



Limited English Proficiency Plan (LEP) Preview

The purpose of developing a Limited English Proficiency plan is to identify individuals with limited English proficiency and develop strategies for the transit agency to reduce or eliminate barriers to these individuals.

Four Factor Analysis:

The DOT guidance outlines “four factors” recipients are to consider when assessing language needs and determining appropriate steps to ensure meaningful access to services for LEP services. Through conducting the “Four Factor Analysis,” KCATA is better positioned to formalize and implement a cost-effective and appropriate mix of proactive language assistance measures and to respond to requests for LEP assistance from constituents. The four factors are as follows:

- 1) Identify the number, or proportion, of LEP individuals that can utilize the service provided by Independence, Inc.** Using the 2007-2011 American Community Survey data, we find that 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.” When Independence, Inc. does serve individuals with limited English an interpreter is used to assist with communication and scheduling rides.
- 2) Identify the frequency in which LEP individuals come in contact with the service.** Currently, there are not any language groups that qualify as a LEP group. However, Independence, Inc. serves several language groups on a regular basis.
- 3) Identify the importance of the service to the LEP community.** Independence, Inc. provides transportation for medical, shopping and personal reasons to individuals within Douglas County. An interpreter will be provided for assistance with communication and scheduling rides for individuals who speak English less than very well.
- 4) Identify the resources available and the respective costs of these resources.** Currently, the interpreters are volunteer, faith based or family

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members of the individuals who speak English less than very well. There are no interpretation costs for Independence, Inc.

Limited English Proficiency Plan

Independence, Inc. will continue to use the existing agency strategy, which is as follows:

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

An interpreter will be used to communicate and schedule rides for those who have a language barrier. Independence, Inc. will use online translation tools, the Relay operator for deaf and hard of hearing and we have Braille services. For assistance with sign language we use the Kansas Commission for the Deaf and Hard of Hearing's interpreter referral website. <http://www.dcf.ks.gov/services/RD/Pages?KCDHH.aspx>

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

The LEP Plan will be posted on the agencies website, www.independenceinc.org. LEP plan will be provided to any person or agency requesting a copy. The persons of contact in regards to the LEP Plan are Jill Enyart or Bob Mikesic and can be reached via phone at (785) 841-0333.

Monitoring and Updating the LEP Plan

Independence, Inc. will update the plan according to the Title VI update schedule, which is every three years. The plan will also be updated any time changes in the demographics of the agencies service area are deemed significant in regards to LEP persons.

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Independence, Inc. Transit Public Participation Plan Outline

1. Brief description of provider's activities and services

Independence, Inc. provides door-to-door service for residents of Douglas County. Our accessible transportation provides transport for shopping, medical appointments, prescription pick-up, work, and recreation. We also provide weekly transportation to medical appointments in Topeka, Leavenworth, and Kansas City.

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

Independence, Inc. notifies the public of any fare changes, service hour changes, demand response service, and policy or procedure changes at least 30 days before any changes are made. We have a public comment/community input agenda at our monthly Board Meeting.

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

All public notifications are as follows:

- *Public meetings are held monthly (i.e. Board Meeting) at our accessible location*
- *Various advertising platforms are utilized (Lawrence Journal World, 60 & Better Newsletter, KLWN, website, twitter and facebook.)*
- *A database of contacts is maintained and every new consumer is entered into this database*
- *When possible, an email would be sent to various list serves, including Lawrence Area Partners in Aging membership, Douglas County Coalition on Aging participants, etc)*
- *Direct mailings to the donor mailing list.*

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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).
 - *Spanish translation of our transportation brochure outlining services and ridership policies*
 - *Translation services available upon request for brailing and sign language*
 - *Outreach to rural community/low income areas through community alliances and coalitions*

This section is intended to describe the specific outreach methods that the agency would utilize in order to meaningfully engage minorities and LEP individuals when needed in the public participation process. This section should closely coordinate with the Language Assistance Plan developed in the LEP Plan.

5. Brief description of the desired outcomes of the agency's public participation efforts.
 - *The agency desires to have actively engaged riders, stakeholders and members of the general public in the decision making process.*
 - *The agency strives to have given adequate public notice of public participation activities and allowed proper time for public review and comment at key decision points.*
 - *The agency desires to provide timely information about transportation issues and processes to transit riders, stakeholders and members of the general public*
 - *The agency will provide responses to all public input as appropriate.*
 - *The agency will have facilitated effective communication among a diverse group of stakeholders.*

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- *The agency will have establish 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.

We conduct annual satisfaction surveys to our past and present ridership, our community partners, and act upon any concerns disclosed.

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Title VI Plan

- ✓ **Limited English Proficiency Plan (LEP)**
- ✓ **Public Participation Plan**
- ✓ **Title VI Plan**
- ✓ **Title VI Complaint Procedures**
Instructions to the public on how to file a Title VI discrimination complaint
- ✓ **Title VI Complaint Form**
- ✓ **A table depicting the demographics of Board and Staff**
- ✓ **List of transit-related Title VI investigations, complaints and lawsuits**
- ✓ **Title VI Notice to the Public**
This notice is posted on the first floor lobby bulletin board at Independence, Inc. It is also posted on the agency website at <http://www.independenceinc.org>
- ✓ **A copy of Board meeting minutes showing the Board has reviewed and approved the Title VI Program for Independence, Inc. Transportation Program. (T/C)**

Title VI Complaint Procedure

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*The following pertains only to Title VI complaints regarding the services of
Independence, Inc.*

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.

Independence, Inc. has in place a Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in Chapter III of the Federal Transit Administration Circular 4702.1B, dated October 1, 2012. If you believe that the Independence, Inc.'s federally funded programs have discriminated your civil rights on the basis of race, color, or national origin you may file a written complaint by following the procedure outlined below:

1. Submission of Complaint

Any person who feels that he or she, individually or as a member of any class of persons, on the basis of race, color, or national origin has been excluded from or denied the benefits of, or subjected to discrimination caused by Independence, Inc., may file a written complaint with the Independence, Inc.'s *Executive Director*. A sample complaint form is available for download at www.independenceinc.org and is available in hard copy at the offices of Independence, Inc. Upon request, Independence, Inc. 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 Jill Enyart or Bob Mikesic, (785) 841-0333. (Please see 1 in footnote below.)

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Complaints should be mailed to or submitted by hand to:

***Independence, Inc
2001 Haskell Ave.
Lawrence, KS 66046
ATTN: Executive Director***

2. Referral to Review Officer

Upon receipt of the complaint, the Executive Director of Independence, Inc. 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 Executive 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 Independence, Inc.'s processes relative to Title VI, as appropriate. The staff review officer(s) shall forward their recommendations to the, Executive Director for concurrence. If the Executive Director concurs, he or she shall issue the Independence, Inc.'s written response to the Complainant. This final report should include a summary of the investigation, all findings with recommendations, corrective measures where appropriate.

Note: Upon receipt of a complaint, Independence, Inc. shall forward a copy of this complaint and the resulting written response to the appropriate KDOT and FTA Region 7 contacts.

3. Request for Reconsideration

If the Complainant disagrees with the Executive Director's response, he or she may request reconsideration by submitting the request, in writing, to the Executive Director within 10 calendar days after receipt of the Executive Director's response. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the Executive Director. The Executive 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 Executive Director agrees to reconsider, the matter shall be returned to the staff review officer(s) to reevaluate in accordance with Paragraph 2 above.

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4. Appeal

If the request for reconsideration is denied, the Complainant may appeal the Executive Director's response by submitting a written appeal to Independence, Inc. Board of Directors no later than 10 calendar days after receipt of the Executive Director's written decision rejecting reconsideration. The Independence, Inc. 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.

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

If the Complainant is dissatisfied with the Independence, Inc.'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 Independence, Inc. 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 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			
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			

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the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please attach additional pages.

Section IV

Have you previously filed a Title VI complaint with this agency?	Yes	No
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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.

Signature and date required below:

Signature _____
Date _____

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

Independence, Inc.
2001 Haskell Ave.
Lawrence, KS 66046
ATTN: Executive Director

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

Body	Caucasian	Latino	African American	Asian American	Native American	Other
Population within service area	81.1%	5.5%	4.2%	4.2%	2.8%	2.2%
Agency Board of Directors	100%	0%	0%	0%	0%	0%
Agency Staff	98%	0%	2%	0%	0%	0%

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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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Notifying the Public of Rights under Title VI Independence, Inc.

Independence, Inc. 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 Independence, Inc.

For more information on Independence, Inc. civil rights program, and the procedures to file a complaint, contact 785 841 0333 (TTY 711); email JEnyart@independenceinc.org, BMikesic@independenceinc.org or visit our administrative office at

2001 Haskell Ave,
Lawrence, KS 66046
For more information, visit www.independenceinc.org

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

Si necesita información en otro idioma, contacto
785-841-0333 en español.

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