

ANDERSON COUNTY COUNCIL ON AGING AND GENERAL PUBLIC TRANSPORTATION

100 E 4th Ave, Garnett, KS 66032
785-448-6841
jwettstein@andersoncountyks.org

Notifying the Public of Rights Under Title VI ANDERSON COUNTY COUNCIL ON AGING AND GENERAL PUBLIC TRANSPORTATION

- Anderson County Council on Aging and General Public Transportation operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Anderson County Council on Aging and General Public Transportation.

- For more information on Anderson County Council on Aging and General Public Transportation's civil rights program, and the procedures to file a complaint, contact 785-448-6841; email jwettstein@andersoncountyks.org or visit our administrative office at

100 E 4th Ave, Garnett, KS 66032.

- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

This notice is posted on the bulletin board in the public area of the main offices and in the agency vehicles.

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Transit Public Participation Plan Outline

- 1) Brief description of provider's activities and services

Anderson County Council on Aging and General Public Transportation provides transportation for all residents of Anderson County regardless of age, income, or purpose.

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

Anderson County Council on Aging and General Public Transportation would notify the public of any fare changes, service hour changes, and policy or procedure changes.

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

All public notifications would be published in the local newspaper, mailed to Anderson County Commissioners and other local government officials, KDOT Public Transit staff, and interested members of the public.

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

Although there are no specific population groups that meet the criteria of more than 5% and more than 50 individuals, if we have an individual needing assistance, we would utilize an interpreter to help with communication during the scheduling of rides and we would provide our passenger guidelines translated. We would use the same interpreter Anderson County District Court uses or an online translation company such as <http://www.choicetranslating.com/>.

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

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

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- The agency will provide responses to all public input as appropriate.
- The agency will have facilitated effective communication among a diverse group of stakeholders.
- The agency will have established a timetable for review of the Public Participation Process to ensure it provides full and open access to all.

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

The new director is unsure as to what has been done in the past three years. The director will reach out to speak at the senior center's meetings in each town in Anderson County, meet with staff at the Garnett Public Library, Local Health Department, Social Worker at Anderson County Hospital, the City of Garnett, and the County Commissioners to receive input on transportation needs for county residents.

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Limited English Proficiency Plan

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

Identified LEP individuals

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

Language Assistance Measures

If we have an individual needing assistance, we would utilize an interpreter to help with communication during the scheduling of rides and we would provide our passenger guidelines translated. We would use the same interpreter Anderson County District Court uses or an online translation company such as <http://www.choicetranslating.com/>.

Training Staff

The dispatcher will communicate with the interpreter to schedule the rides. The drivers will communicate as best as possible with the riders during the route.

Providing Notice

LEP plan will be posted on agencies website, <http://www.Andersoncountytransportation.com/>. LEP plan will be provided to any person or agency requesting a copy. The person of contact in regards to the LEP plan is Julie Wettstein and can be reached via phone or email at 785-448-6841 or jwettstein@andersoncountyks.org.

Monitoring and Updating LEP Plan

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

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Title VI Complaint Procedure

The following pertains only to Title VI complaints regarding the services of *Anderson County Council on Aging and General Public Transportation*

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

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

Anderson County Council on Aging and General Public Transportation has in place a Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in Chapter III of the Federal Transit Administration Circular 4702.IB, dated October 1, 2012. If you believe that Anderson County Council on Aging and General Public Transportation's federally funded programs have discriminated your civil rights based on race, color, or national origin you may file a written complaint by following the procedure outlined below:

I. Submission of Complaint.

Any person who feels that he or she, individually or as a member of any class of persons, on the basis of race, color, or national origin has been excluded from or denied the benefits of or subjected to discrimination caused by Anderson County Council on Aging and General Public Transportation, may file a written complaint with Anderson County Council on Aging and General Public Transportation's Program Director. The form is available in hard copy at the offices of *Anderson County Council on Aging and General Public Transportation*. Upon request, *Anderson County Council on Aging and General Public Transportation* will mail the complaint form. **Such complaints must be filed within 180 calendar days after the date the discrimination occurred.**

Notes: Assistance in the preparation of any complaints will be provided to a person or persons upon request and as appropriate. If information is needed in another language, then contact Julie Wettstein @ 785-448-6841 or jwettstein@andersoncountyks.org

Complaints should be mailed to or submitted by hand to:

Anderson County Council on Aging and General Public Transportation
100 E 4th Ave
Garnett, KS 66032
Attn: Program Director

2. Referral to Review Officer

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Upon receipt of the complaint, the Program Director shall appoint one or more staff review officers, as appropriate, to evaluate and investigate the complaint. If necessary, the Complainant shall meet with the staff review officer(s) to further explain his or her complaint. The staff review officer(s) shall complete their review no later than 45 calendar days after the date the agency received the complaint. If more time is required, the Program Director shall notify the Complainant of the estimated timeframe for completing the review. Upon completion of the review, the staff review officer(s) shall make a recommendation regarding the merit of the complaint and whether remedial actions are available to provide redress. Additionally, the staff review officer(s) may recommend improvements to Anderson County Council on Aging and General Public Transportation's processes relative to Title VI, as appropriate. The staff review officer(s) shall forward their recommendations to the, Program Director for concurrence. If the Program Director concurs, he or she shall issue Anderson County Council on Aging and General Public Transportation's written response to the Complainant. This final report should include a summary of the investigation, all findings with recommendations, corrective measures where appropriate.

3. Request for Reconsideration

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

4. Appeal

If the request for reconsideration is denied, the Complainant may appeal the Program Director's response by submitting a written appeal to Anderson County Council on Aging and General Public Transportation's Board of Directors no later than 10 calendar days after receipt of the Program Director's written decision rejecting reconsideration. Anderson County Council on Aging and General Public Transportation's Board of Directors *will then make a determination to either request re-evaluation by the staff review officer(s) or forward the complaint to KDOT for further investigation.*

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

If the Complainant is dissatisfied with Anderson County Council on Aging and General Public Transportation's resolution of the complaint, he or she may also submit a written complaint within 180 days after the alleged date of discrimination to the State of Kansas Department of Transportation for further investigation.

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

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Title VI Complaint Form

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

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section 111.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				
I believe the discrimination I experienced was based on (check all that apply): ☐ Race ☐ Color ☐ National Origin Date of Alleged Discrimination (Month, Day, Year): _____ Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please attach additional pages.				

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Section IV		
Have you previously filed a Title VI complaint with this agency?	Yes	No
Section V		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? ☐ Yes ☐ No		
If yes, check all that apply:		
☐ Federal Agency: _____		
☐ Federal Court _____ ☐ State Agency _____		
☐ State Court _____ ☐ Local Agency _____		
Please provide information about a contact person at the agency/court where the complaint was filed.		
Name: _____		
Title: _____		
Agency: _____		
Address: _____		
Telephone: _____		
Section VI		
Name of agency complaint is against: _____		
Contact person: _____		
Title: _____		
Telephone number: _____		

You may attach any written materials or other information that you think is relevant to your complaint.

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Signature and date required below:

Signature _____ Date _____

Please submit this form in person at the address below, or mail this form to:

Anderson County Council on Aging and General Public Transportation

100 E 4th Ave

Garnett, KS 66032

Attn: Program Director

List of Title VI Investigations, Lawsuits, and Complaints

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

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Language Assistance Plan

Limited English Proficiency Plan (LEP) Preview

The purpose of developing a LEP, as a recipient of federal funds, is to identify the extent of LEP individuals and identify ways that the transit agency can reduce or eliminate barriers to LEP individuals.

Four Factor Analysis

- 1) **Identify the number of or proportion of LEP individuals that can utilize the service provided by Anderson County Council on Aging and General Public Transportation.**

Using the 2020 United States Census data, we find there are no language groups that fit the criteria of more than 5% of total population and more than 50 persons who "speak English less than very well". We do serve some individuals who would be categorized as this, in these cases, we rely on an interpreter to assist us with communication and scheduling rides for those individuals.

- 2) **Identify the frequency in which LEP individuals come in contact with the service.**

Although there are no language groups that currently qualify as a LEP group, we do serve a few individuals that would qualify as "speaks English less than very well" on a regular basis.

- 3) **Identify the importance of the service to the LEP community.** Since we provide transportation for medical and personal reasons for all residents in Anderson County, it is important to communicate with LEP individuals. The few LEP individuals we serve use a family member or friend to schedule their rides and communicate with the drivers.

- 4) **Identify the resources available and the respective costs of these resources.** Currently the volunteers are either friends or family members of the individuals who speak English less than very well, so there is no cost associated with this service.

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

Body	Caucasian	Latino	African American	Asian American	Native American	Other
Population within service area	94.94%	3.29%	1.40%	0.08%	0.49%	0.17%
Agency Board of Directors	100%	0 ⁰ / ₄	0 ⁰ / ₄	0 ⁰ / ₁₀	0%	0%
Agency Staff	100%	0%	0%	0%	0%	00 ⁰ / ₄

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TITLE VI POLICY

The Anderson County Council on Aging Board of Directors hereby approves the attached Title VI Plan. It shall be updated as required by the Federal Transit Administration.

10-27-25

Date

Julie Wetstein
Program Director

Leslie D. McSherry

Board Member

Michael Blawie

Board Member

Anthony C. Mersman

Board Member

