



Title VI Program

Date filed with MoDOT Transit Section:

4/30/2024

Title VI Plan

Contents

Title VI Program Requirements.....	4
FTA Circular 4702.1B-General Requirements (Chapter III).....	4
FTA Circular 4702.1B-Requirements of Metropolitan Planning Organizations (MPOs) (Chapter VI)...	4
Additional Requirements	5
Introduction.....	6
Mo-Kan Regional Council's Commitment to Civil Rights.....	6
MKRC Title VI Assurances	7
Contract Assurance	7
Agency Information.....	9
Mission of Mo-Kan Regional Council.....	9
History (including year started)	9
Regional Profile (regional population; growth projection).....	9
Service Area.....	11
Description of Membership	12
Areas of Emphasis	12
Notice to the Public.....	13
Procedure for Filing a Title VI Complaint.....	15
Title VI Complaint Procedure.....	15
Filing a Title VI Complaint.....	16
Monitoring Title VI Complaints, Investigations, Lawsuits	21
<i>and</i> Documenting Evidence of Agency Staff Title VI Training	21
Documenting Title VI Complaints/Investigations	21
Agency Title VI Complaint Log	21
Documenting Evidence of Agency Staff Title VI Training.....	21
Title VI Coordination Responsibilities	22
General Responsibilities	22
Title VI Self-Survey Form – Page 1	24
Title VI Self-Survey Form – Page 2	25
Public Engagement Plan	26

Goal.....	26
Identification of Stakeholders	26
Elements of the Public Engagement Plan	27
Policies	27
Participation Techniques.....	27
Measuring Effectiveness	27
Public Comment Periods.....	27
Public Comment.....	28
Response to Public Input.....	28
Program Area Responsibilities.....	28
Program Area 1: Communications and Public Involvement	28
Program Area 2: Planning and Programming.....	29
Program Area 3: Environmental Affairs:	30
Program Area 4: Consultant Contracts:.....	30
Program Area 5: Education and Training:.....	31
Title VI Outreach Best Practices.....	32
2022 – 2024 Title VI Program Public Engagement Process.....	32
Summary of 2021-2024 Public Outreach Efforts	32
Environmental Justice Responsibilities	33
Language Assistance Plan.....	35
Mo-Kan Regional Council Limited English Proficiency Plan.....	35
1: The Number of LEP Persons Served or Encountered in MKRC’s Population.....	35
2: The Frequency in which LEP Individuals Come into Contact with an MKRC Program, Activity, or Service.	37
3: The Nature and Importance of the Program, Activity, or Service Provided by MKRC to the LEP Community.	38
4: Resources Available to MKRC and Overall Costs.....	38
Advisory Bodies.....	39
Subrecipient Assistance	40
Subrecipient Monitoring	40
Equity Analysis of Facilities	40
Fixed Route Transit Providers	40

Attachment 1	423
Misión del Consejo Regional.....	423
Historia Desde 1968.....	423
Area de Servicio	423
Descripción de la Membresía.....	434
Areas of Emphasis	445
Attachment 2.....	46
Notificación Pública de los Derechos Bajo el Título VI.....	46
Procedimiento Para Presentar una Queja Bajo el Título VI.....	47
Procedimiento de Queja Bajo el Título VI.....	47
Presentación de una Queja Bajo el Título VI.....	48

Title VI Program Requirements

Below is a summary of the required contents of a Title VI Program.

FTA Circular 4702.1B-General Requirements (Chapter III)

1. Title VI Notice to the Public, including a list of locations where the notice is posted.
2. Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint).
3. Title VI Complaint Form.
4. List of transit-related Title VI investigations, complaints, and lawsuits.
5. Public Participation Plan, including information about outreach methods to engage minority and Limited English Proficiency (LEP) constituents, as well as a summary of outreach efforts made since the last Title VI Program Submission.
6. Language Assistant Plan for providing language assistance to persons with Limited English Proficiency (LEP), based on the Department of Transportation (DOT) LEP Guidelines.
7. Description of membership including non-elected committees and councils, the membership of which is selected by the recipient, by race, and description of the process the agency uses to encourage the participation of minorities on such committees.
8. Primary recipients shall include a description of how the agency monitors its subrecipients for compliance with Title VI, and a schedule of subrecipient Title VI Program submissions. MKRC is a subrecipient of MoDOT and is not directly responsible for monitoring activities of Title VI.
9. A Title VI equity analysis is required if the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc.
10. Additional information as specified in Chapters IV, V and VI, depending on whether the recipient is a transit provider, a State, or a Planning Entity.

FTA Circular 4702.1B-Requirements of Metropolitan Planning Organizations (MPOs) (Chapter VI)

1. All requirements set out in Chapter III (General Requirements).
2. Demographic profile of the metropolitan area.
3. Listing of locations where notice information is posted.
4. A description of the procedures by which the mobility needs of minority populations are identified and considered within the planning process, information about outreach methods to

engage minority and LEP populations, as well as a summary of outreach efforts made since the last Title VI program.

5. Language Assistance Plan (LAP) to provide guidelines for language assistance upon request.
6. Demographic maps that show the impacts of the distribution of State and Federal funds in the aggregate for public transportation projects.
7. Analysis of the MPO's transportation system investments that identifies and addresses any disparate impacts.
8. Analysis of the MPO's transportation system investments that identifies and addresses any disparate impacts.
9. The requirements set out in Chapter IV (Transit Provider) if the MPO is a provider of fixed route public transportation.
10. Description of the procedures the agency uses to ensure nondiscriminatory pass through of Federal Transportation Administration (FTA) financial assistance.
11. Description of the procedures the agency uses to provide assistance to potential subrecipients in a nondiscriminatory manner.

Additional Requirements

1. A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program. For State DOT's, the appropriate governing entity is the State's Secretary of Transportation or equivalent. The approval must occur prior to submission to FTA.

Introduction

Mo-Kan Regional Council's Commitment to Civil Rights

“No Person shall, on the grounds of race, color, or national origin, be excluded from participating in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal assistance.”

– Civil Rights Act of 1964

Your Civil Rights

Title VI, 42 U.S.C. § 2000d et seq., was enacted as part of the landmark Civil Rights Act of 1964. It prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. It is the full intent of the Mo-Kan Regional Council (MKRC) to operate its programs without regard to race, color, or national origin.

Two Executive Orders define populations that are protected under Title VI:

- Executive Order 12898 is concerned with environmental justice for minority and low-income populations.
- Executive Order 13166 is concerned with providing equal access to services and benefits for individuals with Limited English Proficiency (LEP).

Mo-Kan Regional Council (MKRC) serves as the federally designated Economic Development District (EDD) for the region. MKRC is responsible for ensuring that all its transportation plans and programs using federal funds in MKRC's region are based on a continuing, comprehensive and coordinated planning process.

MKRC seeks to build a stronger regional community through cooperation, leadership and planning. Through MKRC's leadership, area jurisdictions and diverse community interests collaborate to address the region's problems and identify opportunities for cooperative solutions. These efforts, in turn, enhance the effectiveness of local government.

MKRC plays an active leadership role in strengthening area communities by:

- Providing a forum for addressing regional objectives, diverse community issues;
- Long-range planning, public policy coordination; and
- Technical assistance and services to enhance the effectiveness of local government.

MKRC Title VI Assurances

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

MKRC assures that no person shall, as provided by Federal and State civil rights laws, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity. MKRC further ensures every effort will be made to promote non-discrimination in all programs and activities regardless of federal funding status.

MKRC’s Title VI Policy exceeds the objectives of the FTA Master Agreement which governs all entities applying for FTA funding, including MKRC and its third-party contractors by promoting actions that:

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

Contract Assurance

During the performance of this Contract, the contractor, for itself, its assignees and successors in interest (hereinafter referred to as the “contractor”) agrees as follows:

1. **Compliance with Regulations:** The contractor shall comply with Regulations relative to nondiscrimination in federally assisted programs of the Department of Transportation (hereinafter, “DOT”) title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time, (hereinafter referred to as the Regulations), which are herein incorporated by reference and made a part of this contract.

2. ***Nondiscrimination:*** The contractor, regarding the work performed during the contract, shall not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor shall not participate either directly or indirectly in the discrimination prohibited by Section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Part B of the Regulations.
3. ***Solicitations for Subcontracts, including Procurements of Materials and Equipment:*** In all solicitations, either by competitive bidding or negotiation, made by the contractor for work to be performed under a subcontract, including procurements of materials or leases of equipment, each potential subcontractor or supplier shall be notified by the contractor of the contractor's obligations under this contract and the Regulations relative to non-discrimination on the grounds of race, color, or national origin.
4. ***Information and Reports:*** The contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information and its facilities as may be determined by MKRC or the Federal Transit Administration to be pertinent to ascertain compliance with such regulations, orders and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish this information, the contractor shall so certify to MKRC, or the Federal Transit Administration as appropriate, and shall set forth what efforts it has made to obtain the information.
5. ***Sanctions for Noncompliance:*** In the event of the contractor's noncompliance with nondiscrimination provisions of this contract, MKRC shall impose contract sanctions as it or the Federal Transit Administration may determine to be appropriate, including, but not limited to: a. Withholding payments to the contractor under the contract until the contractor complies; and/or b. cancellation, termination, or suspension of the contract, in whole or in part.

Incorporation of Provisions: The contractor shall include the provisions of paragraphs (1) through (6) in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Regulations, or directives issued pursuant thereto. The contractor shall take such action with respect to any subcontract or procurement as MKRC or the Federal Transit Administration may direct as a means of enforcing such provisions including sanctions for noncompliance: Provided, however, that in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or supplier as a result of such direction, the contractor may request MKRC to enter into such litigation to protect the interests of MKRC, and, in addition, the contractor may request the United States to enter into litigation to protect the interests of the United States.

Signed: Theron T. Tins
Title: Executive Director

Date: 06/26/2024

Agency Information

Mission of Mo-Kan Regional Council

Mo-Kan Regional Council (MKRC) is a designated regional planning commission (RPC) and economic development district (EDD), recognized by the states of Kansas and Missouri, and the federal government. MKRC provides community and economic development services to 36 municipalities in northwest Missouri and northeast Kansas.

History (including year started)

The concept of a regional council stemmed from the need to pool resources for the purpose of securing professional services for counties and municipalities. One such service lacking at the time of conception was that of planning services for land- use and zoning. Legislation providing for this pooling of effort was enacted in Kansas and Missouri in the 1950s and 60s. In 1957, Kansas authorized County Zoning and Planning Commissions and in 1966, Missouri designated 20 areas to pool planning resources. Included in the Missouri pooling zone were the counties of Andrew, Buchanan, Clinton and DeKalb.

The ABCD Regional Planning Commission was chartered in February 1968. In June of 1968, the Doniphan County Kansas Planning and Zoning Commission sought membership with the Missouri Commission to create synergy in the outlying St. Joseph Metropolitan Area. Permission was granted by the states to create the Mo-Kan Bi-State Planning Commission whose name was changed in 1973 to Mo-Kan Regional Council. Seeing value in the regional planning commission, the City of Atchison sought and was granted membership in November of 1968. Atchison County and the City of Horton were added in 1974. The cities of Hiawatha, Kansas, and Morrill, Kansas joined in 1984.

Over the course of time, member governments developed a wider range of needs other than that of long-range planning. MKRC began providing services such as grant procurement and administration, offset printing and cartography, and has continued to broaden its scope of services over the years. Since 1982, MKRC has partnered with the Small Business Administration to provide commercial loans to area businesses in an effort to strengthen our region's workforce and economy. Among MKRC's more recent additions to programing are hazard mitigation and homeland security.

Regional Profile (regional population; growth projection)

The Mo-Kan Regional Council Economic Development District is composed of six counties - four in Missouri and two in Kansas. The Missouri counties are Andrew, Buchanan, Clinton and DeKalb. The Kansas counties are Atchison and Doniphan. Brown County is not a member county, but the City of Morrill is a member municipality and is included within the core service area. It is this area within which the regional population and other data are based. Additional counties are served due to special programing and not included.

The district is in northwest Missouri and northeast Kansas. The larger cities in the district include St. Joseph, Cameron, and Savannah in Missouri, and Atchison, Kansas. Measuring from St. Joseph, the district is located approximately 50 miles north of Kansas City, 70 miles east of Topeka and 160 miles south of Omaha. Two interstate highways, I-29 and I-35, and many federal and state highways serve the area. The Missouri River flows through the district and forms the border between Kansas and Missouri. The land area of the district is 2,533 square miles with a 2020 US Census population count of 158,999. The average population density is 63 persons per square mile. Andrew County is the geographically

largest area, encompassing 436 square miles. Conversely, Doniphan has the smallest geographic footprint with 398 square miles. Buchanan County has the region's highest population density with 204 persons per square mile.

Table 1. Land Area and Population Density (2020)

County	Land Area (sq. miles)	2020 Population	Population Density
Andrew	436	18,135	42
Buchanan	415	84,794	204
Clinton	423	21,184	50
DeKalb	426	11,029	26
Atchison	434	16,348	38
Doniphan	398	7,510	19
Mo-Kan District	2,533	158,999	63
State of Missouri	68,727	6,154,913	88
State of Kansas	82,278	2,937,880	35

Table 2. Mo-Kan Regional Council Service Area Population

County	2018 Population	2020 Population	2028 Population (projected)
Andrew	17,403	18,135	18,254
Buchanan	89,076	84,793	82,165
Clinton	20,475	21,184	21,315
DeKalb	12,564	11,029	10,955
Atchison	16,713	16,348	15,742
Doniphan	7,736	7,510	7,287
Mo-Kan District	168,887	158,999	155,718
State of Missouri	6,090,062	6,154,913	6,239,262
State of Kansas	2,908,776	2,937,880	2,960,002

Population served (in relation to regional population)

MKRC planning services are meant to benefit all citizens of the six-county core service area. The six-county population as per the 2020 US Census is 158,999.

Service Area

MKRC's core service area includes 36 municipalities located within the counties of Andrew, Buchanan, Clinton and DeKalb in Missouri and Atchison and Doniphan Counties in Kansas. Morrill, Kansas is a member of the Council and is located in Brown County, Kansas. Brown County does not belong to the Council. For the Brownfield Clean-up and Revolving Loan Fund, the 15-county service region covers the core six MKRC counties, plus Brown, Jackson, Jefferson; and Nemaha counties in Kansas and Gentry, Holt, Nodaway and Worth Counties in Missouri. Additionally, MKRC provides business development and financing services across the entire state of Missouri and northeast Kansas. Mo-Kan Regional Council does not operate transportation routes, provide any transit, para-transit, or rideshare services to the general public, elderly, disabled, youth, etc., nor does it contract with any provider, public or private to provide such services.



Description of Membership

The voting Board of Directors for MKRC comprises of appointed representatives of eligible, dues-paying, governmental entities. These representatives may come from either county or subsidiary municipalities from within MKRC's area. All representatives serve two-year terms and are eligible for reappointment provided that a public official, serving as a member by designation of their local governing body or mayor, may be removed without cause by such body, or mayor, prior to the expiration of the term for which they have been elected to the public office and another qualified public official designated as member. Member communities are allowed one (1) voting representative appointed by the governmental entity. One additional representative is allowed per every 10,000 persons living within that entity's jurisdiction. As of 2024 qualifying populations with over 10,000 people are as follows:

1. City of St Joseph – 7 representatives
2. Buchanan County – 2 representatives
3. Atchison County – 2 representatives

Areas of Emphasis

Five areas of MKRC's work program have been identified as applicable to Title VI regulations – they are referred to as the five Title VI Program Areas:

1. Communications and Public Involvement
2. Planning and Programming
3. Environmental Affairs
4. Consultant Contracts
5. Education and Training

Notice to the Public

In compliance with 49 CFR Section 21.9(d), the Council posts a notification on the MKRC website and agendas. This notice provides the public with notification and guidance pertaining to MKRC's complaint procedure and form. The paragraph below will be inserted into all significant publications that are distributed to the public. The text will be placed permanently on the MKRC website. The version below is the preferred text, but where space is limited, the abbreviated version can be used in its place.

The Mo-Kan Regional Council (MKRC) hereby gives public notice that it is the policy of the agency to assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, Executive Order 12898 on Environmental Justice, and related statutes and regulations in all programs and activities. Title VI requires that no person in the United States of America shall, on the grounds of race, color, or national origin, be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which MKRC receives federal financial assistance. Any person who believes they have been aggrieved by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with MKRC. Any such complaint must be in writing and filed with MKRC's Title VI Coordinator within one hundred and eighty (180) days following the date of the alleged discrimination occurrence. For more information, or to obtain a Title VI Discriminatory Complaint Form, please visit www.mo-kan.org.

Abbreviated Version

MKRC fully complies with Title VI of the Civil Rights Act of 1964 and related statutes and regulations in all programs and activities. For more information or to obtain a Title VI Complaint Form, please visit www.mo-kan.org or call (816) 233-3144.

Notifying the Public of Rights under Title VI

Mo-Kan Regional Council posts Title VI notices on our agency's website, in public areas of our agency, in our board room, and on our buses and/or paratransit vehicles.

Mo-Kan Regional Council operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964.

If you believe you have been discriminated against on the basis of race, color, or national origin by Mo-Kan Regional Council staff or board directors, you may file a Title VI complaint by completing, signing, and submitting the agency's Title VI Complaint Form. For more information, or to download a Title VI complaint form, please visit: <https://www.mo-kan.org/about/what-is-mo-kan/>

How to file a Title VI complaint with Mo-Kan Regional Council:

1. Download the Complaint Form from our webpage, call the council at 816.233.3144 and request a form to be mailed, or pick the form up in person at 224 N 7th Street, St. Joseph, MO 64501.
2. In addition to the complaint process at Mo-Kan Regional Council, complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights, Region 7, 901 Locust St, Ste. 404, Kansas City, MO 64106.
3. Complaints must be filed within 180 days following the date of the alleged discriminatory occurrence and should contain as much detailed information about the alleged discrimination as possible.
4. The form must be signed, dated, and include your contact information.

If information is needed in another language, contact 816.233.3144.

Si necesita información en otro idioma, comuníquese al 816-233-344.

Procedure for Filing a Title VI Complaint

Title VI Complaint Procedure

MKRC's complaint process includes the following steps:

1. Identification of an alleged act of discrimination.
2. Formal complaint is received and filed by MKRC.
3. Formal complaint is reviewed by MKRC staff.
4. MKRC submits letter of response to complainant.
5. Corrective action or closure letter is issued.

Alleged Act of Discrimination: If an individual or party believes MKRC has violated their civil rights on the basis of race, color, national origin, sexual orientation, gender identity, age, disability, marital status, citizenship, genetic information, English proficiency, prior incarceration status, or veteran status, then they are entitled to file a formal complaint by following the Title VI complaint procedure. It is important to note that while MKRC holds itself responsible to nondiscrimination regarding these protected characteristics, Title VI policy legally extends to race, color, or national origin—as well as the extensions provided for Environmental Justice and Limited English Proficiency.

Formal complaint is received and filed by MKRC: MKRC implemented a Title VI Complaint Procedure to provide guidance through the Title VI process that is compliant with the guidelines found in Chapter VII of the Federal Transit Administration Circular 4702.1B, dated October 1, 2012. MKRC does not discriminate on the basis of race, color, national origin, sexual orientation, gender identity, age, disability, marital status, citizenship, genetic information, English proficiency, prior incarceration status, or veteran status. MKRC is responsible for providing guidance and guidelines pertaining to its complaint procedures against MKRC. All alleged acts of discrimination shall be submitted to MKRC immediately. Formal complaints shall be filed with MKRC within 180 calendar days of the date in which the alleged act occurred. If the individual could not reasonably be expected to know the act was discriminatory within the 180-day period, the individual may file a complaint up to 60 days after becoming aware.

Formal complaint is reviewed by MKRC: MKRC staff shall meet with the complainant within 45 days after receiving the official complaint to clarify any possible questions.

MKRC submits letter of response to complainant: MKRC staff shall provide the complainant with a response to the initial complaint, detailing the review process.

Corrective action or closure letter issued to complainant: If MKRC staff and Director feel that there is no Title VI violation, a letter of closure shall be issued to complainant summarizing the allegations and providing reasoning as to why no violation occurred. If a violation in fact did occur, then a letter of finding shall be issued to the complainant stating the corrective action that

is being taken. Either response will serve as final notification that the complaint has been resolved and closed.

Should that complainant feel the violation has not been addressed or resolved, the complainant may appeal to the MKRC Coordinating Committee to determine the appropriateness of the decision. The complainant may also submit a complaint no later than 180 days after the alleged date of discrimination to the State of Missouri Department of Transportation or Federal Transit Administration.

Filing a Title VI Complaint

The complaint procedures apply to the beneficiaries of Mo-Kan Regional Council's programs, activities, and services.

RIGHT TO FILE A COMPLAINT: Any person who believes they have been discriminated against on the basis of race, color, or national origin by Mo-Kan Regional Council staff or board directors may file a Title VI complaint by completing and submitting the agency's **Title VI Complaint Form**. Title VI complaints must be received in writing within 180 days of the alleged discriminatory complaint.

HOW TO FILE A COMPLAINT: Information on how to file a Title VI complaint is posted on the agency's website, and in public areas at the agency.

You may download the Mo-Kan Regional Council Title VI Complaint Form at <http://www.mo-kan.org> or request a copy by writing to Mo-Kan Regional Council, 224 N 7th Street, St. Joseph, MO 64501. Information on how to file a Title VI complaint may also be obtained by calling Mo-Kan Regional Council at 816.233.3144.

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

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

Please submit your complaint form to Mo-Kan Regional Council, 224 N 7th Street, St. Joseph, MO 64501.

COMPLAINT ACCEPTANCE: Mo-Kan Regional Council staff will process complaints. Once a completed Title VI Complaint Form is received, Mo-Kan Regional Council human resources personnel will review it to determine if Mo-Kan Regional Council has jurisdiction. The complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by Mo-Kan Regional Council board officials.

INVESTIGATIONS: Mo-Kan Regional Council will generally complete an investigation within 90 days of receipt of a completed complaint form. If more information is needed to resolve the

case, Mo-Kan Regional Council may contact the complainant. Unless a longer period is specified by the Mo-Kan Regional Council Title VI investigator, the complainant will have ten (10) days from the date of the request letter to send additional information to the Mo-Kan Regional Council Title VI investigator assigned to the case.

If the requested information is not received within that timeframe, the case will be closed. Also, a case can be administratively closed if the complainant no longer wishes to pursue the case.

LETTERS OF CLOSURE OR FINDING: After the Title VI investigator reviews the complaint, the Title VI investigator will issue one of two letters to the complainant: a Closure Letter (CL) or Letter of Finding (LOF).

- A closure letter summarizes the allegations and states an investigation found that there was no Title VI violation and that the case will be closed.

- A Letter of Finding (LOF) summarizes the allegations and provides an explanation of the corrective action taken.

If the complainant disagrees with Mo-Kan regional Council Title VI Investigator's determination, the complainant may request reconsideration by submitting the request in writing to the Title VI investigator within seven days after the date of the Closure Letter or Letter of Finding, stating with specificity, the basis for the reconsideration. Mo-Kan Regional Council will notify the complainant of the decision either to accept or reject the request for reconsideration within ten days. In cases where reconsideration is granted, Mo-Kan Regional Council will issue a determination letter to the complainant upon completion of the reconsideration review.

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

If information is needed in another language, contact the Missouri Department of Transportation at (888) 275-6636. The Department offers a variety of language assistance services to residents. The Department utilizes bilingual staff that are available to provide translation services. Also available are contracted services that include a translation hotline, face-to-face translation and document translation services. These contracted translation services may require a fee to utilize.

Although not a comprehensive list, Department of Transportation employees have been identified who are able to provide language assistance to persons speaking the following languages: Arabic, Chinese, Cambodian, French, German, Hindi, Korean, Malayalm, Marathi, Nigerian, Russian, Sign Language, Spanish, Tagalog, Vietnamese, and Wolof.

If further translation services are needed, an over-the-phone foreign language interpretation vendor called Language Select, is utilized. Contact them at (800) 200-7901.

Si necesita información en otro idioma, comuníquese al 816-233-344.

**MO-KAN REGIONAL COUNCIL
NONDISCRIMINATION COMPLAINT FORM**

“No person in the United States shall, on the basis 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 that you have been discriminated against in the provision of transportation services, please provide the following information to assist us in processing your complaint. Should you require any assistance in completing this form or need information in alternate formats, please let us know.

Please mail or return the following form to:

Trevor Tutt, Executive Director
Mo-Kan Regional Council
224 N 7th Street
St. Joseph, MO 64501

Or email to:
trevor@mo-kan.org

Or fax to:
816-233-8498

NONDISCRIMINATION COMPLAINT FORM

PLEASE PRINT

1. Complainant's Name:		
a. Address:		
b. City:	State:	Zip Code:
c. Telephone (include area code): Home () or Cell ()		Work
() -		() -
d. Electronic mail (e-mail) address:		
Do you prefer to be contacted by this e-mail address? () YES () NO		
2. Accessible Format of Form Needed? () YES specify: () NO		
3. Are you filing this complaint on your own behalf? () YES If YES, please go to question 7. () NO If no, please go to question 4		
4. If you answered NO to question 3 above, please provide your name and address.		
a. Name of Person Filing Complaint:		
b. Address:		
c. City:	State:	Zip code:
d. Telephone (include area code): Home () or Cell ()		Work
() -		() -
e. Electronic mail (e-mail) address:		
Do you prefer to be contacted by this e-mail address? () YES () NO		
5. What is your relationship to the person for whom you are filing the complaint?		
6. Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. () YES, I have permission. () NO, I do not have permission.		
7. I believe that the discrimination I experienced was based on (check all that apply): () Race () Color () National Origin (classes protected by Title VI) () Other (please specify)		
8. Date of Alleged Discrimination (Month, Day, Year):		
9. Where did the Alleged Discrimination take place?		
10. Explain as clearly as possible what happened and why you believe that you were discriminated against. Describe all of the persons that were involved. Include the name and contact information of the person(s) who discriminated against you (if known). <i>Use the back of this form or separate pages if additional space is required.</i>		
11. Please list any and all witnesses' names and phone numbers/contact information. <i>Use the back of this form or separate pages if additional space is required.</i>		
12. What type of corrective action would you like to see taken?		

NONDISCRIMINATION COMPLAINT FORM – PAGE 2

13. Have you filed a complaint with any other Federal, State, or local agency, or with any Federal or State court? () YES If yes, check all that apply. () NO		
a. () Federal Agency (List agency's name)		
b. () Federal Court (Please provide location)		
c. () State Court		
d. () State Agency (Specify Agency)		
e. () County Court (Specify Court and County)		
f. () Local Agency (Specify Agency)		
14. If YES to question 14 above, please provide information about a contact person at the agency/court where the complaint was filed.		
Name:	Title:	
Agency:	Telephone: () -	
Address:		
City:	State:	Zip Code:

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

Signature and date is required:

Signature

Date

If you completed Questions 4, 5 and 6, your signature and date is required:

Signature

Date

Monitoring Title VI Complaints, Investigations, Lawsuits and Documenting Evidence of Agency Staff Title VI Training

Documenting Title VI Complaints/Investigations

All Title VI complaints will be entered and tracked in Mo-Kan Regional Council's complaint log. Active investigations will be monitored for timely response on the part of all parties. The agency's Title VI Coordinator shall maintain the log.

Agency Title VI Complaint Log

Date complaint filed	Complainant	Basis of complaint R-C-NO	Summary of allegation	Pending status of complaint	Actions taken	Closure Letter (CL)	Letter of Finding (LOF)	Date of CL or LOF

Documenting Evidence of Agency Staff Title VI Training

Mo-Kan Regional Council's staff is given Title VI training, and the agency can answer affirmatively to all the following questions:

1. Are new employees made aware of Title VI responsibilities pertaining to their specific duties?
2. Do new employees receive this information via employee orientation?
3. Is Title VI information provided to all employees and program applicants?

4. Is Title VI information prominently displayed in the agency and on any program materials distributed as necessary?

MKRC's Title VI responsibilities fall into two main categories – “General Responsibilities”, applicable to all five Title VI program areas, and “Program Area Responsibilities” that are specific to each Title VI program area. These program areas are interrelated and have been treated separately for purposes of clarity and corresponding to agency organization.

Title VI Coordination Responsibilities

MKRC staff is responsible for the coordination of its Title VI program. Staff are responsible for directing Title VI implementation, coordination, and monitoring. Staff members' responsibilities include collecting data, creating reports, and continually updating and reviewing the Title VI program. MKRC is responsible for the implementation and dissemination of information and policies regarding Title VI. Staff will work to enhance public participation in MKRC activities and execute all projects and activities in a nondiscriminatory manner.

As updated information becomes available pertaining to Title VI, all MKRC staff shall be notified. MKRC encourages all staff to utilize Title VI professional development training opportunities as they become available. The National Highway Institute (NHI) and National Transit Institute (NTI) provide educational and training opportunities regarding Title VI subject matter.

General Responsibilities

The following general Title VI responsibilities are applicable to all five Title VI Program Areas. MKRC staff members are responsible for ensuring these elements of the plan are appropriately implemented and continually updated to stay current.

1. **Data Collection:** Statistical data on race, color, national origin, income level, language spoken, and sex of participants in, and beneficiaries of, federally funded programs is to be gathered and maintained as described in the “Program Area Responsibilities” section of this document. The data gathering process will be reviewed regularly to ensure sufficiency of the data in meeting the requirements of the Title VI program.
2. **Annual Report and Update:** An annual report and update is to be submitted by the end of July to MoDOT and KDOT offices of Civil Rights, the Federal Highway Administration (FHWA) and the Federal Transit Administration (FTA). MKRC staff is responsible for gathering information from appropriate staff members and consolidating this information into the final document. The final document shall include:
 - A. A report on the previous year's Title VI related activities and efforts, including but not limited to accomplishments and program changes.
 - B. An update on Title VI related goals and objectives for the upcoming year.
3. **Annual Review of Title VI Program:** MKRC staff shall prepare an Annual Report and Update to ensure the Title VI program complies with Title VI. During the reporting

period, additional review of operational guidelines and publications shall be reviewed for assurance of Title VI language and provisions.

4. **Dissemination of Information Related to the Title VI Program:** MKRC's Title VI program shall be disseminated to staff, contractors, and beneficiaries, in addition to the general public as described in the "Program Area Responsibilities." Translations of program shall be provided on an as needed basis.
5. **Resolution of Complaint:** Any individual may exercise his or her right to file a complaint with MKRC, if that person believes that they or any other program beneficiaries have been subjected to unequal treatment or discrimination, in regards to of benefits/services or on the grounds of race, color, or national origin. MKRC will make a concerted effort to resolve complaints as put forth in Title VI Complaint Procedure.
6. **Procedures Manual:** A procedures manual for MKRC's Title VI program, incorporating the day-to-day procedures necessary to maintain the program, will be developed by MKRC, and shall be updated regularly to incorporate changes and additional responsibilities.

Title VI Self-Survey Form – Page 1

Date filed with MoDOT Transit Section:

DATE

Survey Date:

Period Covered:

Name of Program/Grant:

A. Summary of Complaints:

B. Number of complaints for the period:

C. Number of complaints voluntarily resolved:

D. Number complaints currently unresolved:

E. Attach a summary of any type of complaint and provide:

- Name of complainant
- Allegation
- Findings
- Corrective Action
- Identify any policy/procedure changes made as a result of the complaint.
- Provide the date history (date complaint received through resolution)

Title VI Self-Survey Form – Page 2

Distribution of Title VI Information

1. Are new employees made aware of the Title VI responsibilities pertaining to their specific duties?

YES _____ NO _____

2. Do new employees receive this information via employee orientation?

YES _____ NO _____

3. Is Title VI information provided to all employees and program applicants?

YES _____ NO _____

4. Is Title VI information prominently displayed in the organization and on relevant program materials?

YES _____ NO _____

5. Identify any improvements you have implemented since the last self-survey to support Title VI communication to employees and program applicants.

6. Identify any improvements you plan to implement before the next self-survey to support Title VI communication to employees and program applicants.

7. Identify any problems encountered with Title VI compliance, and discuss possible remedies.

Signature: _____

Title: _____

Date: _____

Public Engagement Plan

MKRC's Public Engagement Plan (PEP) has been prepared to ensure the public has ample opportunity to participate in MKRC activities and is also intended to provide direction for MKRC staff to help engage public involvement. It is MKRC's goal to provide the public with thorough information on transportation planning services and project development in a convenient and timely manner. The PEP contains goals, strategies and policies for all public involvement and ensures that goals and policies are embraced.

Goal

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

Objectives

1. MKRC shall actively engage the public in the planning process according to the policies contained in the Public Engagement Plan (PEP), State and Federal Law.
2. MKRC shall inform the public of all on-going planning projects, programs and activities regularly.
3. MKRC shall encourage citizens to become involved in the planning process.
4. MKRC shall follow these goals to ensure that adverse human and environmental effects of governmental activities do not fall disproportionately upon minority or low-income populations.
5. MKRC shall continue to enhance and improve its public participation.

Identification of Stakeholders

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

- Board of Directors – the governing board of the agency. The role of the board is to establish policy and legislative direction for the agency. The board defines the agency's mission, establishes goals, and approves the budget to accomplish the goals.
- Advisory Bodies – non-elected advisory bodies review current and proposed activities of the agency and are encouraged to be active in the agency's public participation process. Advisory bodies provide insight and feedback to the agency.
- Minority and low-income populations, including Limited English Proficiency (LEP) persons.
- Local jurisdictions and other government stakeholders.
- Private business and organizations.
- Employers.
- Partner agencies.

Elements of the Public Engagement Plan

Policies

- Press releases shall be distributed to local newspapers, television stations, radio stations, social media, public library system and transit services.
- Public notification and commenting periods will comply with regulations.
- Additional measures shall be taken to identify and encourage active participation from key community groups.
- MKRC's website shall be maintained to stay current with meetings, agendas, activity calendar, events, contact information, organization membership, public comment/question capacity, plans, policies and programs.
- Adherence to Environmental Justice (EJ) guidelines.
- Work products shall be available for download via the MKRC website.
- Current databases of contacts shall be maintained to ensure stakeholders and the general population are notified of MKRC work, products, and efforts.

Participation Techniques

MKRC recognizes that public participation is an integral component of the planning process. MKRC is continually looking for ways to enhance traditional techniques to improve its public outreach. These techniques include website updates, social media outreach, press releases, surveys, public meetings, focus groups, open houses and advertisements. Many techniques are used simultaneously to enhance communication and public outreach.

Measuring Effectiveness

It is important to ensure that a diverse group of citizens are aware of the activities carried out within the region. At the basic policy level, MKRC aims to consistently promote the common goal of exploring new and innovative ways to communicate with the public, target audience, and key stakeholders, as well as taking additional measures to engage with Title VI/EJ populations. The following activities are recorded on an annual basis as a way of measuring public involvement effectiveness:

- Tracking information dissemination via electronic means
- Recording MKRC website traffic data
- Surveying public transit users
- Documenting quarterly press releases and publications

Public Comment Periods

Many of the long-range planning documents prepared by MKRC will go through the appropriate public commenting period prior to approval. During the designated public commenting period of

a draft document, the draft version shall be made available to the public for commenting. The public comment period is 10 calendar days. Notice of the review period is issued to the public through a variety of channels, such as MKRC's webpage, email blasts, newspaper, etc.

Public Comment

Comments are accepted through various means:

- Email address -- trevor@mo-kan.org
- Website -- mo-kan.org
- Regular mail -- 224 North 7th Street, St Joseph, MO 64506
- Survey tools – Varies by project
- Videotaping – send submissions to trevor@mo-kan.org
- Phone calls -- (816) 223-3144

Response to Public Input

All public comments are provided to the Board of Directors prior to decision making. A publicly available summary report is compiled, including all individual comments.

Program Area Responsibilities

Program Area 1: Communications and Public Involvement

Principles of MKRC's Public Engagement Plan (PEP):

- The PEP ensures the public has ample opportunity to participate in MKRC activities and provides direction to MKRC staff to help engage public involvement.
- The PEP provides the public with thorough information on transportation planning services and project development in a convenient and timely manner.

Title VI Responsibilities:

MKRC staff will be involved in all aspects of the public involvement process and are responsible for evaluating and monitoring compliance with Title VI requirements in all aspects of MKRC's public involvement process.

- Ensure that all communications and public involvement efforts comply with Title VI.
- Develop and distribute information on Title VI and agency programs to the general public. Provide information in languages other than English, as needed.
- Disseminate information to minority media, and ethnic/gender-related organizations, to help ensure all social, economic and ethnic interest-groups in the region are represented in the planning process.

- Include the Title VI Notice to the Public, full or abbreviated versions, in relevant press releases and on the agency website.
- MKRC staff will identify and work to notify affected protected groups of public hearings regarding proposed actions, and make the hearings and agendas accessible to all residents. This includes the use of interpreters when requested, or when a strong need for their use has been identified.

Performance Measure:

MKRC staff will monitor and annually report its communication and public engagement efforts, including use of language assistance services, outreach efforts, and notification methods/results. MKRC staff will continually seek to enhance the number of individuals notified and engaged.

Program Area 2: Planning and Programming

MKRC is responsible for developing long- and short-range transportation plans to provide efficient transportation services to the St. Joseph metropolitan area. A comprehensive transportation planning process is used, which entails the monitoring and collection of data pertaining to transportation issues. MKRC coordinates with SJATSO, MoDOT, KDOT, cities, counties and area transit agencies; seeks public involvement; and provides technical support when needed.

Title VI Responsibilities:

Staff members involved in planning and programming are responsible for evaluating and monitoring compliance with Title VI requirements in all aspects of MKRC's planning and programming processes.

- Ensure all aspects of the planning and programming process operation comply with Title VI.
- Prepare and update a demographic profile of the region using the most current and appropriate statistical information available on race, income and other pertinent data. Make the document available to the public and member agencies on MKRC's website or in hard copy format, if requested.
- Develop a process for assessing the distributional effects of transportation investments in the region as part of actions on plan and programming documents.
- Continue concerted efforts to involve members of all social, economic, and ethnic groups in the planning process.

Performance Measure:

MKRC staff will continually update the demographic profile of the region to ensure adequate representation of the public is involved in MKRC's planning processes. The MKRC region's demographic report will be published annually to provide the latest data for planning activities.

Program Area 3: Environmental Affairs:

The concept of environmental justice includes the identification and assessment of disproportionately high and adverse effects of programs, policies, or activities on minority and low-income population groups. Within the context of regional transportation planning, environmental justice considers relative distribution of costs and benefits from transportation investment strategies and policies among different segments of society.

Title VI Responsibilities

Staff members evaluate and monitor environmental justice compliance with Title VI and:

- Ensure Title VI environmental justice compliance.
- Analyze and make findings regarding the population affected by the action.
- Analyze and make findings regarding the impacts of planned projects on protected Title VI groups and determine if there will be a disproportionately high/adverse impact on these groups.
- Disseminate information to the public on the processes used and findings of any analysis, in accordance with all SJATSO's public involvement procedures. This includes dissemination to groups representing minority media and ethnic/gender related organizations, and the use of public comment periods and public hearings, interpreters, and materials in other languages, as needed.

Performance Measure:

MKRC staff will annually analyze and report the disproportionately high and adverse effects of MKRC's activities, policies and programs.

Program Area 4: Consultant Contracts:

MKRC is responsible for selection, negotiation, and administration of its consultant contracts. MKRC operates under all relevant federal and state laws.

Title VI Responsibilities:

Title VI responsibilities associated with consultant contracts include the following:

- Ensure inclusion of Title VI language in contracts and Requests for Qualifications (RFQ).
- Review consultants for Title VI compliance: Ensuring that all consultants verify their compliance with Title VI procedures and requirements. If a recipient or subrecipient is found to not be in compliance with Title VI, MKRC and relevant staff will work with the recipient or subrecipient to resolve the deficiency status and will write a remedial action, if necessary.

Performance Measure:

MKRC staff will annually review consultant and consultant contracts for compliance with Title VI procedures and requirements.

Program Area 5: Education and Training:

Minorities, women, veterans, individuals with a disability and other individuals protected under Title VI or federal and state anti-discrimination laws are provided with equal opportunity and fair treatment in all employment-related decisions, including opportunities for education and training.

Title VI Responsibilities:

Under the category of education and training, Title VI responsibilities include:

- Assisting in the distribution of information to MKRC staff on training programs regarding Title VI and related statutes.
- Ensure equal access to, and participation in, applicable NHI and NTI courses for qualified MKRC staff.
- Track staff participation in Title VI, NHI, and NTI courses.
- Establish, maintain, and update a Title VI procedures manual containing general information pertaining to the administration of MKRC's Title VI program, as well as related documents (such as complaint form).

Performance Measure:

MKRC staff will annually review its Title VI procedures manual to ensure compliance.

Title VI Outreach Best Practices

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

- a. Public notices published in non-English publications (if available).
- b. Title VI non-discrimination notice on agency's website.
- c. Agency communication materials in languages other than English (subject to Safe Harbor parameters).
- d. Services for Limited English Proficient persons. Upon advance notice, translators may be provided.

2022 – 2024 Title VI Program Public Engagement Process

Mo-Kan Regional Council will conduct a Public Engagement Process for the 2021-2024 Title VI Program. This process includes Community Meetings to seek input, provide education, and highlight key components of the Title VI Plan. Materials have been created to explain Title VI policies as well as provide education on how they relate to minority populations.

Mo-Kan Regional Council will provide briefings to the Board of Directors and Advisory Bodies.

Mo-Kan Regional Council will conduct a 30-day public comment period to provide opportunities for feedback on the 2021-2024 Title VI Program.

Comments are accepted during the public outreach period via:

- a. Email – trevor@mo-kan.org
- b. Mail – 224 North 7th Street, St Joseph, MO 64501
- c. Phone – 816-233-3144
- d. In-person – 224 North 7th Street, St Joseph, MO 64501
- e. Survey tool (agency option) - <https://www.mo-kan.org/about/what-is-mo-kan/>

Summary of 2021-2024 Public Outreach Efforts

36 Mo-Kan Regional Council Board Meetings
12 Transportation Advisory Committee Meetings
40+ Webpage Announcements
Numerous fliers, social media posts, and face-to-face interactions with liaisons

Environmental Justice Responsibilities

MKRC will comply with Federal Actions to address Environmental Justice in Minority and Low-Income Populations (FTA C 4702.1B). Executive Order (EO) 12898 was signed by President Bill Clinton on February 11, 1994. Subsequent to issuance of the Executive Order, the U.S. Department of Transportation (DOT) issued a DOT Order for implementing the Executive Order on Environmental Justice (EJ). The DOT Order (Order 5610.2(a), "Actions to address environmental justice in Minority and Low-Income Populations," 77 FR 27534, May 10, 2012) describes the process the Department and its modal administrations will use to incorporate EJ principles into programs, policies, and activities.

The Presidential memorandum accompanying EO 12898 identified Title VI of the Civil Rights Act of 1964 as one of several Federal laws that should be applied "to prevent minority communities and low-income communities from being subject to disproportionately high and adverse environmental effects." According to the U.S. Department of Justice, the core tenet of environmental justice – that development and urban renewal benefitting a community as a whole not be unjustifiably purchased through the disproportionate allocation of its adverse environmental and health burdens on the community's minority – flows directly from the underlying principle of Title VI itself.

MKRC will incorporate DOT Order 5610.2(a) goals of environmental justice into its existing operations to ensure that consideration of EJ principles is an integral part of all programs, policies, and activities, from the inception of the planning process through to project completion, operations, and evaluation.

Actions to Address Disproportionately High/Adverse Effects

- a. MKRC shall determine whether programs, policies, or activities for which they are responsible will have an adverse human health or environmental effect on minority and low-income populations, and whether that adverse effect will be disproportionately high.
- b. In making determinations regarding disproportionately high and adverse effects on minority and low-income populations, mitigation and enhancements measures will be implemented and all offsetting benefits to the affected minority and low-income populations may be considered, as well as the design, comparative impacts, and the relevant number of similar existing system elements in non-minority and non-low-income areas.
- c. MKRC will ensure that any of their respective programs, policies or activities that will have a disproportionately high and adverse effect on minority populations or low-income populations will only be carried out if further mitigation measures or alternatives that would avoid or reduce the disproportionately high and adverse effect are not practicable. In determining whether a mitigation measure or an alternative is "practicable," the social, economic (including costs), and environmental effects of avoiding or mitigating the adverse effects will be considered.
- d. MKRC will ensure that any of its respective programs, policies or activities that will have a disproportionately high and adverse effect on minority populations or low-income

populations will only be carried out if further mitigation measures that would avoid or reduce the disproportionately high or adverse effect are not practicable.

- e. MKRC's responsibilities under Title VI and related statutes and regulations are not limited by this paragraph, nor does this paragraph limit or preclude claims by individuals or groups of people with respect to any MKRC programs, policies, or activities under these authorities. Nothing in this policy adds to or reduces existing Title VI due process mechanisms.
- f. The findings, determinations, and/or demonstration made in accordance with this section must be appropriately documented, normally in the environmental impact statement or other National Environmental Protection Act (NEPA) document prepared for the program, policy, or activity, or in other appropriate planning or program documentation.

MKRC Contact Information

For questions on MKRC's Title VI Plan and Procedures, please contact the Title VI Coordinator at (816) 233-3144 or by email at trevor@mo-kan.org. For more information on MKRC's programs or publications, please visit www.mo-kan.org.

Language Assistance Plan

Mo-Kan Regional Council Limited English Proficiency Plan

It is the policy of MKRC to provide meaningful access to its programs and persons who are Limited in English Proficiency (LEP). The LEP Plan shall be established in accordance with Executive Order 13166, titled “Improving Access to Services for Persons with Limited English Proficiency,” which indicates that differing treatment based on a person’s inability to speak, read, write or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure such discriminations do not take place. This order applies to all state and local agencies which receive federal funds. It applies to all program areas within the RPC. LEP addresses barriers in speaking, reading, writing and understanding the English language.

Four Factor Analysis

To ensure that all individuals have access to MKRC’s programs and activities, the LEP was developed using a four-factor analysis. This guides MKRC in determining specific LEP needs. The four-factor analysis is an assessment of local populations and considers the following factors:

1: The Number of LEP Persons Served or Encountered in MKRC’s Population.

The “Safe Harbor Provision” stipulates a recipient is to provide written translation of vital documents for each eligible Limited English Proficient (LEP) language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population five years of age and older eligible to be served or likely to be affected or encountered.

The U.S. DOT Language Access Plan defines “vital documents” as “paper or electronic written material that contains information that is critical for accessing a component’s programs, services, benefits, or activities; directly and substantially related to public safety; or required by law.” The FTA Circular 4702.1B specifies the Title VI Notice to the Public, Title VI Complaint Procedures, and Title VI Complaint Form are vital documents.

Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

Safe Harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable.

A significant majority of people in the Mo-Kan Regional Council service area are proficient in the English language. According to the American Community Survey 2022’s 5-year estimate, 6

.5% of Missouri's population ages five and over speak a language other than English at home. Approximately, of Mo-Kan Regional Council's service area consisting of Andrew, Buchanan, Clinton, and DeKalb counties in Missouri, and Atchison and Doniphan counties in Kansas, 143,225 persons or 95.3% of the total population five years of age and older of 150,287 speak only English. A total of 2,773 or less than 2% of the population over 5 years-old speak English less than "very well." The most common non-English languages spoken in Mo-Kan region homes are Spanish at 1917 or 1.28%, Other Asian & Pacific Island language groups had the second highest population at 258 or 0.17%, and Vietnamese had the third highest population at 210 or 0.14%. While Spanish is the only language that meets the Safe Harbor Threshold, efforts will be made to reasonably accommodate any other language access requests that arise.

Un total de 2773 o menos del 2% de la población mayor de 5 años hablan inglés menos de "muy bien." Los idiomas distintos del inglés más comunes que se hablan en los hogares de la región de Mo-Kan son el Español con 1917 o 1.28%, otros grupos lingüísticos de Asia e islas del Pacífico tuvieron la segunda población más alta con 258 o 0.17%, y el Vietnamita tuvo la tercera población más alta con 210 o 0.14%. Si bien el Español es el único idioma que cumple con el umbral de puerto seguro, se harán esfuerzos para acomodar razonablemente cualquier solicitud de acceso a otros idiomas que surja.

LEP Population in Mo-Kan Regional Council's Service Area								
Language Spoken at Home for the Population 5 Years and Over								
Source: 2022 ACS 5-Year Estimates Detailed Table, U.S. Census Bureau, Table C16001								
Population 5 years and over by language spoken at home and ability to speak English	Atchison County, Kansas	Doniphan County, Kansas	Andrew County, Missouri	Buchanan County, Missouri	Clinton County, Missouri	DeKalb County, Missouri	Service Area Total	Percentage of Total Population 5 Years and Older
Total Population 5 Years and Over	15463	7138	17039	79355	20043	11249	150287	100.00%
Speak Only English	14964	6921	16518	74229	19664	10929	143225	95.30%
Total Speak English "less than very well"	196	43	91	2,371	55	17	2,773	1.85%
Spanish								
Speak English "less than very well"	181	20	68	1600	31	17	1917	1.28%
French, Haitian, or Cajun								
Speak English "less than very well"	0	0	0	7	6	0	13	0.01%
German or other West Germanic languages								
Speak English "less than very well"	0	0	1	34	5	0	40	0.03%
Russian, Polish, or other Slavic languages								
Speak English "less than very well"	0	17	0	0	8	0	25	0.02%
Other Indo-European languages								
Speak English "less than very well"	2	5	0	91	0	0	98	0.07%
Korean								
Speak English "less than very well"	0	0	0	7	0	0	7	0.00%
Chinese (incl. Mandarin, Cantonese)								
Speak English "less than very well"	0	1	0	46	0	0	47	0.03%
Vietnamese								
Speak English "less than very well"	0	0	0	209	1	0	210	0.14%
Tagalog (incl. Filipino)								
Speak English "less than very well"	0	0	0	25	0	0	25	0.02%
Other Asian & Pacific Island languages								
Speak English "less than very well"	13	0	22	223	0	0	258	0.17%
Arabic								
Speak English "less than very well"	0	0	0	25	0	0	25	0.02%
Other and unspecified languages								
Speak English "less than very well"	0	0	0	104	4	0	108	0.07%

(Source: American Community Survey, 2022, 5-Year Estimates)

2: The Frequency in which LEP Individuals Come into Contact with an MKRC Program, Activity, or Service.

MKRC does not currently have any documentation or knowledge of an interaction with an LEP person in any of its programs or activities. Annual surveys are to be conducted to help better understand and identify the LEP community in the St. Joseph metropolitan area. The following two forms will be used to track LEP individuals:

LEP Staff Survey Form	
<p>Mo-Kan Regional Council is studying the language assistance needs of its stakeholders so that we can better communicate with them if needed.</p>	
<ol style="list-style-type: none"> 1. How often do you come into contact with constituents who do not speak English or have trouble understanding you when you speak English to them? <div style="text-align: center; margin-top: 5px;"> DAILY WEEKLY MONTHLY LESS THAN MONTHLY </div> 2. What languages do these constituents speak? 3. What languages (other than English) do you understand or speak? 4. Would you be willing to serve as a translator when needed? 	

<u>Frequency of Contact with LEP Persons</u>	
Frequency	Language Spoken by LEP Persons
Daily	
Weekly	
Monthly	
Less frequently than monthly	Spanish

Language Assistance Requests Log

<u>Date</u>	<u>Language Spoken by Individual (If Available)</u>	<u>Name</u>	<u>Phone Number or Email (If Available)</u>	<u>Service(s) Requested</u>	<u>Staff Member Providing Aid</u>	<u>Notes and Follow-Up</u>

3: The Nature and Importance of the Program, Activity, or Service Provided by MKRC to the LEP Community.

Denial or delay of services or information provided by MKRC would not have life threatening implications on a LEP individual. It is also believed that denial or delay of access to services or information provided by MKRC would not have serious implications on a LEP individual, especially compared to the services, such as health, emergency transportation, fire protection, and other emergency services, provided by other local organizations.

MKRC is responsible for the preparation of the Regional Transportation Plan within Andrew, Buchanan, Clinton and DeKalb Counties, minus the service area of the St. Joseph MPO communities of St. Joseph, Country Club Village and Savannah, Missouri. The Regional Transportation Plan addresses transportation priorities, roadway safety and sidewalk access. The Regional Transportation Plan is completed on a yearly basis for the Mo-Kan region. We coordinate our planning activities with the St. Joseph MPO and work to ensure that all segments of the population are involved or have had the opportunity to be involved with the planning process. The Regional Transportation Plan for 2023 has been completed and MKRC will complete the 2024 Regional Transportation Plan by June 2024. MKRC engages in other, non-transportation-planning studies, programs, and activities including the RPC and EDD area.

4: Resources Available to MKRC and Overall Costs.

MKRC will continually update the resources and services that can be used to provide assistance to LEP individuals. Services include volunteer language-interpreters, document translation, identifying training for MKRC personnel, and translation of publications and outreach materials.

Based on our demographic analysis (Factor 1), MKRC has determined that Spanish-speaking population groups within its service area meets the Safe Harbor threshold requiring written translated "vital documents" by language group(s).

MKRC complies with the Safe Harbor Provision, as evidenced by the following vital documents made available in Spanish:

1. Title VI Non-Discrimination Notice to the Public
2. Discrimination Complaint Procedures
3. Discrimination Complain Form

Vital documents will be translated for each eligible LEP language group in MKRC's service area that constitutes 5% of the total population or 1000 persons, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered.

If the 5% trigger is reached for an LEP language group that is fewer than 50 persons, MKRC will provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of vital written materials, free of cost.

The Safe Harbor provisions apply to the translation of written documents only, and do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and reasonable. Translation of other documents, if needed, can be provided orally.

Strategies for Engaging Individuals with Limited English Proficiency include:

1. Language line. Upon advance notice, qualified interpreters and translators can be provided.
2. Language identification flashcards such as “I speak” Cards
3. Taglines on vital documents informing LEP persons of the availability of translation upon request, and how to obtain them.
4. Automated translation technology (such as Google Translate).
5. Written translations of vital documents (identified via Safe Harbor provision)
6. One-on-one assistance through outreach efforts
7. Website information

MKRC will provide assistance and direction to LEP persons upon request in a timely manner.

Staff LEP Training

The following training will be provided to MKRC staff:

1. Information on MKRC’s Title VI Procedures and LEP responsibilities.
2. Description of language assistance services offered to the public.
3. Use of language identification flashcards.
4. Documentation of language assistance requests.

Monitoring and Updating the LEP Plan

The LEP is a component of MKRC’s Title VI Plan requirement. MKRC will update the LEP plan as required. At minimum, the plan will be reviewed and updated when higher concentrations of LEP individuals are present in the MKRC service area. Updates include the following:

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

Advisory Bodies

Table Depicting Membership of Committees, Councils, By Race

Committee	Caucasian	Latino	African American	Asian American	Native American	Total
Board of Directors	100%					100%
Transportation Advisory Council	90%		10%			100%
Comprehensive Economic Development Strategy Committee	90%	5%			5%	100%

Description of efforts made to encourage minority participation on committees:

- Solicited committee participation to tribal, ethnic, and racial representative organizations such as latinosconnect, the Iowa Tribe of Nebraska and Kansas, and others.
- Directly solicit MBE/WBE/DBE populations when sending out requests for proposals.
- Seek guidance from professionals working with disproportionately affected communities.

Subrecipient Assistance

Primary recipients should provide sub recipients:

- Sample public notices, Title VI complaint procedures, and the recipient's Title VI complaint form.
- Sample procedures for tracking and investigating Title VI complaints filed with a sub-recipient.
- Directions regarding obtaining demographic information of populations served by subrecipients.
- Technical assistance.
- Reviews of Title VI Programs; follow-up as necessary.

Subrecipient Monitoring

Primary recipients must monitor subrecipients.

- Non-compliant subrecipient means primary recipient is also non-compliant.

Primary recipients shall:

- Document process for ensuring all subrecipients are complying with the general and specific requirements.
- Collect and review subrecipients' Title VI Programs.
- At FTA's request, the primary recipient shall request that subrecipients who provide transportation services verify that their level and quality of service is equitably provided.

Mo-Kan Regional Council monitors subrecipients by evaluating their equal-opportunity policies, conducting on-site interviews, and by ensuring that each organization that benefits from contracts secured by Mo-Kan adheres to the spirit of Title VI policies.

Equity Analysis of Facilities

Mo-Kan Regional Council has not constructed any storage facilities, maintenance facilities, or operations centers in the last three years.

Fixed Route Transit Providers

Mo-Kan Regional Council is not a transit provider that operates fixed route service, or transit provider that operates fifty (50) or more fixed route vehicles in peak service and are in an urbanized size area with a population of 200,000 or more.

Thus, the requirements to set system-wide service standards and policies, collect and report demographic data, monitor transit service, and to evaluate service and fare changes, are not applicable to Mo-Kan Regional Council.

Attachment 1

Misión del Consejo Regional de Mo-Kan

El Consejo Regional de Mo-Kan (MKRC) es una comisión de Planificación Regional (RPC) y un Distrito de Desarrollo Económico (EDD) designados, reconocidos por los estados de Kansas y Missouri, y el gobierno federal. MKRC brinda servicios comunitarios y de desarrollo económico a 6 municipios en el noroeste de Missouri y el noreste de Kansas.

Historia Desde 1968

El concepto de consejo regional surgió de la necesidad de aunar recursos con el fin de garantizar servicios profesionales para los condados y municipios. Uno de esos servicios que faltaba en el momento de la concepción era el de los servicios de planificación para el uso del suelo y la zonificación. En las décadas de 1950 y 1960 se promulgó en Kansas y Missouri la legislación que establece esta mancomunación de esfuerzos. En 1957, Kansas autorizó las Comisiones de Zonificación y Planificación del Condado y en 1966, Missouri designó 20 áreas para agrupar recursos de planificación. Incluidos en la zona de agrupación de Missouri estaban los condados de Andrew, Buchanan, Clinton y DeKalb.

La Comisión de Planificación Regional ABCD fue constituida en febrero de 1968. En junio de 1968, la Comisión de Planificación y Zonificación del Condado de Doniphan, Kansas, buscó la membresía de la Comisión de Missouri para crear sinergia en el área metropolitana periférica de St. Joseph. Los estados concedieron permiso para crear la Comisión de Planificación Biestatal de Mo-Kan, cuyo nombre se cambió en 1973 a Consejo Regional de Mo-Kan. Al ver el valor de la comisión de planificación regional, la ciudad de Atchison solicitó y se le concedió la membresía en noviembre de 1968. El condado de Atchison y la ciudad de Horton se agregaron en 1974. Las ciudades de Hiawatha, Kansas y Morrill, Kansas, se unieron en 1984.

Con el paso del tiempo, los gobiernos de los países miembros desarrollaron una gama más amplia de necesidades distintas de planificación a largo plazo. MKRC comenzó a proporcionar servicios como la adquisición y administración de subvenciones, impresión offset y cartografía, y ha seguido ampliando su alcance de servicios a lo largo de los años. Desde 1982, MKRC se ha asociado con la Administración de Pequeñas Empresas para proporcionar préstamos comerciales a las empresas del área para fortalecer la fuerza laboral y la economía de nuestra región. Entre las adiciones más recientes de MKRC a la programación se encuentran la mitigación de riesgos y la seguridad nacional.

Area de Servicio

El área de servicio principal de MKRC incluye 36 municipios ubicados dentro de los condados de Andrew, Buchanan, Clinton y DeKalb en Missouri y Atchison y Doniphan en Kansas. Morrill, Kansas es miembro del Consejo y se encuentra en el condado de Brown, Kansas. El Condado de Brown no pertenece al Consejo. Para el Fondo de Préstamos Rotatorios y de Limpieza de Zonas Industriales Abandonadas, la región de servicio de 15 condados cubre los seis condados principales de MKRC, además de Brown, Jackson, Jefferson; y los condados de Nemaha en Kansas y los condados de Gentry, Holt, Nodaway y Worth en Missouri. Además, MKRC brinda servicios de desarrollo comercial y

This map illustrates the St. Joseph region in Missouri, highlighting the convergence of several major transportation routes. Highway 29 runs north-south through the center, while Highway 36 extends east-west. Highway 59 branches off Highway 29 to the west, and Highway 69 branches off to the south. Highway 169 runs north-south on the eastern side of the map. The map identifies numerous communities, including St. Joseph, Elwood, Savannah, and Union Star. County boundaries for Andrew, DeKalb, Clinton, Buchanan, Atchison, and Doniphan are clearly marked. A compass rose in the upper left corner indicates the cardinal directions.

43

sirven por períodos de dos años y son elegibles para reelección siempre que funcionario público, que se desempeñe como miembro por designación de su cuerpo de gobierno local o alcalde, pueda ser destituido sin causa por dicho cuerpo, o alcalde, antes de la expiración del periodo para el cual han sido elegidos para el cargo público y otro funcionario público calificado designado como miembro. A las comunidades miembros se les permite un (1) representante con derecho a voto designado por la entidad gubernamental. Se permite un representante adicional por cada 10,000 personas que vivan dentro de la jurisdicción de esa entidad. A partir de 2024, las poblaciones calificadas con más de 10,000 personas son las siguientes:

1. Ciudad de St Joseph – 7 representantes
2. Condado de Buchanan – 2 representantes
3. Condado de Atchison – 2 representantes

Areas de Enfasis

Se han identificado cinco áreas del programa de trabajo de MKRC como aplicables a las regulaciones del Título VI, a las que se hace referencia como las cinco áreas del programa del Título VI:

1. Comunicación y Participación Pública
2. Planificación y Programación
3. Asuntos Ambientales
4. Contratos de Consultoría
5. Educación y Formación

Attachment 2

Notificación Pública de los Derechos Bajo el Título VI

El Consejo Regional Mo-Kan publica avisos del Título VI en el sitio web de nuestra agencia, en las áreas públicas de nuestra agencia, en nuestra sala de juntas y en nuestros autobuses y/o vehículos de transporte para personas con discapacidad.

El Consejo Regional Mo-Kan opera sus programas y servicios sin distinción de raza, color o origen nacional, de acuerdo con el Título VI de la Ley de Derechos Civiles de 1964.

Si cree que ha sido objeto de discriminación por motivo de raza, color o origen nacional por parte del personal o de los directores del Consejo Regional Mo-Kan, puede presentar una queja bajo el Título VI completando, firmando y enviando Formulario de Queja del Título VI de la agencia. Para más información o para descargar un formulario de queja del Título VI, visite: <https://www.mo-kan.org/about/what-is-mo-kan/>

Cómo Presentar una Queja Bajo el Título VI al Consejo Regional Mo-Kan:

1. Descargue el Formulario de Queja desde nuestra página web, llame al consejo al 816.233.3144 y solicite que se le envíe un formulario por correo, o recoja el formulario en persona en 224 N 7th Street, St. Joseph, MO 64501.
2. Además del proceso de queja en el Consejo Regional Mo-Kan, las quejas pueden ser presentadas directamente ante la Administración Federal de Tránsito, Oficina de Derechos Civiles, Region 7, 901 Locust St, Ste. 404, Kansas City, MO 64106.
3. Las quejas deben presentarse dentro de los 180 días siguientes a la fecha de la supuesta ocurrencia de discriminación y deben contener la mayor cantidad de información detallada posible sobre la presunta discriminación.
4. El formulario debe ser firmado, fechado e incluir su información de contacto.

Si necesita información en otro idioma, comuníquese al 816-233-344.

Procedimiento para Presentar una Queja Bajo el Título VI

Procedimiento de Queja bajo el Título VI

El proceso de quejas de MKRC incluye los siguientes pasos:

1. Identificación de un presunto acto de discriminación.
2. Recepción y archivo de la queja formal por parte de MKRC.
3. Revisión de la queja formal por parte del personal de MKRC.
4. Envío de una carta de respuesta al demandante por parte de MKRC.
5. Emisión de una carta de acción correctiva o de cierre.

Acto Presunto de Discriminación: Si un individuo o parte cree que MKRC ha violado sus derechos civiles por motivos de raza, color, origen nacional, orientación sexual, identidad de género, edad, discapacidad, estado civil, ciudadanía, información genética, dominio del inglés, estado de encarcelamiento previo o estatus de veterano, tiene derecho a presentar una queja formal siguiendo el procedimiento de queja bajo el Título VI. Es importante notar que, aunque MKRC se responsabiliza por no discriminar en relación con estas características protegidas, la política del Título VI se extiende legalmente de raza, color o origen nacional, así como a las extensiones proporcionadas para Justicia Ambiental y Dominio Limitado de Inglés.

Recepción y Archivo de la Queja Formal por parte de MKRC: MKRC ha implementado un Procedimiento de Queja bajo el Título VI para proporcionar orientación a través del proceso del Título VI que cumpla con las directrices establecidas en el Capítulo VII del Circular 4702.1B de la Administración Federal de Tránsito, con fecha del 1 de octubre de 2012. MKRC no discrimina en base a raza, color, origen nacional, orientación sexual, identidad de género, edad, discapacidad, estado civil, ciudadanía, información genética, dominio del inglés, estado de encarcelamiento previo o estatus de veterano. MKRC es responsable de proporcionar orientación y directrices relacionadas con sus procedimientos de quejas contra MKRC. Todos los actos presuntos de discriminación deberán ser enviados a MKRC de inmediato. Las cuestiones formales deberán ser presentadas a MKRC dentro de los 180 días calendario a partir de la fecha en la que ocurrió el acto presunto. Si el individuo no podría razonablemente haber sabido que el acto era discriminatorio dentro del periodo de 180 días, el individuo puede presentar una queja hasta 60 días después de tomar conocimiento.

Revisión de la Queja Formal por parte de MKRC: El personal de MKRC deberá reunirse con el demandante dentro de los 45 días posteriores a la recepción de la queja oficial para aclarar cualquier posible pregunta.

Envío de una Carta de Respuesta al Demandante por parte de MKRC: El personal de MKRC deberá proporcionar al demandante una respuesta a la queja inicial, detallando el proceso de revisión.

Emisión de una Carta de Acción Correctiva o de Cierre al Demandante: Si el personal de MKRC y el Director consideran que no hubo una violación del Título VI, se emitirá una carta de cierre al demandante que resumirá las alegaciones y proporciona el razonamiento de por qué no ocurrió una violación. Si, de hecho, ocurrió una violación, se emitirá una carta de hallazgo al demandante indicando la acción correctiva que se está tomando. Cualquiera de estas respuestas servirá como notificación final de que la queja ha sido resuelta y cerrada.

Si el demandante considera que la violación no ha sido abordada o resuelta, puede apelar al Comité de Coordinación de MKRC para determinar la adecuación de la decisión. El demandante también puede presentar una queja a más tardar 480 días después de la fecha presunta de discriminación al Departamento de Transporte del Estado de Missouri o a la Administración Federal de Tránsito.

Presentación de una Queja bajo el Título VI

Los procedimientos de queja aplican a los beneficiarios de los programas, actividades y servicios del Consejo Regional Mo-Kan.

DERECHO A PRESENTAR UNA QUEJA: Cualquier persona que crea haber sido discriminada por el personal o los directores del Consejo Regional Mo-Kan por motivos de raza, color o origen nacional puede presentar una queja bajo el Título VI completando y enviando el Formulario de Queja del Título VI de la agencia. Las quejas bajo el Título VI deben recibirse por escrito dentro de los 180 días posteriores a la queja presuntamente discriminatoria.

COMO PRESENTAR UNA QUEJA: La información sobre cómo presentar una queja bajo el Título VI está publicada en el sitio web de la agencia y en áreas públicas de la agencia.

Puede descargar el Formulario de Queja del Título VI del Consejo Regional Mo-Kan en <https://www.mo-kan.org> o solicitar una copia escribiendo al Consejo Regional Mo-Kan, 224 N 7th Street, St. Joseph, MO 64501. La información sobre cómo presentar una queja bajo el Título VI también puede obtenerse llamando al Consejo Regional Mo-Kan al 816.233.3144.

Puede presentar una queja firmada y fechada no más de 180 días desde la fecha del incidente presunto. La queja debe incluir:

- Su nombre, dirección y número de teléfono.
- Información específica y detalla (como, por qué y cuando) sobre el acto presunto de discriminación
- Cualquier otra información relevante, incluyendo los nombres de cualquier persona, si se conocen, a quien la agencia debe contactar para aclarar las alegaciones.

Por favor, envíe su formulario de queja al Consejo Regional Mo-Kan, 224 N 7th Street, St. Joseph, MO 64501.

ACEPTACIÓN DE LA QUEJA: El personal del Consejo Regional Mo-Kan procesa las quejas. Una vez recibido un Formulario de Queja del Título VI completado, el personal de recursos humanos del Consejo Regional Mo-Kan lo revisará para determinar si el Consejo Regional Mo-

Kan tiene jurisdicción. El demandante recibirá una carta de acuse de recibo informando si la queja será investigada por los funcionarios de la junta del Consejo Regional Mo-Kan.

INVESTIGACIONES: El Consejo Regional Mo-Kan generalmente completa una investigación dentro de los 90 días de recibir un formulario de queja completo. Si se necesita más información para resolver el caso, el Consejo Regional Mo-Kan puede contactar al demandante. A menos que se especifique un periodo más largo por parte del investigador del Título VI del Consejo Regional Mo-Kan, el demandante tendrá diez (10) días desde la fecha de la carta de solicitud para enviar información adicional al investigador del Título VI del Consejo Regional Mo-Kan asignado al caso.

Si la información solicitada no se recibe dentro de ese plazo, el caso se cerrará. Además, un caso puede cerrarse administrativamente si el demandante ya no desea continuar con el caso.

CARTAS DE CIERRE O HALLAZGO: Después de que el investigador del Título VI revise la queja, el investigador emitirá una de dos cartas al demandante: una Carta de Cierre (CL) o una Carta de Hallazgo (LOF).

- Una carta de cierre resume las alegaciones y establece que una investigación encontró que no hubo violación del Título VI y que el caso será cerrado.
- Una Carta de Hallazgo (LOF) resume las alegaciones y proporciona una explicación de la acción correctiva tomada.

Si el demandante no está de acuerdo con la determinación del Investigador del Título VI del Consejo Regional Mo-Kan, puede solicitar una reconsideración presentando la solicitud por escrito al investigador del Título VI dentro de los siete (7) días posteriores a la fecha de la Carta de Cierre o Carta de Hallazgo, especificando con detalle la base para reconsideración. El Consejo Regional Mo-Kan notificará al demandante la decisión de aceptar o rechazar la solicitud de reconsideración dentro de los diez días. En casos donde se conceda la reconsideración, El Consejo Regional Mo-Kan emitirá una carta de determinación al demandante al completar la revisión de la reconsideración.

Una persona también puede presentar una queja directamente a la Administración Federal de Tránsito, en la Oficina de Derechos Civiles de la FTA, 1200 New Jersey Avenue SE, Washington D.C. 20590.

Si se necesita información en otro idioma, contacte el Departamento de Transporte de Missouri al 888.275.666. El Departamento ofrece una variedad de servicios de asistencia lingüística a los residentes. El Departamento cuenta con personal bilingüe disponible para proporcionar servicios de traducción. También están disponibles servicios contratados que incluyen una línea tradicional, traducción cara a cara y servicios de traducción de documentos. Estos servicios de traducir contratos pueden requerir una tarifa para su utilización.

Aunque no es una lista exhaustiva, se han identificado empleados del Departamento de Transporte que pueden proporcionar asistencia lingüística a personas que hablan los siguientes

idiomas: arabe, chino, camboyano, francés, alemán, hindi, coreano, malayalam, marhi, nigeriano, ruso, lenguaje de señas, español, tagalo, vietnamita y wolof.

Si necesitan mas servicios de traducción, se utiliza un proveedor de interpretación telefónica en otros idiomas llamado Language Select. Contáctenos al 800.200.790.

El Consejo Regional Mo-Kan
Formulario de Queja de no Discriminacion

“Ninguna persona en los Estados Unidos, por motivos de raza, color o origen nacional, será excluida de la participación, se le negarán los beneficios o será objeto de discriminacion en ningún programa o actividad que reciba asistencia financiera federal.”

Si cree que ha sido discriminado en la prestación de servicios de transporte, proporcione la siguiente información para ayudarnos a procesar su queja. Si necesita ayuda para completar este formulario o necesita información en formatos alternativos, háganoslo saber.

Por favor envíe por correo o devuelva el siguiente formulario a:

Trevor Tutt, Director Ejecutivo
Mo-Kan Regional Council (El Consejo Regional Mo-Kan)
224 N 7th Street
St. Joseph, MO 64501

O envíe un correo electrónico a:

trevor@mo-kan.org

O envíe un fax a:

816-233-8498

Formulario de Queja de no Discriminacion

Por Favor Imprima

1. Nombre del Demandante:		
a. Direccion:		
b. Ciudad:	Estado:	Código Postal:
c. Teléfono (incluir código de área): Hogar () o Celular ()		Trabajo
() -		() -
d. Dirección de correo electrónico (e-mail):		
¿Prefiere ser contactado a través de esta dirección de correo electrónico? () SI () NO		
2. ¿Se necesita un Formato de Formulario Accesible? () SI		
especifique: () NO		
3. ¿Está presentando esta queja en su propio nombre? () SI En caso afirmativo, pase a la pregunta 7.		
() NO En caso negativo, pase a la pregunta 4		
4. Si respondió NO a la pregunta 3 anterior, proporcione su nombre y dirección.		
a. Nombre de la persona que presenta la queja:		
b. Direccion:		
c. Ciudad:	Estado:	Código Postal:
15. Teléfono (incluir código de área): Hogar () o Celular ()		Trabajo
() -		() -
a. Dirección de correo electrónico (e-mail):		
¿Prefiere ser contactado a través de esta dirección de correo electrónico? () SI () NO		
5. ¿Cuál es su relación con la persona por la que presenta la queja?		
6. Confirme que ha obtenido el permiso de la parte agraviada si presenta la solicitud en nombre de un tercero. () SI, tengo permiso. () NO, no tengo permiso.		
7. Creo que la discriminacion que sufre se basó en (marque todo lo que corresponda):		
() Raza () Color () Origen Nacional (clases protegidas por el Título VI)		
() Otro (especifique)		
8. Fecha de la presunta discriminacion (mes, dia, ano):		
9. ¿Dónde tuvo lugar la supuesta discriminacion?		
10. Explique lo más claramente posible lo que sucedió y por qué cree que fue discriminado. Describa a todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la(s) persona(S) que lo discrimino (si se conoce). <i>Utilice el reverso de esa formulario o páginas separadas si se requiere espacio adicional.</i>		
11. Enumere todos y cada uno de los nombres y números de teléfono / información de contacto de todos y cada uno de los testigos. <i>Utilice el reverso de este formulario o páginas separadas si se requiere espacio adicional.</i>		
12. ¿Qué tipo de acción correctiva le gustaría que se tomara?		

TITULO VI FORMULARIO DE QUEJA- PÁGINA 2

13. Ha presentado una queja ante alguna otra agencia federal, estatal o local, o ante algún tribunal federal o estatal? () SI En caso afirmativo, marque todo lo que corresponda. () NO b. () Agencia Federal (Indique el nombre de la agencia) c. () Tribunal Federal (Por favor, indique la ubicación) d. () Tribunal Estatal e. () Agencia Estatal (especificar agencia) f. () Tribunal del Condado (especificar Tribunal y Condado) g. () Agencia local (especificar agencia)		
14. En caso afirmativo a la pregunta 13 anterior, sírvase proporcionar información sobre una persona de contacto en el organismo/tribunal donde se presentó la denuncia.		
Nombre:	Título:	
Agencia:	Teléfono: () -	
Dirección:		
Ciudad:	Estado:	Código Postal:

Puede adjuntar cualquier material escrito o otra información que considere relevante para su queja.

Se requiere firma y fecha:

Firma

Fecha

Si completo las preguntas 4, 5 y 6, se requiere su firma y fecha

Firma

Fecha

Si necesita información en otro idioma, comuníquese al 816-233-344.

