

City of Shawnee, Kansas

CityRide Program Title VI Plan

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Approved by the Shawnee CityRide Task Force: 07/02/2015

Approved by the Shawnee Governing Body: 09/15/2015

A. Introduction

Title VI of the Civil Rights Act of 1964 provides 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 subject to discrimination under any program or activity receiving federal financial assistance.” To fulfill this basic civil rights mandate, each federal agency that provides financial assistance for any program is authorized and directed by the United States Department of Justice to apply provisions of Title VI to each program by issuing applicable rules, regulations, or requirements. The Federal Transit Administration (FTA) of the United States Department of Transportation issued guidelines on October 2012, FTA C 4702.1,B describing the contents of Title VI compliance programs to be adopted and maintained by recipients of FTA administered funds for transit programs.

B. Title VI Assurances

The City of Shawnee CityRide Program agrees to comply with all provisions prohibiting discrimination on the basis of race, color, or national origin of Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. 200d et seq., and with U.S. DOT regulations, “Nondiscrimination in Federally-Assisted Programs of the Department of Transportation – Effectuation of Title VI of the Civil Rights Act,” 49 CFR part 21.

The City of Shawnee CityRide Program assures that no person shall, as provided by Federal and State civil rights laws, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity. The City of Shawnee CityRide Program further ensures every effort will be made to ensure non-discrimination in all programs and activities, whether those programs and activities are federally funded or not.

The City of Shawnee CityRide Program meets the objectives of the FTA Master Agreement which governs all entities applying for FTA funding, including the City of Shawnee CityRide Program and its third-party contractors by promoting actions that:

- A. Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin.
- B. Identify and address, as appropriate, disproportionately high and adverse effects of programs and activities on minority populations and low-income populations.
- C. Promote the full and fair participation of all affected Title VI populations in transportation decision making.
- D. Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- E. Ensure meaningful access to programs and activities by persons with Limited English Proficiency (LEP).

C. Program Information

1. Mission: The City of Shawnee CityRide Program mission is to provide better transit options to senior citizens and persons with disabilities who reside in the City.

2. History: The City of Shawnee CityRide Program is a transportation program that was established in 2007 to help provide senior citizens and disabled residents a reliable and affordable transportation option. The goal is to promote self-sufficiency by providing transportation to physician offices, grocery stores, hair salons, the library, and restaurants. The program is a partnership with 10/10 Taxi and is available to Shawnee residents 65 years of age or older or persons with disabilities. The service runs 24 hours a day, seven days a week, including holidays.

The service provided over 4,000 rides to Shawnee residents in 2013 and over 5,000 in 2014. A recent survey found that 94% of participants in the program were satisfied with the service that CityRide provides. The program is paid for through the City's general fund, as well as donations from private businesses.

The City of Shawnee CityRide Program is overseen by a volunteer Task force. The Mayor appoints members to the Task Force, which meets quarterly and is charged with fundraising efforts, public awareness about the service, monitoring ridership, as well as making recommendations necessary to ensure that the service is meeting the needs of those who use it. Staff in the City Clerk's office administer the program.

3. Profile: The population of the City of Shawnee as of 2014 is 64,170. The City of Shawnee encompasses 42.9 square miles and is located in Johnson County, Kansas.

4. Population Served: The City of Shawnee CityRide Program is available to Shawnee residents, 65 years of age or older or persons with disabilities. Disability is defined as having a record of a physical or mental impairment that substantially limits one or more major life activities or being regarded as having such impairment as defined by the Americans with Disabilities Act. Residents, who are otherwise ineligible, but who are temporarily disabled and are unable to drive, are also eligible for limited participation. Temporarily disabled residents must provide a physician's letter indicating the duration of the disability and a statement they are unable to drive.

5. Service Area: The City of Shawnee CityRide Program provides rides to and from private residences, to businesses, to physician offices, and any other location inside the Shawnee City limits. As part of this program, 10/10 Taxi will also take eligible Shawnee residents to the Shawnee Mission Hospital Complex, the Merriam Nutritional Center at the Irene French Community Center at 5701 Merriam Drive or the Mission Transit Center at 5251 Johnson Drive at no additional charge. A map of the City of Shawnee is attached.

6: Governing Body: The Shawnee City Council is the governing body is the governing body for the City of Shawnee CityRide Program. The Shawnee CityRide Task Force is a volunteer board with oversight responsibility of the program.

D. Notice to the Public

The following notice is posted in English and Spanish in the lobby in the City Clerk's Office in City Hall (11110 Johnson Drive, Shawnee, KS 66203) and on the City's website, <http://tinyurl.com/CityRideTitleVI>.

Notifying the Public of Rights under Title VI

The City of Shawnee CityRide Program posts Title VI notices on the City's website and in the City Clerk's lobby of City Hall (11110 Johnson Drive).

The City of Shawnee CityRide Program operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964.

If you believe you have been discriminated against on the basis of race, color, or national origin by the City of Shawnee CityRide Program, you may file a Title VI complaint by completing, signing, and submitting the City's Title VI Complaint Form.

How to file a Title VI complaint with the City of Shawnee CityRide Program:

1. A Complaint Form may be obtain in person at the City Clerk's Office in City Hall, 11110 Johnson Drive, Shawnee, KS 66203, or by mail. The form is also available on the City's website, <http://tinyurl.com/CityRideTitleVI>.
2. In addition to the complaint process at the City of Shawnee CityRide Program, complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights, 1200 New Jersey Ave., SE, Washington, DC 20590.
3. Complaints must be filed within 180 days following the date of the alleged discriminatory occurrence and should contain as much detailed information about the alleged discrimination as possible.
4. The form must be signed and dated, and include your contact information.

If information is needed in another language, contact the City Clerk's Office at (913) 742-6014.

Notificación al Público de sus Derechos bajo el Título VI

La Ciudad de Shawnee Programa CityRide apuesto avisos del Título VI en el web de la Ciudad y en el vestíbulo del Ayuntamiento (11110 Johnson Drive).

La Ciudad de Shawnee Programa CityRide opera sus programas y servicios sin distinción de raza, color, u origen nacional, en acuerdo del Título VI de la Ley de Derechos Civiles de 1964.

Si usted cree que ha sido discriminado por motivos de raza, color, u origen nacional, por La Ciudad de Shawnee Programa CityRide, usted puede presentar una queja del Título VI al completar, firmar y enviar el formulario Titulo VI de la Ciudad.

Como presentar una queja del Título VI con la Ciudad de Shawnee Programa CityRide:

1. El formulario de queja se puede obtener en persona el en vestíbulo del Ayuntamiento, 11110 Johnson Drive, Shawnee, KS 66203, o por correo. El formulario esta disponible en el web de la Ciudad <http://tinyurl.com/CityRideTitleVI>.
2. Además del proceso de quejas del La Ciudad de Shawnee Programa CityRide, las quejas pueden ser presentadas directamente con la Administración Federal de Transito, Oficina de Derechos Civiles, 1200 New Jersey Ave., SE, Washington, DC 20590.
3. Las quejas deben de ser presentadas dentro de los 180 días siguientes a la fecha de la ocurrencia discriminatoria alegada y debe contener la mayor cantidad de información detallada sobre la discriminación alegada.
4. El formulario debe ser firmado y fechado, e incluir su información de contacto.


Si se necesita información en otra idioma, comuníquese con la Oficina del Secretario de la Ciudad al 913-742-6014.

Photos of Title VI Notice posted in the lobby of City Hall.



Photos of Title VI Notice posted in the lobby of City Hall (cont.).

...the Shawnee city limits, to the Shawnee Mission Hospital complex, the Merriam Nutrition Center, and the Johnson County Transit facility in downtown Mission. This service is available 24 hours, 7 days a week. Each way trip is \$2.00 using pre-paid, reloadable card, available for purchase at City Hall. For more information, contact the City Clerk's Office at 742-6014 or visit www.cityofshawnee.org.



10/10 TAXI®
913-647-0010
Shawnee CityRide

Good Starts Here
SHAWNEE
KANSAS

\$2.00 One Way - Available 24/7

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How to file a Title VI complaint with the City of Shawnee CityRide Program:

1. A Complaint Form may be obtain in person at the City Clerk's Office in City Hall, 11110 Johnson Drive, Shawnee, KS 66203, or by mail. The form is also available on the City's website, <http://tinyurl.com/CityRideTitleVI>.
2. In addition to the complaint process at the City of Shawnee CityRide Program, complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights, 1200 New Jersey Ave., SE, Washington, DC 20590.
3. Complaints must be filed within 180 days following the date of the alleged discriminatory occurrence and should contain as much detailed information about the alleged discrimination as possible.
4. The form must be signed and dated, and include your contact information.

If information is needed in another language, contact the City Clerk's Office at (913) 742-6014.

E. Procedure for Filing a Title VI Complaint

The complaint procedures apply to the beneficiaries of the City of Shawnee CityRide Programs, activities, and services.

RIGHT TO FILE A COMPLAINT: Any person who believes they have been discriminated against on the basis of race, color, or national origin by the City of Shawnee CityRide Program may file a Title VI complaint by completing and submitting the City's Title VI Complaint Form. Title VI complaints must be received in writing within 180 days of the alleged discriminatory complaint.

HOW TO FILE A COMPLAINT: Information on how to file a Title VI complaint is posted on the City's website, and in the public lobby in the City Clerk's Office. You may download a Title VI Complaint Form at <http://tinyurl.com/CityRideTitleVI>, or request a copy by writing to City of Shawnee City Clerk, 11110 Johnson Drive, Shawnee, KS 66203. Information on how to file a Title VI complaint may also be obtained by calling the City Clerk's Office at (913) 742-6014.

You may file a signed, dated complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number.
- Specific, detailed information (how, why and when) about the alleged act of discrimination.
- Any other relevant information, including the names of any persons, if known, the agency should contact for clarity of the allegations.

Please submit your complaint form in person or by mail to City of Shawnee City Clerk, 11110 Johnson Drive, Shawnee, KS 66203.

COMPLAINT ACCEPTANCE: Complaints that are received by the City Clerk's Office will be date stamped and entered into the Complaint Log. The City Clerk will review all complaints. If a complaint is complete it will be processed. If it is determined that additional information is required, or the complaint is not complete, the City Clerk will notify the complainant in writing within fifteen (15) days of receiving the complaint. The notification letter will contain what additional information is required in order to process the complaint. If the completed complaint is not received within the designated timeframe in the City Clerk's letter, the case will be closed. Also, a case can be administratively closed if the complainant no longer wishes to pursue the case.

COMPLAINT INVESTIGATIONS: The City Clerk will generally complete an investigation within 90 days from receipt of a completed complaint form. If more time is necessary, the City Clerk will notify the complainant in writing of the estimated timeframe to complete the review. The investigation will involve reviewing all information submitted by the complainant, contacting vendors if necessary, and speaking with the complainant if necessary. The complainant may meet with the City Clerk to further explain his or her complaint. Upon completion of the City Clerk's investigation, a closure letter or letter of finding will be issued by the City Clerk.

LETTERS OF CLOSURE OR FINDING: After the City Clerk completes an investigation, one of two letters will be sent to the complainant: a closure letter (CL) or 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 Letter of Finding (LOF) summarizes the allegations and provides an explanation of the corrective action taken where appropriate.

If the complainant would like the complaint to be reconsidered due to additional information obtained after the investigation is completed, such request must be made in writing to the City Clerk within fifteen (15) days from the date of the CL or LOF. If the City Clerk determines that the additional information does not warrant reconsideration, the complainant has the right to appeal.

APPEAL: Complainants have the right to appeal the City Clerk's decision. Appeals must be submitted in writing to the CityRide Task Force (City of Shawnee CityRide Task Force, 11110 Johnson Drive, Shawnee, KS 66203) within fifteen (15) days of receipt of the City Clerk's Decision. The CityRide Task Force will hold a hearing within thirty (30) days of receipt of the appeal where the complainant will have the opportunity to discuss the complaint with the members of the CityRide Task Force. The CityRide Task Force will issue a written response, including a summary of the investigation, all findings with recommendations, and corrective measures where appropriate, no later than fifteen (15) days after the hearing. If the complainant does not agree with the CityRide Task Force's determination, they have the right to appeal to the following:

A person may also file a complaint directly with the Federal Transit Administration, at the FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, contact the City Clerk's Office at (913) 742-6014. Forty-eight (48) hour advance notice is required.

F. Monitoring Title VI Complaints, Investigations, Lawsuits

Documenting Title VI Complaints/Investigations

All Title VI complaints will be entered and tracked in the City of Shawnee CityRide Program's complaint log. Active investigations will be monitored for timely response on the part of all parties. The City Clerk shall maintain the log.

The City of Shawnee CityRide Program Title VI Complaint Log

Date Complaint Filed	Complainant	Basis of complaint R-C-NO	Summary Of Allegation	Pending Status of Complaint	Action(s) Taken	Closure Letter (CL)	Letter of Finding (LOF)	Date of CL or LOF

A copy of the current spreadsheet is attached.

G. Public Participation/Engagement Plan

Goal: The goal of the Public Engagement Plan is to have significant and ongoing public involvement, by all identified audiences, in the public participation process for major agency outreach efforts.

Objectives: The objectives of the Public Engagement Plan are:

- To understand the service area demographics and determine what non-English languages and other cultural barriers exist to public participation.
- To provide general notification regarding changes to the program (i.e. fares, coverage area, eligibility criteria, etc.) and revisions to the Rules and Regulations adopted by the Shawnee CityRide Task Force.
- To gain citizen input regarding the City of Shawnee CityRide Program and its attributes including customer service, rider experience, and participant needs.
- To convey the information in various formats to reach all key stakeholder groups.

Identification of Stakeholders: Stakeholders are those who are either directly or indirectly affected by an outreach effort, system or service plan or recommendations of that plan. Stakeholders include but are not limited to the following:

- Shawnee CityRide Task Force is a non-elected advisory board that reviews current and proposed activities of the Shawnee CityRide Program, establishes policy for the program, and provides general oversight of the program.
- Minority and low income populations, including limited English proficient persons
- Local jurisdictions and other government stakeholders
- Private businesses and organizations
- Employers
- Partner agencies

Elements of the Public Participation/Engagement Plan: It is necessary to establish a public participation plan that includes an outreach plan to engage minority and limited English proficient (LEP) populations. Elements of the Public Engagement Plan include:

1. **Public Notices:**
 - a. Official notifications from the City of Shawnee CityRide Program of the intent to solicit public involvement including participation in open meetings. These notices are posted on the City's website, <http://tinyurl.com/CityRideTitleVI>
2. **Public Engagement Process/Outreach Efforts:**
 - a. CityRide Task Force meetings are posted online along with the agendas and minutes of each meeting. Meetings are open to the public and are held at City Hall, which is easily accessible by public transit and compliant with the Americans with Disabilities Act.
 - b. The City uses a variety of methods to reach riders including, but not limited to:
 - i. CityLine News Articles (reaches approximately 29,000 households in the City)
 - ii. Websites, including: City of Shawnee, Link for Care, MARC, Johnson County, and others. Information about Title VI is also posted on the City's website, <http://tinyurl.com/CityRideTitleVI>

- iii. Printed materials, including: Brochures, pamphlets, posters, cards, and news articles
 - iv. Open houses and booths at other events, including: Shawnee Business Fair, Old Shawnee Days, and other local and regional events
- c. Surveys of existing riders are conducted every two years. The purpose of the survey is to gauge rider's perception of the service and to gain insight on future modifications to the service.
- d. The CityRide Program is administered by the City Clerk's Office. New and existing riders come into City Hall on a regular basis to purchase rides and make general inquiries. This face-to-face opportunity is used to educate riders on the rules and regulations, notify them of upcoming changes in service or scope, and ask questions about their experiences using the program.

Title VI Outreach Best Practices: The City of Shawnee CityRide Program ensures all outreach strategies, communications and public involvement efforts comply with Title VI. The City of Shawnee CityRide Program's Public Engagement Plan proactively initiates the public involvement process and makes concerted efforts to involve members of all social, economic, and ethnic groups in the public involvement process. Aligned with the above referenced communication tactics, the City of Shawnee CityRide Program provides the following:

1. Public Notices published on the City's website, www.cityofshawnee.org.
2. Title VI non-discrimination notice is posted on the City's website, <http://tinyurl.com/CityRideTitleVI>, and in the City Clerk's lobby in City Hall (11110 Johnson Drive, Shawnee, KS 66203).
3. Communication and outreach material is available in languages other than English (subject to Safe Harbor Parameters).
4. Services for limited English proficient users are available with forty-eight (48) hour notice.

2013 – 2016 Title VI Program Public Engagement Process: The City of Shawnee CityRide Program solicits public feedback and participation on an ongoing basis.

1. All CityRide Task Force meetings are open to the public and posted on the City's website, <http://tinyurl.com/CityRideTaskForce>, along with past agendas and minutes. The CityRide Task Force meets four (4) times per year at City Hall (11110 Johnson Drive, Shawnee, KS 66203).
2. All information about the City of Shawnee CityRide Program is available on the City's website including details about the program, rules and regulations, brochures, and contact information.
3. A survey was conducted in 2013. The survey collected and compiled data regarding rider's perception of the program. The survey will be conducted again in 2015.
4. A full page article was published in the City's newsletter, *CityLine*, in the Fall/Winter 2014-2015 edition. Smaller articles are included in other editions. The newsletter is received in approximately 29,000 homes in the City of Shawnee and available at various City facilities and on the City's website, <http://tinyurl.com/njhxng>.
5. Each year, City staff provides an update on the City of Shawnee CityRide Program to the Shawnee City Council Committee. This meeting is open to the public. The agenda, minutes, presentations, and audio files are posted on the City's website, www.cityofshawnee.org/agendas. The last update was provided on September 2, 2014.

6. The City of Shawnee CityRide Program accepted public comments at the July 27, 2015 City Council meeting to accept public comments on the Title VI Plan. A notice was published in *The Shawnee Dispatch* (the City's official newspaper) two weeks prior to the meeting.
7. Materials have been created to explain Title VI policies as well as provide education on how they relate to minority populations. These materials are posted in the lobby of the City Clerk's office in City Hall (11110 Johnson Drive, Shawnee, KS 66203) and on the City's website, <http://tinyurl.com/novle2u>.

Summary of the 2014-2015 Public Outreach Efforts: The City of Shawnee CityRide Program's current outreach efforts include quarterly articles in the City's newsletter, *CityLine*; posted information on the City's website, <http://tinyurl.com/novle2u>, and in the lobby in the City Clerk's Office in City Hall (11110 Johnson Drive, Shawnee, KS 66203); quarterly meetings of the Shawnee CityRide Task Force; and an annual update to the Shawnee City Council Committee.

H. Language Assistance Plan

The City of Shawnee CityRide Program Limited English Proficiency Plan: This limited English Proficiency (LEP) Plan has been prepared to address the City of Shawnee CityRide Program's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964; Federal Transit Administration Circular 4702.1B, dated October 1, 2012, which states that the level and quality of transportation service is provided without regard to race, color, or national origin.

Executive order 13166, titled "Improving Access to Services for Persons with Limited English Proficiency," indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discriminations do not take place. This order applies to all state and local agencies which receive federal funds.

Service Area Description: The City of Shawnee CityRide Program provides rides to and from private residences, to businesses, to physician offices, and any other location inside the Shawnee City limits. As part of this program, 10/10 Taxi will also take eligible Shawnee residents to the Shawnee Mission Hospital Complex, the Merriam Nutritional Center at the Irene French Community Center at 5701 Merriam Drive or the Mission Transit Center at 5251 Johnson Drive at no additional charge. A map of the City of Shawnee is attached.

The City of Shawnee CityRide Program has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by the City of Shawnee CityRide Program. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, and the ways in which assistance may be provided.

In order to prepare this plan, the City of Shawnee CityRide Program undertook the four-factor LEP analysis which considers the following factors:

1. The number and proportion of LEP persons eligible to be served or likely to be encountered in the service area: A significant majority of people in the City of Shawnee CityRide Program service area are proficient in the English language. Based on 2013 Census data, 3.1% of the population five years of age and older speak English "less than very well" – a definition of limited English proficiency.
2. Frequency of Contact by LEP Persons with the City of Shawnee CityRide Program's Services: The City of Shawnee CityRide Program identified that there are no current users with limited English proficiency. The City of Shawnee CityRide Program will explore ways to reach out to any language group that request CityRide services.
3. The importance of programs, activities or services provided by the City of Shawnee CityRide Program to LEP persons: The City of Shawnee CityRide Program provides transportation services to eligible riders within the City limits of Shawnee. Interpreters are available upon request for individuals who speak English less than very well.
4. The resources available to the City of Shawnee CityRide Program and overall cost to provide LEP assistance: The City has several staff members who are fluent in Spanish and available for

translation services. Costs for translations services will be determined by a contract with a language assistance provider. The City requests forty-eight (48) hour advance notices from participants needing translation services. The City will use web-based translation services to determine what language assistance is needed.

Staff Training: The following training will be provided to the City of Shawnee CityRide Program staff:

1. Information on the City of Shawnee CityRide Program's Title VI Procedures and LEP responsibilities.
2. Training on using web-based translations services for first point of contact with participants with the caveat that web-based translations services should not be used for ongoing communications.
3. Description of language assistance services offered to the public.
4. Documentation of language assistance requests.

Monitoring and Updating the LEP Plan: The LEP Plan is a component of the City of Shawnee CityRide Program's Title VI Plan requirement. The City of Shawnee CityRide Program will update the LEP plan as required. At minimum, the plan will be reviewed and updated when it is clear that higher concentrations of LEP individuals are present in the City of Shawnee CityRide Program service area. This will be tracked through U.S. Census data and appropriate data collection when participants sign-up for the service. Updates include the following:

1. How the needs of LEP persons have been addressed.
2. Determine the current LEP population in the service area.
3. Determine as to whether the need for, and/or extent of, translation services has changed.
4. Determine whether local language assistance programs have been effective and sufficient to meet the needs.
5. Determine whether the City of Shawnee CityRide Program's financial resources are sufficient to fund language assistance resources as needed.
6. Determine whether the City of Shawnee CityRide Program has fully complied with the goals of this LEP Plan.
7. Determine whether complaints have been received concerning the City of Shawnee CityRide Program's failure to meet the needs of LEP individual.

I. City of Shawnee CityRide Task Force

This CityRide Task Force is a volunteer group appointed by the Mayor of the City of Shawnee. Staff in the City Clerk's office coordinate the meetings.

When there is a vacancy on the Task Force, the members nominate someone to fill the vacancy. The nomination is forwarded to the Mayor who makes the appointment. The table below reflects the current make-up of the CityRide Task Force:

Committee	Caucasian	Latino	African American	Asian American	Total
CityRide Task Force	84%%		16%		100%

Efforts are made to find volunteers, including minorities, who are able to serve appropriately.

- Vacancies are posted on the City's website, <http://tinyurl.com/ShawneeBoards>.

J. Subrecipient Assistance

The City of Shawnee CityRide Program does not have any subrecipients.

K. Subrecipient Monitoring

The City of Shawnee CityRide Program does not have any subrecipients.

L. Equity Analysis of Facilities

This is not applicable because the City of Shawnee CityRide Program has not constructed any storage facilities, maintenance facilities, or operations centers in the last three years.

M. System-Wide Service Standards and Policies

This is not applicable because the City of Shawnee CityRide Program does not have any fixed-route services or providers.

N. Data Reporting and Collection

The City of Shawnee CityRide Program does not have any fixed-route services or providers.

O. Transit Service Monitoring

The City of Shawnee CityRide Program does not have any fixed-route services or providers.

P. Service and Fare Equity Changes

The City of Shawnee CityRide Program does not have any fixed-route services or providers.

Attachment 1. Title VI Complaint Form

The purpose of this form is to assist you to file a complaint with the City of Shawnee CityRide Program. You are not required to use this form. A letter that contains the same information, and is signed and dated by you, will be sufficient.

SECTION 1

Name: _____

Address: _____

Home Telephone: _____ Cell Phone: _____

Email Address: _____

Accessible Format Requirements? Large Print: _____ Audio Tape: _____ TDD: _____ Other: _____

SECTION 2

Are you filing this complaint on your own behalf? _____ Yes _____ No

If you answered "Yes" to this question, go to SECTION 3.

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. _____

Confirm you obtained the permission of the aggrieved if you are filing on behalf of a third party.

_____ Yes _____ No

SECTION 3

I believe the discrimination I experienced was based on (check all that apply):

_____ Race _____ Color _____ National Origin

Date of the 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 in as much detail as possible. 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 you need more space, please attach additional pages.

SECTION 4

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

SECTION 5

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 contact information (name/phone/address/email) of the agency/court where the complaint was filed.

Name: _____

Title: _____

Program: _____

Address: _____

Telephone: _____

Email Address: _____

SECTION 6

Name of Agency complaint is against: _____

Contact Person: _____ Title: _____

Telephone: _____ Email Address: _____

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

SECTION 7

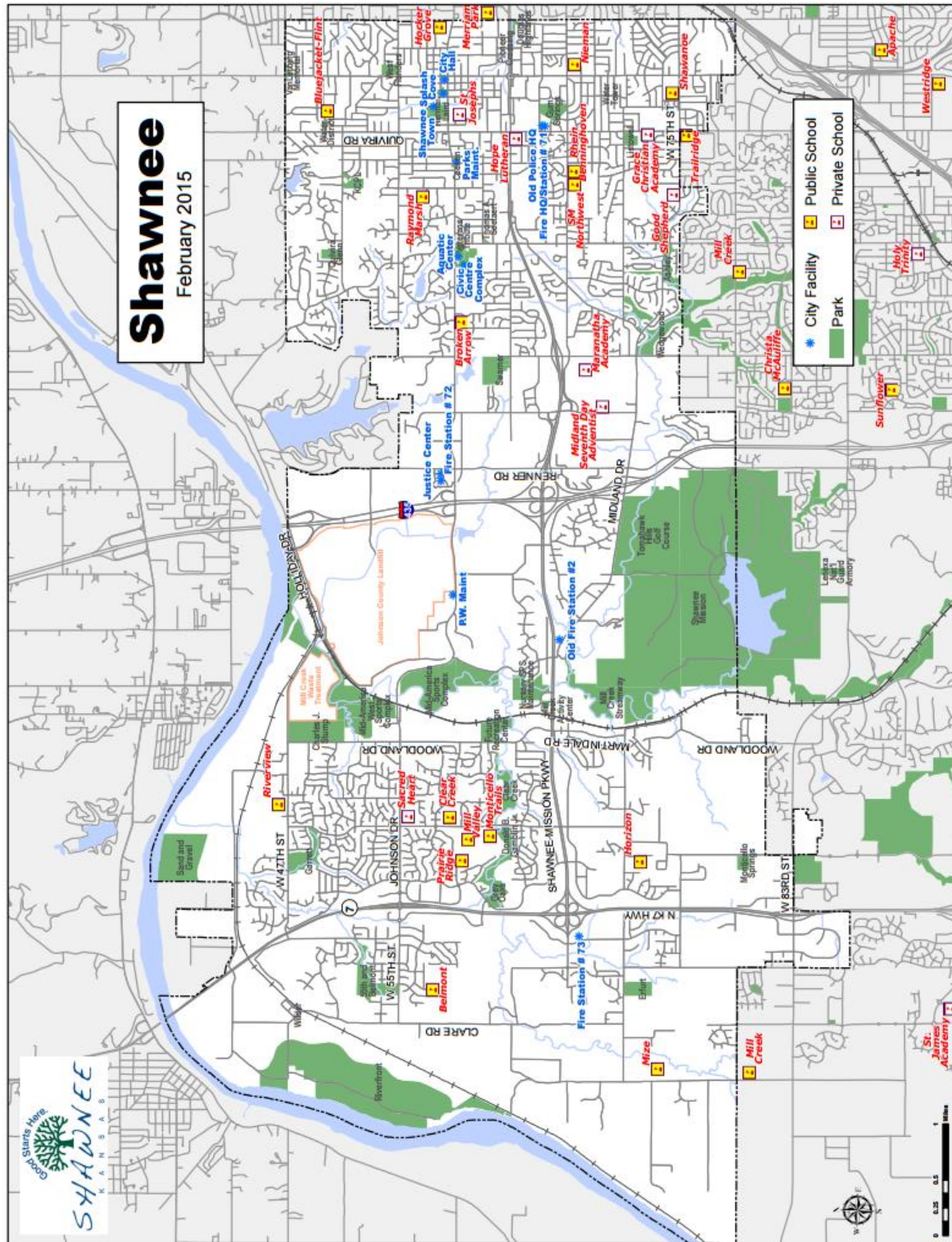
Please sign here: _____ Date: _____

NOTE – WE CANNOT ACCEPT YOUR COMPLAINT WITHOUT A SIGNATURE

Please submit this form in person or mail your completed form to:

City of Shawnee
City Clerk
11110 Johnson Drive
Shawnee, KS 66203

Attachment 2. City of Shawnee Map



Attachment 3. Current Title VI Complaint Log

TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS

Date Complaint Filed	Complainant	Basis of Complaint R-C-NO	Summary of Allegation	Pending Status of Complaint	Action (s) Taken	Closure Letter (CL)	Letter of Finding (LOF)	Date of CL or LOF
None as of 6/30/15								

Last Updated: 06/30/2015

As of September 14, 2015, the City of Shawnee CityRide Program does not have any Title VI complaints.

Attachment 4. City Council Minutes Approving Title VI Plan

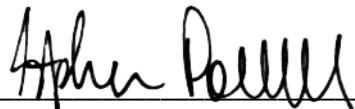
On September 14, 2015, the Shawnee Governing Body approved the City of Shawnee CityRide Title VI Plan. A certified excerpt of the meeting minutes are included.

CITY OF SHAWNEE
CITY COUNCIL MEETING
SEPTEMBER 14, 2015
MEETING MINUTES EXCERPT

G. PUBLIC ITEMS

4. CONSIDER A SUBRECIPIENT AGREEMENT WITH THE KANSAS CITY TRANSPORTATION AUTHORITY (KCATA) FOR THE FY 2013-2014 SECTION 5310 ENHANCED MOBILITY FOR SENIORS AND INDIVIDUALS WITH DISABILITIES PROGRAM FUNDS FOR THE CITYRIDE TAXI PROGRAM, AND APPROVING THE CITYRIDE TITLE VI PLAN.

Councilmember Pflumm moved, and it was seconded by Councilmember Neighbor, to approve the CityRide Title VI Plan. The motion carried unanimously.


Stephen E. Powell, MMC, City Clerk

The official copy of the minutes are available online at www.cityofshawnee.org/agendas.

Attachment 5. Title VI Program Checklist

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

All “Chapter References” are from FTA’s Circular 4702.1B, dated October 1, 2012

General Requirements (Chapter III)

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
- 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.