms of transportation, and the ability to expand transit service. The preferred alternative is located only 1 block away from the current transit center where it will continue to provide transit service to low income and minority populations. The preferred alternative is conveniently located to service daycare providers, low wage jobs, semi-skilled jobs, low income housing, Hope IV Developments; all of which are serviced by Your Community Transit.

The Your Community Transit has held 50 meetings that have discussed relocating the existing transit center and the preferred alternative. Of these 50 public meetings, 23 have been open to the public and 9 of these public meetings had Environmental Justice population in attendance. The public meetings were held at times and locations that allow environmental justice population to attend. The

public open houses were held during the later afternoon through early evening at the existing Your Community Transit Center.

There will be temporary air, noise and vibration impacts during construction of the population. These impacts are not an adverse effect nor disproportionately high towards the EJ population.

The preferred alternative provides improved aesthetic values and health conditions to the EJ population, and the community as a whole, through the removal of existing structures that are in disrepair. The preferred alternative would have a positive impact on minority and low income populations because it would improve Your Community Transit's ability to continue, and expand, transit service to the high percentage of this population throughout the [service area]. The preferred alternative would also improve accessibility to multimodal transportation options and provide potential business opportunities to low income and minority populations through vendor and small retail opportunities. The preferred alternative increases access and connectivity to the given and broader community.

The preferred alternative would not result in any permanent destruction or disruption of:

- community cohesion or community's economic vitality,
- availability of public and private facilities and services

Nor would the preferred alternative result in:

- displacement of persons, businesses, or nonprofit organizations,
- Increased traffic congestions, isolation, exclusion, or separation of minority or low-income individuals within a given community or from the broader community.

Mitigation:

The phasing of the construction would limit impacts to any adjacent businesses along [impact area]. Transit service would be maintained throughout construction of the project and the low income/minority populations would be kept apprised of the construction schedule, business opportunities and changes in transit routes. Your Community Transit will create a Public Participation Plan that will allow comments or complaints to be easily documented with an established process for responding to any and all comments.

Your Community Transit has provided the public with public outreach and opportunities to comment on the design of the preferred alternative. Since 2010, the Your Community Transit has had 23 meetings open to the public and 9 of these meetings had EJ population in attendance.

In summary, no adverse impacts are anticipated and no mitigation measures will be required, beyond establishment of a public participation plan.

Matt Wallingford, City Manager

Maysville Transit

216 Bridge Street

Maysville, KY 41056

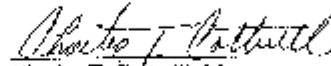
Phone: 606-564-9419

COMMONWEALTH OF KENTUCKY
CITY OF MAYSVILLE
Resolution No. 19-08

A RESOLUTION AUTHORIZING THE CITY TO ADOPT THE STATE
AGENCY'S TITLE VI IMPLEMENTATION PLAN

BE IT RESOLVED BY THE CITY OF MAYSVILLE, KENTUCKY that the City of Maysville adopts the Kentucky Title VI Implementation Plan dated September 5, 2017, and names City Manager, Matt Wallingford, as the Title VI Coordinator for the City of Maysville.

ADOPTED BY THE BOARD OF COMMISSIONERS OF THE CITY OF MAYSVILLE, KENTUCKY, 13 February 2020.


Charles T. Collier, Mayor

Introduced and adopted: 13 February 2020.
Signed by Mayor: 13 February 2020.
Recorded by Clerk: 13 February 2020.

ATTEST:

Lisa R. Dunbar, City Clerk