

A decorative graphic consisting of three overlapping circles of varying sizes and shades of blue, arranged in a diagonal line from the top right to the bottom right. Two thin blue lines intersect at the top left, forming a large triangle that frames the circles.

Title VI Plan

and Limited English Proficiency Plan (LEP)

As mandated by the Federal Transit Administration (FTA) and the Michigan Department of Transportation (MDOT), GLTA has adopted this plan to be in effect immediately upon training.

Carol A. Wegher
6/10/2009

Title VI Plan

Agency Name: GLTA

Date Adopted: June 10, 2009

I. Plan Statement

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides 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" (42 U.S.C. Section 2000d).

Greater Lapeer Transportation Authority (hereinafter referred to as GLTA) is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A.

This plan was developed to guide GLTA in its administration and management of Title VI related activities.

Title VI Coordinator Contact Information

Carol A. Wegher, Executive Director
230 S. Monroe St.
Lapeer, Mi 48446
810-664-4566 ext. 202
cwegher@go-glta.org

II. Title VI Information Dissemination

Title VI information posters (see Appendix G) shall be prominently and publicly displayed in GLTA facility and on their revenue vehicles. The name of the Title VI coordinator is available on GLTA's website, at www.go-glta.org. Additional information relating to nondiscrimination obligation can be obtained from GLTA Title VI Coordinator.

Title VI information shall be disseminated to GLTA employees annually via the Employee Education form (see Appendix A) in payroll envelopes. This form reminds employees of GLTA's policy statement, and of their Title VI responsibilities in their daily work and duties.

During New Employee Orientation, new employees shall be informed of the provisions of Title VI, and GLTA's expectations to perform their duties accordingly.

All employees shall be provided a copy of the Title VI Plan and are required to sign the Acknowledgement of Receipt (see Appendix B).

III. Subcontracts and Vendors

All subcontractors and vendors who receive payments from GLTA where funding originates from any federal assistance are subject to the provisions of Title VI of the Civil Rights Act of 1964 as amended.

Written contracts shall contain non-discrimination language, either directly or through the bid specification package which becomes an associated component of the contract.

IV. Record Keeping

The Title VI Coordinator will maintain permanent records, which include, but are not limited to, signed acknowledgements of receipt from the employees indicating the receipt of GLTA Title VI Plan, copies of Title VI complaints or lawsuits and related documentation, and records of correspondence to and from complainants, and Title VI investigations.

V. Title VI Complaint Procedures

How to file a Title VI Complaint?

The complainant may file a signed, written complaint up to one hundred and eighty (180) days from the date of the alleged discrimination. The complaint should include the following information:

- Your name, mailing address, and how to contact you (i.e., telephone number, email address, etc.)
- How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.
- Other information that you deem significant.

The Title VI Complaint Form (see Appendix C) may be used to submit the complaint information. The complaint may be filed in writing with GLTA at the following address:

Greater Lapeer Transportation Authority
230 W. Monroe St.
Lapeer, MI 48446

NOTE: GLTA encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 180 days from the alleged date of discrimination.

What happens to the complaint after it is submitted?

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by GLTA will be directly addressed by GLTA. GLTA shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, GLTA shall make every effort to address all complaints in an expeditious and thorough manner.

A letter of acknowledging receipt of complaint will be mailed within seven days (Appendix D). Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

How will the complainant be notified of the outcome of the complaint?

GLTA will send a final written response letter (see Appendix E or F) to the complainant. In the letter notifying complainant that the complaint is not substantiated (Appendix F), the complainant is also advised of his or her right to 1) appeal within seven calendar days of receipt of the final written decision from GLTA, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner.

Once sufficient information for investigating the complaint is received by GLTA, a written response will be drafted subject to review by the transit systems attorney. If appropriate, GLTA's attorney may administratively close the complaint. In this case, GLTA will notify the complainant of the action as soon as possible.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590

VI. Limited English Proficiency (LEP) Plan

GLTA has developed a LEP plan (see Appendix H) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to GLTA services as required by Executive Order 13166. A LEP person is one who does not speak English as their primary language and who has a limited ability to read, speak, write or understand English.

VII. Community Outreach

As an agency receiving federal financial assistance, we have made the following community outreach efforts:

GLTA has engaged the public in its planning and decision-making processes, as well as its marketing and outreach activities. Between 2005-2009, the public was invited to participate in these activities:

Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan). Federal transit law, as amended by Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users of 2005 (SAFETEA-LU), requires that projects selected for under the Elderly and Individuals with Disabilities Program (Section 5310), Job Access and Reverse Commute Program (Section 5316), and New Freedom Program (Section 5317) be derived from a coordinated plan. GLTA, Lapeer Team Work, Inc. and Growth and Opportunity conducted a workshop that consisted of human service agencies, private transit providers, county boards, local residents, MDOT Staff, schools and elected officials to develop this plan and our Local Advisory Council as well as the Lapeer County Community Collaborative Transportation Coalition has worked on updating the plan. GLTA's Local Advisory Council meets on a quarterly basis which provides an opportunity for the public to have input in the daily operations of GLTA.

Board Meetings: The Board of Directors holds monthly meetings and the public is invited to attend.

Customer Complaint Process: Citizens may call our Guest Services Department at 810-664-4566 to lodge a complaint or comment. All complaints/comments are review by the senior dispatcher then distributed to the relevant manager who researches the complaint and responds back to the citizen. GLTA complaint process is updated on an ongoing basis.

We submit to the Michigan Department of Transportation annually an application for funding. The application requests funding for both capital and operating assistance. Part of the annual application is a public notice, which includes a 30-day public comment period.

Appendix A Employee Annual Education Form

Title VI Policy

No person shall, on the grounds 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.

All employees of the GLTA are expected to consider, respect, and observe this policy in their daily work and duties. If a citizen approaches you with a question or complaint, direct him or her to the executive director.

In all dealings with citizens, use courtesy titles (i.e. Mr., Mrs., Ms., or Miss) to address them without regard to race, color or national origin.

Appendix B Acknowledgement of Receipt of Title VI Plan

I hereby acknowledge the receipt of GLTA's Title VI Plan. I have read the plan and am committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A.

Your signature

Print your name

Date

Appendix C TITLE VI COMPLAINT FORM

Title VI of the 1964 Civil Rights Act requires 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.” If you feel you have been discriminated against in transit services, please provide the following information in order to assist us in processing your complaint and sent it to:

Greater Lapeer Transportation Authority
230 S. Monroe St.
Lapeer, MI 48446

Please print clearly:

Name: _____

Address: _____

City, State, Zip Code: _____

Telephone Number: _____ (home) _____ (cell) _____ (message)

Person discriminated against: _____

Address of person discriminated against: _____

City, State, Zip Code: _____

Please indicate why you believe the discrimination occurred:

- _____ race or color
- _____ national origin
- _____ income
- _____ other

What was the date of the alleged discrimination? _____

Where did the alleged discrimination take place? _____

Please describe the circumstances as you saw it: _____

Please list any and all witnesses' names and phone numbers:

What type of corrective action would you like to see taken?

Please attach any documents you have which support the allegation. Then date and sign this form and send to the Title VI Coordinator at:

Carol A. Wegher, Executive Director
Greater Lapeer Transportation Authority
230 S. Monroe St.
Lapeer, MI 48446

Your signature

Print your name

Date

APPENDIX D Letter Acknowledging Receipt of Complaint

Today's Date

Ms. Jo Doe
1234 Main St.
Clarksville, Tennessee 37040

Dear Ms. Doe:

This letter is to acknowledge receipt of your complaint against GLTA alleging
_____.

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by telephoning _____, or write to me at this address.

Sincerely,

Name
Title VI Coordinator

APPENDIX E Letter Notifying Complainant that the Complaint Is Substantiated

Today's Date

Ms. Jo Doe
1234 Main St.
Clarksville, Tennessee 37040

Dear Ms. Doe:

The matter referenced in your letter of _____ (date) against the Greater Lapeer Transportation Authority alleging Title VI violation has been investigated.

(An/Several) apparent violation(s) of Title VI of the Civil Rights Act of 1964, including those mentioned in your letter (was/were) identified. Efforts are underway to correct these deficiencies.

Thank you for calling this important matter to our attention. You were extremely helpful during our review of the program. ***(If a hearing is requested, the following sentence may be appropriate.)*** You may be hearing from this office, or from federal authorities, if your services should be needed during the administrative hearing process.

Sincerely,

Name
Title VI Coordinator

APPENDIX F Letter Notifying Complainant that the Complaint Is Not Substantiated

Today's Date

Ms. Jo Doe
1234 Main St.
Clarksville, Tennessee 37040

Dear Ms. Doe:

The matter referenced in your complaint of _____ (date) against the Greater Lapeer Transportation Authority alleging _____ has been investigated.

The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964, had in fact been violated. As you know, Title VI prohibits discrimination based on race, color, or national origin in any program receiving federal financial assistance.

The Greater Lapeer Transportation Authority has analyzed the materials and facts pertaining to your case for evidence of the city's failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated.

I therefore advise you that your complaint has not been substantiated, and that I am closing this matter in our files.

You have the right to 1) appeal within seven calendar days of receipt of this final written decision from Greater Lapeer Transportation Authority, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration at

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor - TCR
1200 New Jersey Ave., SE
Washington, DC 20590

Thank you for taking the time to contact us. If I can be of assistance to you in the future, do not hesitate to call me.

Sincerely,

Name
Title VI Coordinator

APPENDIX G

TITLE VI OF THE CIVIL RIGHTS ACT OF 1964 PROHIBITS DISCRIMINATION ON THE BASIS OF RACE, COLOR, OR NATIONAL ORIGIN

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides 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" (42 U.S.C. Section 2000d).

GLTA is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A. **If you feel you are being denied participation in or being denied benefits of the transit services provided by GLTA, or otherwise being discriminated against because of your race, color, national origin, gender, age, or disability, you may contact our office at 810-664-4566 ext. 202.**

For more information, visit our website at www.go-glta.org.

Appendix H

Limited English Proficiency Plan

Introduction

The purpose of this Limited English Proficiency Policy guidance is to clarify the responsibilities of recipients of federal financial assistance from the U.S. Department of Transportation (DOT) and assist them in fulfilling their responsibilities to Limited English Proficient (LEP) persons, pursuant to Title VI of the Civil Rights Act of 1964 and implementing regulations. It was prepared in accordance with **Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq.**, and its implementing regulations provided that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives federal financial assistance, and;

Executive Order 13166

Executive Order 13166 “Improving Access to Services for Persons with Limited English Proficiency,” reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency that is subject to the requirements of Title VI to publish guidance for its respective recipients clarifying that obligation. Executive Order 13166 further directs that all such guidance documents be consistent with the compliance standards and framework detailed in the Department of Justice’s (DOJ’s) Policy Guidance entitled “Enforcement of Title VI of the Civil Rights Act of 1964—National Origin Discrimination Against Persons With Limited English Proficiency.” (See 65 FR 20123, August 16, 2000 DOJ’s General LEP Guidance). Different treatment based upon a person’s inability to speak, read, write, or understand English maybe a type of national origin discrimination.

Executive Order 13166 applies to all federal agencies and all programs and operations of entities that receive funding from the federal government, including state agencies, local agencies such as Greater Lapeer Transportation Authority and governments, private and non-profit entities, and sub recipients.

Plan Summary

GLTA has developed this LEP plan to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to GLTA services as required by Executive Order 13166. A LEP person is one who does not speak English as their primary language and who has a limited ability to read, speak, write or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training staff, how to notify LEP persons that assistance is available, and information for future plan updates.

In developing the plan while determining GLTA’s extent of obligation to provide LEP services, GLTA undertook a U.S. Department of Transportation four factor LEP analysis which considers the following: 1) The number or proportion of LEP persons eligible in GLTA’s service area who maybe served or likely to encounter a GLTA program, activity, or service; 2) the frequency with which LEP individuals come in contact with GLTA services; 3) the nature and importance of the program, activity or service provided by GLTA to the LEP population; and 4) the resources available to GLTA and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

Four Factor Analysis

1. Determine the number of LEP persons eligible to be served or likely to be encountered by a program, activity or service.

Per the 2000 US Census report the population for GLTA’s service area is:

City of Lapeer	9,072
Deerfield Township	5,736
Elba Township	5,462
Mayfield Township	7,659
Lapeer Township	5,078
Oregon Township	<u>6,166</u>
TOTAL Service Area Population	39,173

From the census we were able to determine that 2.25% or 880 people within GLTA’s service area speak English “less than very well”.

2. Determine the frequency with which LEP persons come in contact with the program.

GLTA assesses the frequency at which staff and drivers have or could possibly have contact with LEP persons. This includes documenting phone inquiries and verbally surveying drivers. Since December 2003, GLTA has had no requests for interpreters and zero requests for translated documents. The staff and drivers have had no contact with LEP individuals.

3. Determine the importance of the program, activity or service to people’s lives.

There is no large geographic concentration of any one type of LEP individuals in GLTA’s service area. The overwhelming majority of the population, 38,293 or 97.75%, speak English.

4. Determine the resources available and cost.

The majority of the 880 individuals who speak “less than very well” English speak Spanish. Imlay City, which is not in GLTA’s service area, has a Hispanic Service Center that would be a resource for GLTA.

LIMITED ENGLISH PROFICIENCY PLAN

How to Identify an LEP Person who Needs Language Assistance

Below are tools to help identify persons who may need language assistance:

- ➔ Examine records for any language assistance request from past meetings and events to anticipate the possible need for assistance at upcoming meetings.
- ➔ When GLTA holds meetings, conferences or workshops, a sign in table staffed by GLTA employees will greet and briefly speak to each attendee. To informally gauge the attendee's ability to speak and understand English, ask a question that requires a full sentence reply.
- ➔ "I Speak Cards" (Appendix A) will be available at these meetings at the sign in table. While staff may not be able to provide translation assistance at the meeting, the cards are an excellent tool to identify language needs for future meetings. Also, have the cards available at GLTA's office.
- ➔ Instruct drivers and other first line staff to report any occurrence where they experienced direct or indirect contact with LEP individuals.

Language Assistance Measures

GLTA has or will implement the following LEP procedures. The creation of these steps are based on the very low percentage of persons speaking other languages or not speaking English at least "well," and the lack of resources available in GLTA's service areas:

- ➔ "I Speak Cards" will be located in our dispatch center window at all times.
- ➔ All computers in our dispatch center will have AltaVista Babel Fish added to their favorites listing for easy access for translation of block text. This will aid the staff in the interpretation of services on a one on one basis for LEP persons visiting GLTA offices.
- ➔ When an interpreter is needed, in person or on the telephone, and GLTA staff has exhausted the option above, staff will first attempt to determine what language is required. Staff shall use the telephone interpreter service – Language Line Services at <http://www.languageline.com>. On the Language Line home page staff will select the Need an Interpreter Now link and follow the directions to receive and access code.

GLTA Staff Training

All GLTA staff will be provided with the LEP Plan and will be educated on procedures to follow. This information will also be part of GLTA's staff orientation process for new hires. Training topics are listed below:

- ➔ Understanding the Title VI policy and LEP responsibilities;
- ➔ What language assistance services GLTA offers;

- ➔ Use of LEP “I Speak Cards”;
- ➔ How to access AltaVista Babel Fish in the dispatch office;
- ➔ How to use the Language Line Interpretation and translation services;
- ➔ Documentation of language assistance requests;
- ➔ How to handle a Title VI and/or LEP complaint (Appendix B).

Outreach Techniques

As of this first draft of GLTA’s LEP Plan dated July 2008, GLTA does not have a formal practice of outreach techniques due to the lack of LEP population and resources available in the service area. However, the following are a few options that GLTA will incorporate when and/or if the need arises for LEP outreach:

- ➔ If staff knows that they will be presenting a topic that could be of potential importance to an LEP person or if staff will be hosting a meeting or workshop in a geographic location with a known concentration of LEP persons, meeting notices, fliers, advertisements, and agendas will be printed in an alternative language, based on known LEP population in the area.
- ➔ When running a general public meeting notice, staff will insert the clause, based on the LEP population and when relevant, that translates into “A (insert alternative language) translator will be available”. For example: “Un traductor del idioma espanol estara disponible” this means “A Spanish translator will be available”.
- ➔ Key printed materials, including but limited to brochures and guides, will be translated and made available at GLTA office, on board vehicles and in communities when a specific and concentrated LEP population is identified.

Monitoring and Updating the LEP Plan

This plan is designed to be flexible and is one that can be easily updated. At a minimum, GLTA will follow the Title VI Program update schedule for the LEP Plan. It is expected that major updates will not occur until the next Census in 2010 unless GLTA finds it necessary and critical for an update before such time.

Each update should examine all plan components such as:

- ◆ How many LEP persons were encountered?
- ◆ Were their needs met?
- ◆ What is the current LEP population in GLTA service area?
- ◆ Has there been a change in the types of languages where translation services are needed?
- ◆ Is there still a need for continued language assistance for previously identified GLTA programs? Are there other programs that should be included?

- ◆ Have GLTA's available resources, such as technology, staff and financial costs changed?
- ◆ Has GLTA fulfilled the goals of the LEP Plan?
- ◆ Were any complaints received?

Dissemination of GLTA Limited English Proficiency Plan

GLTA, at the next update, will include the LEP Plan on the website (www.go-glta.org) together with its Title VI Policy and Complaint Procedures. GLTA's Notice of Rights under Title VI to the public will be posted in GLTA's office, on all GLTA vehicles and in selected printed materials also refers to the LEP Plan's availability.

Any person, including social service, nonprofit, and law enforcement agencies and other community partners with internet access will be able to access the plan.

Copies of the LEP Plan will be provided, on request, to any person(s) requesting the document via phone, in person, by mail or email. LEP persons may obtain copies/translations of the plan upon request.

Any questions or comments regarding this plan should be directed to:

GLTA Title VI Coordinator
Greater Lapeer Transportation Authority
230 S. Monroe St.
Lapeer, MI 48446
810-664-4566 ext. 202
810-664-5491 Fax
cwegher@go-glta.org