

(Appendix 1)
Title VI Plan
Area 10 Agency on Aging-Rural Transit

Adopted on: December 6, 2012

Adopted by: Kerry Conway, Executive Director

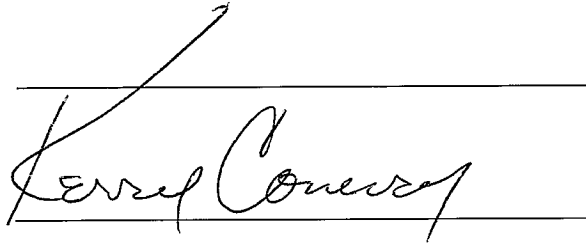
Revised on: March 7, 2016

This policy is hereby adopted and signed by:

Area 10 Agency on Aging- Rural Transit

Name/Title:

Signature:



A handwritten signature in black ink, appearing to read "Kerry Conway", is written over a horizontal line. The signature is cursive and extends above and below the line.

Policy Statement

Area 10 Agency on Aging- Rural Transit as a recipient of Federal Transit Administration (FTA) grant dollars either directly from FTA or through the Indiana Department of Transportation (INDOT) will comply with the Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d) and the U.S. Department of Transportation implementing regulations.

Title VI Plan Elements

Area 10 Agency on Aging- Rural Transit Title VI plan includes the following elements:

1. *Evidence of Policy Approval*
2. *Notice to the Public*
3. *Complaint Procedure*
4. *Complaint Form*
5. *List of transit related Title VI Investigations, Complaints and Lawsuits*
6. *Public Participation Plan*
7. *Language Assistance Plan*
8. *Minority Representation Table and Description*

Note: *Additional materials will be attached, if required.*

(Appendix 2) - TITLE VI Notice to the Public

Area 10 Agency on Aging- Rural Transit's Notice to the Public is as follows:

Notifying the Public of Rights Under Title VI

Area 10 Agency on Aging Rural Transit

Area 10 Agency on Aging- Rural Transit operates its programs and services without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Area 10 Agency on Aging- Rural Transit

- ✓ For more information on Area 10 Agency on Aging- Rural Transit's civil rights program, and the procedures to file a complaint, contact 812-876-3383; email info@area10agency.org. or visit our administrative office at 631 W. Edgewood Dr., Ellettsville, IN 47429. For more information, visit www.area10agency.com
- ✓ 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.
- ✓ If information is needed in another language, contact ADRC at 812-876-3383. *Si se necesita informacion en otro idioma de contacto, 812-876-3383.*

Area 10 Agency on Aging- Rural Transit's Notice to the Public is posted in the following locations:

(check all that apply)

- X Agency website <http://www.area10agency.org/about>
- X Public areas of the agency office (common area, public meeting rooms, etc.)
- X Inside vehicles
- Rider Guides/Schedules
- Transit shelters and stations
- X Other, Transit brochure

(Appendix 3) – Title VI Complaint Procedure

Area 10 Agency on Aging- Rural Transit's Title VI Complaint Procedure is made available in the following locations: *(check all that apply)*

- X Agency website, either as a reference in the Notice to Public or in its entirety
 - X Hard copy in the central office
 - X Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
 - Other, _____
-

Any person who believes she or he has been discriminated against on the basis of race, color, religion, sex, sexual orientation, gender identity, or national origin by **Area 10 Agency on Aging- Rural Transit** may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. **Area 10 Agency on Aging- Rural Transit** investigates complaints received no more than 180 days after the alleged incident. **Area 10 Agency on Aging- Rural Transit** will process complaints that are complete.

Once the complaint is received, **Area 10 Agency on Aging- Rural Transit** will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

Area 10 Agency on Aging- Rural Transit has **30** days to investigate the complaint. If more information is needed to resolve the case, the city may contact the complainant.

The complainant has **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 10 business days, the city can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two (2) 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 letter of finding (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 10 days after the date of the letter or the LOF to do so.

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

If information is needed in another language, then contact **812-876-3383**. *Si se necesita informacion en otro idioma de contacto, 812-876-3383. **This statement should be stated in English and in any other language(s) spoken by LEP populations that meet the Safe Harbor threshold.***

(Appendix 4) – Title VI Complaint Form

Area 10 Agency on Aging- Rural Transit's Title VI Complaint Procedure is made available in the following locations: *(check all that apply)*

- Agency website, either as a reference in the Notice to Public or in its entirety
- Hard copy in the central office
- Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
- Other, _____

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"/> Sex <input type="checkbox"/> Gender Identity <input type="checkbox"/> Sexual Orientation <input type="checkbox"/> Religion				
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:

Printed Name

Signature Date

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

Area 10 Agency on Aging- Rural Transit Transit Manager
 631 W. Edgewood Dr.
 Ellettsville, IN 47429

(Appendix 5) – List of Transit Related Title VI Investigations, Complaints and Lawsuits

Check One:



There have been no investigations, complaint and/or lawsuits filed against us during the report period.

There have been investigations, complaints and/or lawsuits filed against us. *See list below. Attach additional information as needed.*

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

(Appendix 6) – Public Participation Plan

Strategies and Desired Outcomes

To promote inclusive public participation, **Area 10 Agency on Aging- Rural Transit** will use its resources available to employ the following strategies, as appropriate:

- ✓ Provide for early, frequent and continuous engagement by the public.
- ✓ Expand traditional outreach methods. Think outside the box: go to hair salons, barbershops, street fairs, faith-based institutions, libraries, etc.
- ✓ Select accessible and varied meeting locations and times
- ✓ Employ different meeting sizes and formats
- ✓ Provide childcare and food during meetings, if possible.
- ✓ Use social media in addition to other resources as a way to gain public involvement
- ✓ Use radio, television or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations may also include audio programming available on podcasts.

Documented Public Outreach

The direct public outreach and involvement activities conducted by **Area 10 Agency on Aging- Rural Transit** are summarized in the table below. Efforts include *meetings, surveys, focus groups, etc.*

Information pertinent to each event and/or activity will be provided to INDOT upon request. Examples include copies of: meeting announcements, agendas, posters, attendee list, etc.

Event Date	Section 5310/5311 grantee Staffer(s)	Event	Date Publicized and Communication Method (Public Notice, Posters, Social Media)	Outreach Method (Meeting, Focus Group, Survey, etc).	Notes
May 2015	Transit Manager	Customer Comments	Comment cards sent out on vehicles for all customers to give feedback	Survey	
2015-ongoing	Transit Manager	Customer Survey	Ongoing Customer service survey through website, promoted on vehicles	Survey, online	

(Appendix 7) Language Assistance Plan

Plan Components

As a recipient of federal US DOT funding, **Area 10 Agency on Aging- Rural Transit** is required to take reasonable steps to ensure meaningful access to our programs and activities by limited-English proficient (LEP) persons.

Limited English Proficient (LEP): Refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak or understand English. This includes those who have reported to the U.S. Census that they speak English less than very well, not well, or not at all.

Most individuals in Indiana read, write, speak and understand English. There are some individuals for whom English is not their primary language. If these individuals have a limited ability to read, write, speak, or understand English, they are considered limited English proficient, or “LEP.”

Area 10 Agency on Aging- Rural Transit’s Language Assistance Plan includes the following elements:

- The results of the *Four Factor Analysis*, including a description of the LEP population(s), served.
- A description of how language assistance services are provided by language
- A description of how LEP persons are informed of the availability of language assistance service
- A description of how the language assistance plan is monitored and updated
- A description of how employees are trained to provide language assistance to LEP persons
- Additional information deemed necessary

Methodology

To determine if an individual is entitled to language assistance and what specific services are appropriate, **Area 10 Agency on Aging- Rural Transit** has conducted a *Four Factor Analysis*¹ of the following areas: 1) Demography, 2) Frequency, 3) Importance and 4) Resources and Costs.

LEP *Four Factor Analysis*

- ✓ **Factor 1: Demography:** What is the number or proportion of LEP persons served and the languages spoken in the service area?

Overview

¹ DOT LEP guidance <https://www.civilrights.dot.gov/page/dots-lep-guidance>

The first factor of the *Four Factor Analysis* is the basis of the Language Assistance Plan. It requires **Area 10 Agency on Aging- Rural Transit** to review its US Census data to determine if it meets the *LEP Safe Harbor Threshold*.

US Census and American Community Survey (ACS) Data²

Area 10 Agency on Aging- Rural Transit did the following:

1. Inserted a copy of **Area 10 Agency on Aging- Rural Transit's** county LEP data in the Title VI plan. This data was found at:
<http://www.migrationpolicy.org/sites/default/files/datahub/LEPstate-countyData.xlsx>
 2. Analyzed the LEP demographic data for **Area 10 Agency on Aging- Rural Transit's** program and/or service area by calculating the *Safe Harbor Threshold* for two to three of the largest language groups identified other than English.
 - a. The *Safe Harbor Threshold* is calculated by dividing the population estimate for a language group that "Speaks English less than very well" by the total population of the county.
 - i. The *LEP Safe Harbor Threshold* provision stipulates that for each LEP group that meets the LEP language threshold (5% or 1,000 individuals, whichever is less) **Area 10 Agency on Aging- Rural Transit** must provide translation of vital documents in written format for the non-English users.
 - ii. Examples of written translation of vital documents include the Title VI policy statement and/or Notice to the Public (Appendix 2), Title VI Complaint Procedure (Appendix 3), Title VI Complaint Form (Appendix 4), and ADA paratransit eligibility forms.
 3. Explained the results of the analysis of the county LEP data in the demographic section of the *Four Factor Analysis*.
- ✓ **Factor 2: Frequency:** How often does your staff come into contact with LEP persons?

Overview

LEP persons are persons identified as speaking English less than very well, not well or not at all. Just because a person speaks a language other than English doesn't mean they don't speak English or are identified as LEP. The summary below discusses the frequency with which **Area 10 Agency on Aging- Rural Transit's** staff comes into contact with LEP persons. It also provides information on the how staff is instructed to meet the needs of LEP persons.

² The ACS publishes data in many forms on the Census Bureau American Fact Finder website
<http://factfinder2.census.gov/faces/nav/jsf/pages/searchresults.xhtml>

- ✓ **Factor 3: Importance:** How does the program, service or activity affect people's lives?

Overview

The summary below discusses how **Area 10 Agency on Aging- Rural Transit's** program and services impact the lives of person's within the community. The Section 5310 grantee will specify the community organizations that serve LEP persons, if available.

- ✓ **Factor 4: Resources and Costs:** What funding and other resources are available for LEP outreach?

Overview

The summary below discusses the low cost methods used by **Area 10 Agency on Aging- Rural Transit** to provide outreach to LEP persons as well as train staff on Title VI and LEP principles.

Additional Required Elements

In addition to the *Four Factor Analysis (listed below as item #1)*, **Area 10 Agency on Aging- Rural Transit** will address the following elements:

Item #2: A description of how language assistance services are provided by language

Item #3: A description of how LEP persons are informed of the availability of language assistance service

Item #4: A description of how the language assistance plan is monitored and updated

Item #5: A description of how employees are trained to provide language assistance to LEP persons

And, any additional information deemed necessary.

Area 10 Agency on Aging- Rural Transit– Summary of the Language Assistance Plan Components

Item #1 – Results of the Four Factor Analysis (including a description of the LEP population(s) served)

Example

Factor 1 – Demography

The Area 10 Agency on Aging- Rural Transit provides transportation services in Monroe, Owen, Lawrence, and Putnam counties.

The US Census Bureau – American Fact Finder (2008-2012) reports there are numerous languages spoken in Monroe, Owen, Lawrence, and Putnam counties. Some of these languages include Chinese, Spanish, and Korean. After English, the second largest language group is Chinese.

The Safe Harbor Threshold is calculated by dividing the population estimate for a language group that “speaks English less than very well” by the total population of the county. The LEP Safe Harbor Threshold provision stipulates that for each LEP group that meets the LEP language threshold (5% or 1,000 individuals, whichever is less), Area 10 Agency on Aging- Rural Transit must provide translation of vital documents in written format for non-English speaking persons.

*In Monroe, Owen, Lawrence, and Putnam counties, with a population estimate of 230,000 people, 1600 persons have identified themselves as primarily Chinese speaking and “speaks English less than well”. This language group is less than is not below the 5% or 1,000 person threshold. This means the **Area 10 Agency on Aging- Rural Transit** is required to provide written translation of vital documents.*

Factor 2 – Frequency

***Area 10 Agency on Aging- Rural Transit** will be trained on what to do when they encounter a person that speaks English less than well. **Area 10 Agency on Aging- Rural Transit** will track the number of encounters and consider making adjustments as needed to its outreach efforts to ensure meaningful access to all persons and specifically to LEP and minority populations of **Area 10 Agency on Aging- Rural Transit** programs and services.*

***Area 10 Agency on Aging- Rural Transit** provides approximately 110,000 rides per year. While formal data has not been collected, **Area 10 Agency on Aging- Rural Transit** has indicated it has encountered 0 LEP persons using the service within the last six months.*

Factor 3 – Importance

***Area 10 Agency on Aging- Rural Transit** understands an LEP person with language barrier challenges also faces difficulties obtaining health care, education or access to employment. A transportation system is a key link to connecting LEP persons to these essential services.*

***Area 10 Agency on Aging- Rural Transit** has identified activities and services which would have serious consequences to individuals if language barriers prevented access to information or the benefits of those programs. The activities and services include providing emergency evacuation instructions in our facilities, stations and vehicles and providing information to the public on security awareness or emergency preparedness.*

***Area 10 Agency on Aging- Rural Transit’s** assessment of what programs, activities and services that are most critical included contact with community organization(s) that serve LEP persons, as well as contact*

with LEP persons themselves to obtain information on the importance of the modes or the types of services that are provided to the LEP populations.

Factor 4 – Resources and Costs

Even though Area 10 Agency on Aging- Rural Transit does not have a separate budget for LEP outreach, Area 10 Agency on Aging- Rural Transit has worked to implement low cost methods of reaching LEP persons. For example, Area 10 Agency on Aging- Rural Transit will use a language translation service to communicate with passengers that speak other languages, if needed. In addition, Area 10 Agency on Aging- Rural Transit will work with local advocacy groups to reach LEP populations.

Item # 2 – Description of how Language Assistance Services are Provided, by Language

Area 10 Agency on Aging- Rural Transit uses a language translation telephone service if needed to communicate with LEP population. When receiving a call with a LEP individual, staff contacts Language Line Services and connects via three-way conference call. In addition, we work to ensure mechanisms are in place to reach LEP persons in the service area. For example, we have a special brochure printed and are available in each vehicle to assist LEP populations in understanding the transportation service.

For example, any language barriers or LEP assistance will be identified through our intake process before a client begins services with our agency. At the time of intake, a translator will be made available to communicate our agency policies and procedures, including transportation. Additional tools will be determined at that time to assess the needs for future communication tools.

Item # 3 - Description of how LEP Persons are Informed of the Availability of Language Assistance Service

Area 10 Agency on Aging- Rural Transit does the following to inform LEP persons of the availability of language assistance services: making published materials available in other languages and formats as requested, striving to employ multilingual staff, and creating and posting multi-language announcements, posters and other information.

Item # 4 – Description of how the Language Assistance Plan is Monitored and Updated

Area 10 Agency on Aging- Rural Transit reviews its plan on an annual basis or more frequently as needed. In particular, **Area 10 Agency on Aging- Rural Transit** will evaluate the information collected on encounters with LEP persons as well as public outreach efforts to determine if adjustments should be made to the delivering of programs and services to ensure meaningful access to minority and LEP persons.

Item # 5 - Description of how Employees are Trained to Provide Language Assistance to LEP Persons

Area 10 Agency on Aging- Rural Transit employees are educated on the principles of Title VI and the **Area 10 Agency on Aging- Rural Transit's** Language Assistance Plan. New employees will be provided guidance on the needs of clients served and how best to meet their needs.

An important discussion point is that of language assistance. If a driver, dispatcher or employee needs further assistance related to LEP program participants, her/she will work with **Area 10 Agency on Aging- Rural Transit's** Title VI Coordinator to identify strategies to meet the language needs of the participants of the program or service.

(Appendix 8) – Minority Representation Information

A. Minority Representation Table

The table below depicts the **Area 10 Agency on Aging- Rural Transit** committees and councils related to transit: the grantee's Board of Directors and its Transportation Advisory Committee.

Body	Caucasian	Hispanic	African American	Asian American	Native American
Population	94.65%	1.63%	2.2%	1.9%	.43%
Board of Directors	82%	0%	9%	9%	0%
TAC	100%	0%	0%	0%	0%

B. Efforts to Encourage Minority Participation

Area 10 Agency on Aging- Rural Transit understands diverse representation on committees, councils and boards results in sound policy reflective of its entire population. As such, **Area 10 Agency on Aging- Rural Transit** encourages participation of all its citizens. As vacancies on boards, committees and councils become available, **Area 10 Agency on Aging- Rural Transit** will make efforts to encourage and promote diversity. To encourage participation on its boards, committees and councils, **Area 10 Agency on Aging- Rural Transit** will continue to reach out to community, ethnic and faith-based organizations to connect with all populations. In addition, **Area 10 Agency on Aging- Rural Transit** will create ways to make participating realistic and reasonable. Such as scheduling meetings at times best suited to its members and providing transportation and child care, if needed for its members.

Minority Representation Data Collection Form

Name of board, commission, council, etc.

Date:

Dear Member,

As **Area 10 Agency on Aging- Rural Transit** is a recipient of federal funds, we are required under Title VI of the Civil Rights statute to ascertain the racial/ethnic make-up of any non-elected boards, commissions, councils, etc.

Data from this section is used for statistical and reporting purposes. The information may be subject to disclosure under federal or state law or rule.

Anti-Discrimination Notice

It is unlawful for **Area 10 Agency on Aging- Rural Transit** to fail or refuse to provide services, access to services or activities, or otherwise discriminate against an individual because of an individual's race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status.

As a council under the jurisdiction of **Area 10 Agency on Aging- Rural Transit**, we invite council members to voluntarily self-identify their race/ethnicity in order for us to comply with FTA Title VI regulations. This information will be used according to the provisions of applicable federal and state laws, executive orders and regulations, including those requiring the information to be summarized and reported to the federal government for civil rights enforcement purposes.

Race/Ethnicity

If you choose to self-identify, please mark the **one box** describing the race/ethnicity category with which you primarily identify:

___ *Asian or Pacific Islander*: All persons having origins in any of the peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands. This area includes, for example, China, Japan, Korea, the Philippine Islands and Samoa.

___ *Black and/or African American* (not of Hispanic origin): All persons having origins in any of the Black racial groups of Africa.

___ *Hispanic*: All persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.

___ *American Indian or Alaskan Native*: All persons having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.

___ *Caucasian* (not of Hispanic origin): All persons having origins in any of the original peoples of Europe, North Africa or the Middle East.

Note: The Minority Representation Data Collection Form is an optional tool for the subrecipient. Completed forms are not required to be submitted with the Title VI plan.