



Title VI Program

and Limited English Proficiency Program
(LEP)

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

Carol A. Wegher
Revised October 15, 2014

Title VI Program

Agency Name: Greater Lapeer Transportation Authority

Date Adopted: November 12, 2014

I. Program 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 4702.1B.

This Program was developed to guide GLTA in its administration and management of Title VI related activities according to FTA Circular 4702.1B.

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

Further reference: **FTA Circular 4702.1B, Chapter III-1, 4. Requirement to Prepare and Submit a Title VI Program.**

Board Approval

Further reference: **FTA Circular 4702.1B, Chapter III-1, 4. Requirement to Prepare and Submit a Title VI Program.**

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 Program and are required to sign the Acknowledgement of Receipt (see Appendix B).

Further reference: **FTA Circular 4702.1B, Chapter III-4, 5. Requirement to Notify Beneficiaries of Protection under Title VI.**

III. Subcontracts and Vendors

In accordance with 49 CFR 21.9(b) 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.

Further reference: **FTA Circular 4702.1B, Chapter III-10, 12. Monitoring Subrecipients.**

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 Program, 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 person or 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.

Further reference: **FTA Circular 4702.1B, Chapter III-5, 6. Requirement to Develop Title VI Complaint Procedures and Complaint Form.**

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) Program

GLTA has developed a LEP Program (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 programming and decision-making processes, as well as its marketing and outreach activities. The public is invited to participate in the Local Advisory Council. The municipalities that make up the Authority appoint the Board of Directors.

Body	Caucasian	Latino	African American	Asian American	Native American
Population	94.3%	4.1%	1%	.4%	.2%
Local Advisory Council	100%	0%	0%	0%	0%
Board of Directors	100%	0%	0%	0%	0%

The need for members at large is posted on each vehicle and each agency that attends the Local Advisory Council is encouraged to bring riders and non-riders from their organizations. The majority of the 4.1% Latino population reside in Imlay City which is not part of the Authority. It is very difficult to recruit minority participation with the minority population low in Lapeer County.

Coordinated Public Transit-Human Services Transportation Program (Coordinated Program): Federal transit law, as amended by Moving Ahead for Progress in the 21st Century (MAP-21), requires that projects selected under the Elderly and Individuals with Disabilities Program (Section 5310) be derived from a coordinated program. GLTA and Lapeer Team Work, Inc. conducted a workshop that consisted of human service agencies, private transit providers, county boards, local residents, schools and elected officials to develop this Program and our Local Advisory Council as well as the Lapeer County Community Collaborative Transportation Coalition has worked on updating the Program.

Local Advisory Council: 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.

GLTA submits 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.

Further reference: **FTA Circular 4702.1B, Chapter III-5, 8. Promotion Inclusive Public Participation.**

Further reference: **FTA Circular 4702.1B, Chapter III-9, 10. Minority Representation on Programing and Advisory Bodies: Appendix F.**

VIII. Title VI Equity Analysis

GLTA will comply with all applicable requirements to conduct an equity analysis when planning and constructing a facility.

Further reference: **FTA Circular 4702.1B, Chapter III-11, 13. Determination of Site or Location of Facilities.**

IX. Transit Related Title VI Investigations, Complaints and Lawsuits.

All recipients shall prepare and maintain a list of any of the following that allege discrimination on the basis of race, color or national origin:

- Active investigations conducted by FTA and entities other than FTA;
- Lawsuits; and
- Complaints naming the recipient.

This list shall include the date that the transit-related Title VI investigation, lawsuit or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit or complaint; and actions taken by the recipient in response, or final findings related to the investigation, lawsuit, or complaint. This list shall be included in the Title VI Program submitted to FTA every three years.

List of Investigations, Lawsuits and Complaints

	Date (Month, Day, Year)	Summary (include basis of complaint; race, color or national origin)	Status	Action(s) Taken
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.				
2.				

Further reference: **FTA Circular 4702.1B, Chapter III-5, 7. Requirement to Record and Report Transit-Related Title VI Investigations, Complaints and Lawsuits.**

To date: April 4, 2014, GLTA has not received any formal investigations, complaints or lawsuits.

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 Program

I hereby acknowledge the receipt of GLTA's Title VI Program. I have read the Program 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 4702.1B.

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.

Section I:				
Name:				
Address:				
Telephone: (Home/Cell):			Telephone: (Work):	
Electronic Mail Address:				
Accessible Format Requirement?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered “yes” to the above question, so to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all person(s) who were involved. Include the name and contact information of person(s) who discriminated against you (if known) as well as names and contract 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 contract 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 to:

**Carol A. Wegher, Title VI Coordinator
Greater Lapeer Transportation Authority
230 S. Monroe St.
Lapeer, MI 48446**

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 4702.1B. **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 Program

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.

Program Summary

GLTA has developed this LEP Program 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 Program 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 Program updates.

In developing the Program 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.

Further reference: **FTA Circular 4702.1B, Chapter III-6, 9. Requirement to Provide Meaningful Access to LEP Persons: DOT LEP Guidance at <http://www.gpo.gov/fdsys/pkg/FR-2015-12-14/pdf/05-3972.pdf>; FTA Title VI website at <http://www.fta.dot.gov/civilrights/12328.html>; Appendix M of FTA Circular 4702.1B.**

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 2010 US Census report the population for GLTA’s service area is:

City of Lapeer	8,990
Deerfield Township	5,772
Elba Township	5,320
Mayfield Township	8,006
Lapeer Township	5,103
Oregon Township	<u>5,881</u>
TOTAL Service Area Population	39,072

From the census we were able to determine that 2.56% or approximately 1,000 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 November 2013, 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, 38,072 or 97.44%, speak English.

4. Determine the resources available and cost.

The majority of the 1,000 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 PROGRAM

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 Program 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

The following are 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 Program

This Program 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 Program. It is expected that major updates will not occur until the next Census unless GLTA finds it necessary and critical for an update before such time.

Each update should examine all Program 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 Program?
- ◆ Were any complaints received?

Dissemination of GLTA Limited English Proficiency Program

GLTA's LEP Program is 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 Program'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 Program.

Copies of the LEP Program 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 Program upon request.

Any questions or comments regarding this Program 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