

Title VI Complaint Procedure

The following pertains only to Title VI complaints regarding the services of Lakemary Center, 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.

Lakemary 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 Lakemary'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 Lakemary may file a written complaint with Lakemary's Transportation Coordinator. A sample complaint form is available for download at www.lakemary.org and is available in hard copy at the offices of Lakemary. Upon request, Lakemary will mail the complaint form. Such complaints must be filed within 180 calendar days after the date the discrimination occurred.

Note: 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 Eric Clary, (913) 557-4361.

Complaints should be mailed to or submitted by hand to:

*Lakemary Center, Inc.
100 Lakemary Drive
Paola, KS 66071
ATTN: Transportation Coordinator*

2. Referral to Review Officer

Upon receipt of the complaint, Lakemary's Transportation Coordinator shall evaluate and investigate the complaint. If necessary, the Complainant shall meet with the Transportation Coordinator to further explain his or her complaint. The Transportation Coordinator shall complete their review no later than 45 calendar days after the date the agency received the complaint. If more time is required, the Transportation Coordinator shall notify the Complainant of the estimated timeframe

for completing the review. Upon completion of the review, the Transportation Coordinator shall make a recommendation regarding the merit of the complaint and whether remedial actions are available to provide redress. Additionally, the Transportation Coordinator may recommend improvements to Lakemary's processes relative to Title VI, as appropriate. The Transportation Coordinator shall forward their recommendations to Lakemary's Chief Financial Officer for concurrence. If the Chief Financial Officer concurs, the Transportation Coordinator shall issue Lakemary'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, Lakemary 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 Transportation Coordinator, he or she may request reconsideration by submitting the request, in writing, to the Chief Financial Officer within 10 calendar days after receipt of the Transportation Coordinator response. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the Transportation Coordinator. The Chief Financial Officer 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 Chief Financial Officer agrees to reconsider, the matter shall be returned to the Transportation Coordinator to reevaluate in accordance with Paragraph 2 above.

4. Appeal

If the request for reconsideration is denied, the Complainant may appeal the Transportation Coordinator's response by submitting a written appeal to Lakemary's Chief Executive Officer no later than 10 calendar days after receipt of the Chief Financial Officer's written decision rejecting reconsideration. The Chief Executive Officer will then make a determination to either request re-evaluation by the Chief Financial Officer 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 Lakemary Center, 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

Explanation:

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:

Lakemary Center, Inc.
100 Lakemary drive
Paola, KS 66071
ATTN: Transportation Coordinator

List of Title VI Investigations, Lawsuits and Complaints

	Date Submitted/Filed (MM/DD/YYYY)	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:				

Lakemary Center, Inc.

Transit Public Participation Plan Outline

1. Brief description of provider's activities and services

Lakemary Center, Inc. has been providing transportation to adults and children with and without disabilities more than 40 years. We provide Medical, Work, School and Personal rides for all residents of Miami County. Those rides include trips within and outside of Miami County.

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

Lakemary Center, Inc. would notify the public for any fare changes, service hour changes, fixed route adjustments, and policy or procedure changes.

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

All public notifications would be planned using any of the following means or combinations thereof:

- *Public hearings/meetings/workshops to be held at convenient times and accessible locations*
- *Various advertising platforms would be utilized (A General Public Transportation pamphlet, Lakemary website, Local Newspapers with Miami County and Local Miami Co. telephone books.)*
- *A database of contacts to include :interested members of the public, elected officials, local government staff, KDOT Public transit staff, local media)*
- *When possible, an email would be sent to various list serves when request*
- *Direct mailings to the donor mailing list.*

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).

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 Lakemary and general public 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.*
- *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.

We offer annual satisfaction surveys to our past and present ridership, and act upon the concerns shown in the survey responses.

Limited English Proficiency Plan

Identified LEP individuals

There are no specific population groups that meet the criteria of more than 5% and more than 50 individuals. However, Lakemary desires to make its services accessible and available to the most customers possible. Lakemary offers the following solutions to achieve this.

Language Assistance Measures

As we do now, we would utilize an interpreter to help us with communication and scheduling of rides for those who have a language barrier. We use online translation tools, Braille services, sign language interpreters as well as contacting the Language department at the University of Kansas to assist with any language barriers we encounter. We also offer a telephone Language Line service to assist with translations.

Training Staff

The dispatcher communicates with the interpreter to schedule the rides. The drivers communicate as best as possible with the riders during the route, and contact the dispatcher if further assistance is needed.

Providing Notice

The LEP Plan is posted on the agencies website, www.lakemaryctr.org. LEP plan will be provided to any person or agency requesting a copy. The person of contact in regards to the LEP Plan is Eric Clary and can be reached via phone at (913) 557-4361.

Monitoring and Updating the LEP Plan

Lakemary 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.

Language Assistance Plan
Limited English Proficiency Plan (LEP) Preview

The purpose of developing an 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 Analyses

- 1) Identify the number of or proportion of LEP individuals that can utilize the service provided by Lakemary Center, 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". We do serve some individuals who would be categorized as this. In that case, 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 serve several language groups on a regular basis.
- 3) Identify the importance of the service to the LEP community. We provide transportation for medical, nutritional and personal reasons to adults age 60 and older in the Douglas County community. We go through an interpreter to communicate and schedule 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 either volunteer, faith based 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 and councils, broken down by race:

Body	Caucasian	Latino	African American	Asian American	Native American	Other
Population within service area	92.8%	2.9%	1.4%	0.4%	0.7%	1.8%
Agency Board of Directors	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agency Staff	86.0%	1.4%	10.0%	0.5%	0.2%	1.9%