



NORTHWEST MISSOURI REGIONAL COUNCIL of GOVERNMENTS

114 W. Third Street Maryville, MO 64468

660-582-5121

Title VI Program

Prepared April 2018

Date Adopted by RCOG Board:

Date filed with MoDOT Transit Section:

The Northwest Missouri Regional Council of Governments used a template, provided by the Missouri Department of Transportation (MoDOT) Transit Section, as a resource for producing the triennial Title VI Program document for Federal Transit Administration recipients and sub-recipients. FTA Circular 4702.1B, dated October 1, 2012, *“Title VI Requirement and Guidelines for Federal Transit Administration Recipients”* was the primary source of material for this template. RCOG recognizes that the use of this template does not override its responsibility to interpret the requirements as expressed in FTA Circular 4702.1B, or as amended in the future.

Title VI Plan Table of Contents

A. Introduction / Title VI Assurances	page 2
B. Agency Information	page 3-5
C. Notice to the Public	page 6
D. Procedure for Filing a Title VI Complaint	page 7-8
E. Title VI Complaints, Investigations, Lawsuits <i>and</i> Evidence of Agency Staff Title VI Training	page 9
F. Public Engagement Plan	page 10-12
G. Language Assistance Plan	page 13-16
H. Advisory Bodies	page 16
I. Sub-recipient Assistance	page 17
J. Sub-recipient Monitoring	page 17
K. Equity Analysis of Facilities	page 17

Attachments

Attachment 1 – Title VI Complaint Form	page 18-19
Attachment 2 – Title VI Self Survey Form	page 20-21

A. Title VI Assurances

Northwest Missouri Regional Council of Governments 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.

Northwest Missouri Regional Council of Governments 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. Northwest Missouri Regional Council of Governments further ensures every effort will be made to ensure non-discrimination in all programs and activities, whether those programs and activities are federally funded or not.

Northwest Missouri Regional Council of Governments meets the objectives of the FTA Master Agreement which governs all entities applying for FTA funding, including third-party Northwest Missouri Regional Council of Governments contractors by promoting actions that:

- A. Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin.
- B. Identify and address, as appropriate, disproportionately high and adverse effects of programs and activities on minority populations 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 populations or low-income populations.
- E. Ensure meaningful access to programs and activities by persons with Limited English Proficiency (LEP).

B. Agency Information

1. Mission of Northwest Missouri Regional Council of Governments:

The Northwest Missouri Regional Council of Government's mission is to promote regional planning for human resources, educational opportunities and economic development in order to enhance the quality of life for the region's inhabitants. The organization strives to accomplish these objectives by:

- promoting regional, multi-purpose planning and cooperative arrangements and coordinating action among its member governments;
- providing professional staff assistance to local governments and organizations in northwest Missouri;
- serving as an advocate for the northwest region before federal, state, and local governmental agencies and other organizations that influence or affect public policy;
- promoting the economic development of Atchison, Gentry, Holt, Nodaway, and Worth counties; and
- providing a forum for the discussion and resolution of common problems and issues affecting the northwest Missouri region.

2. History (including year started)

In 1965, the Missouri legislature adopted the State and Regional Planning and Community Development Act that created the Missouri Department of Community Affairs (now called the Missouri Department of Economic Development) and authorized the governor to create regional planning commissions upon the petition of local governments. State statutes say that if the governor finds a need for a regional planning commission in an area, and if the petitioning cities and counties in that area comprise more than half of the proposed region's total population, then the governor may create a regional planning commission in that area. (Revised Statutes of Missouri, 1969, ed., Sec. 251.010, Sec. 251.030)

On June 11, 1966, Missouri Governor Warren Hearnes signed the State and Regional Planning and Community Development Act of 1966, establishing regional planning commissions throughout the state. Regional planning is a means whereby municipalities and counties may work cooperatively to solve problems and to plan the future development of human, natural, and economic resources of a region.

Governor Hearnes' proclamation explained regional planning as a "a means whereby municipalities and counties may work cooperatively to solve problems and to plan the future development of human, natural, and economic resources of a region" and called it "an indispensable guide to local units in accomplishing a coordinated and efficient development of the region which will best promote the public health, safety, general welfare and economic prosperity in accordance with existing and future needs." According to state statutes, regional planning commissions "may conduct all types of research studies,

collect and analyze data, prepare maps, charts and tables and conduct all necessary studies for the accomplishment of their duties. In matters relating to comprehensive planning, a regional planning commission... may enter into a contract and cooperate with any federal, state or local unit including other planning commissions and organizations within this or other states under laws of Missouri.” (RSMo. 1969, Sec. 251.300, 250.380.)

3. Regional Profile (regional population; growth projection)

The Northwest Missouri Regional Council of Governments region encompasses five counties and 40 municipalities.

4. Population served (in relation to regional population)

According to the most recent 2010 census, the population of the five-county service area is 42,876.

5. Service area (include map, with any routes utilized)

The Northwest Missouri Regional Council of Governments serves the counties of Atchison, Gentry, Holt, Nodaway and Worth counties.

6. Governing body make-up (include terms of office)

The Council shall consist of a minimum of twenty-two (22) participating members who shall represent the city and county units of government or non-governmental groups and the private sector within the boundaries of the Region. Each local unit shall have submitted a Resolution as specified in Chapter 251.250 RSMo (1969). At least two members at-large shall be elected by membership to serve. There shall be at least three (3) members from each county comprising the Regional Council area, but no more than one from each town. The Presiding commissioner from each of the five counties of the Northwest Region shall select three (3) communities in each county to be represented on the executive committee, plus a representative from the county. Each member whose dues are in good order shall be entitled to one representative who shall have one vote. At least a simple majority of membership shall be comprised of elected officials and/or employees of a general purpose unit of local government and appointed by that local unit.

Each county shall be entitled to one representative on the Council, who shall be a commissioner, or a person designated by the commissioners. The Council representative from the municipalities shall be the Mayor or his/her designee. Mayors and commissioners shall retain their positions as Council members under this section only so long as they shall hold the required office in their respective governments.

A “Designee” of the Mayor or Commissioners shall be announced in writing to the Chair of the Council. Withdrawal of the “Designee” as the representative of the respective local governing body shall be similarly announced. The term of a “Designee” on the Council shall continue until changed by the appointing unit of government.

A minimum of 35% of the Regional Council total board membership shall consist of at least one private sector representative of the business community and one or more of the following: Executive Directors of Chambers of Commerce, or representatives of institutions of post-secondary education, workforce development groups or labor groups. Such members shall be approved by the Regional Council Board as business community representatives and every effort should be made to reflect the types of businesses of the region.

Ex-officio Membership: The following shall be ex-officio, non-voting members of the Council. The Director of the Office of Administration or their designee; members of the General Assembly representing any part of the Northwest Missouri Region; any local elected official of a member local government; and any appointed Executive Official of a member local government.

Resignation of Members: In the event any member shall resign or be unable or unwilling to serve, his successor shall be appointed by the local unit of government making the original appointment.

It is the responsibility of each member to report to the Council frequently on their constituents' activities and the responsibility of the staff to respond so as to best serve the interests of the local governments. The executive director is directly responsible to the Regional Council's governing board.

C. Notice to the Public

Notifying the Public of Rights under Title VI

Northwest Missouri Regional Council of Governments (RCOG) posts Title VI notices on our agency's website, in public areas of our agency and in our break room.

Northwest Missouri Regional Council of Governments 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 Northwest Missouri Regional Council of Governments, you may file a Title VI complaint by completing, signing, and submitting the agency's Title VI Complaint Form.

How to file a Title VI complaint with Northwest Missouri Regional Council of Governments:

1. Contact Todd Spencer: Telephone: 660-582-5121
Email: todd@nwmorcog.org
Mail: Todd Spencer, Executive Director
114 W. Third Street
Maryville, MO 64468
Website: www.nwmorcog.org

In addition to the complaint process at the Northwest Missouri Regional Council of Governments, complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights, Region 7, 901 Locust Street, Suite 404, Kansas City, MO 64106; Phone: 816-329-3920; Fax: 816-329-3921.

2. 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.
3. The form must be signed and dated, and include your contact information.

If information is needed in another language, contact 660-582-5121.

D. Procedure for Filing a Title VI Complaint

Filing a Title VI Complaint

The complaint procedures apply to the beneficiaries of Northwest Missouri Regional Council of Governments' 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 Northwest Missouri Regional Council of Governments 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 our agency's website, and in public areas of our agency.

You may download the Northwest Missouri Regional Council of Governments' Title VI Complaint Form at www.nwmorcog.org, or request a copy by writing 114 W. Third Street, Maryville, MO 64468. Information on how to file a Title VI complaint may also be obtained by calling Todd Spencer, Executive Director, at 660-582-5121.

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:

Executive Director
Northwest Missouri Regional Council of Governments
114 West Third Street
Maryville, MO 64468

COMPLAINT ACCEPTANCE: Northwest Missouri Regional Council of Governments will process complaints that are complete. Once a completed Title VI Complaint Form is received, the Executive Director will review it to determine if Northwest Missouri Regional Council of Governments has jurisdiction. The complainant will receive an acknowledgement letter informing them whether or not the complaint will be investigated by Northwest Missouri Regional Council of Governments.

INVESTIGATIONS: Northwest Missouri Regional Council of Governments will generally complete an investigation within 90 days from receipt of a completed complaint form. If more

information is needed to resolve the case, the Executive Director may contact the complainant. Unless a longer period is specified by Northwest Missouri Regional Council of Governments, the complainant will have ten (10) days from the date of the letter to send requested information to the 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 or letter of finding (LOF).

- A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.

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

If the complainant disagrees with the Northwest Missouri Regional Council of Governments' determination, the complainant may request reconsideration by submitting the request in writing to the Title VI investigator within seven (7) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the reconsideration. The Northwest Missouri Regional Council of Governments will notify the complainant of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, the Northwest Missouri Regional Council of Governments 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 Todd Spencer, Executive Director at 114 West Third Street, Maryville, MO 64468, or at 660-582-5121.

**E. 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 Northwest Missouri Regional Council of Governments' 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

Northwest Missouri Regional Council of Governments' staff is given Title VI training, and 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?

F. Public Engagement Plan

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

- To understand the service area demographics and determine what non-English languages and other cultural barriers exist to public participation.
- To provide general notification of meetings and forums for public input, in a manner that is understandable to all populations in the area.
- To hold public meetings in locations that are accessible to all area stakeholders, including but not limited to minority and low income members of the community.
- To provide methods for two-way communication and information and input from populations which are less likely to attend meetings.
- To convey the information in various formats to reach all key stakeholder groups.

Identification of Stakeholders

Stakeholders are those who are either directly or indirectly affected by an outreach effort, system or service plan or recommendations 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 then 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 engagement process. Advisory bodies provide insight and feedback to the agency.
- Minority and low income populations, including limited English proficient persons
- Local jurisdictions and other government stakeholders
- Private businesses and organizations
- Employers
- Partner agencies

Elements of the Public Engagement Plan

It is necessary to establish a public participation plan that includes an outreach plan to engage minority and limited English proficient (LEP) populations.

Elements of the Public Engagement Plan include:

1. Public Notice

- a. Official notification of intent to provide opportunity for members of the general public to participate in public engagement plan development, including participation in open Board/council meetings, and advisory committees.

2. Public Engagement Process/Outreach Efforts:

- a. Public meetings
- b. Open houses
- c. Rider forums
- d. Rider outreach
- e. Public hearings
- f. Focus groups
- g. Surveys
- h. Services for the Disabled (Notices of opportunities for public involvement include contact information for people needing these or other special accommodations.)

Events such as public meetings and/or open houses are held at schools, churches, libraries and other non-profit locations easily accessible to public transit and compliant with the Americans with Disabilities Act.

3. Public Comment

- a. Formal public comment periods are used to solicit comments on major public involvement efforts around an agency service or system change.
- b. Comments are accepted through various means:
 - i. Dedicated email address.
 - ii. Website.
 - iii. Regular mail.
 - iv. Forms using survey tool for compilation.

4. 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.

Title VI Outreach Best Practices

Northwest Missouri Regional Council of Governments ensures all outreach strategies, communications and public involvement efforts comply with Title VI. Northwest Missouri Regional Council of Governments' 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, Northwest Missouri Regional Council of Governments 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.

2018 – 2021 Title VI Program Public Engagement Process

Northwest Missouri Regional Council of Governments will conduct a Public Engagement Process for the 2018-2021 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.

Northwest Missouri Regional Council of Governments will provide briefings to the Board of Directors and Advisory Bodies.

Northwest Missouri Regional Council of Governments will conduct a 30 day public comment period to provide opportunities for feedback on the 2018-2021 Title VI Program.

Comments are accepted during the public outreach period via:

- a. Email
- b. Mail
- c. Phone
- d. In person

G. Language Assistance Plan

Northwest Missouri Regional Council of Governments Limited English Proficiency Plan

This limited English Proficiency (LEP) Plan has been prepared to address the Northwest Missouri Regional Council of Governments' responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964; Federal Transit Administration Circular 4702.1B, dated October 1, 2012, which states that the level and quality of transportation service is provided without regard to race, color, or national origin.

Executive order 13166, titled "Improving Access to Services for Persons with Limited English Proficiency," indicates that differing treatment based upon 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 that such discriminations do not take place. This order applies to all state and local agencies which receive federal funds.

Service Area Description:

Atchison, Gentry, Holt, Nodaway and Worth counties in Northwest Missouri.

The Northwest Missouri Regional Council of Governments has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by the Northwest Missouri Regional Council of Governments. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, and the ways in which assistance may be provided.

In order to prepare this plan, the Northwest Missouri Regional Council of Governments undertook the **four-factor LEP analysis** which considers the following factors:

Four-Factor Analysis

1. The number and proportion of LEP persons eligible to be served or likely to be encountered in the service area:

A significant majority of people in the Northwest Missouri Regional Council of Governments' service area are proficient in the English language. Based on 2016 American Community Survey data, [.86%] of the population five years of age and older speak English "less than very well" – a definition of limited English proficiency

LEP Population in Northwest Missouri Regional Council of Governments' Service Area							
Population 5 years and over by language spoken at home and ability to speak English	Atchison County	Gentry County	Holt County	Nodaway County	Worth County	Total Service Area	Percentage of Population 5 Years and Over
Population 5 Years and Over	5,100	6,282	4,280	21,999	1,947	39,608	94.87%
Speak English "less than very well"	13	58	4	248	16	339	0.86%
Spanish							
Speak English "less than very well"	6	23	0	49	0	78	0.20%
Other Indo-European							
Speak English "less than very well"	0	20	4	160	7	191	0.48%
Asian and Pacific Island							
Speak English "less than very well"	7	15	0	39	9	70	0.18%
All Other							
Speak English "less than very well"	0	0	0	49	0	49	0.12%

2. Frequency of Contact by LEP Persons with the Northwest Missouri Regional Council of Government's Services:

The Northwest Missouri Regional Council of Governments' staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons. To date, the Northwest Missouri Regional Council of Governments has, on average, no requests for an interpreter. The Northwest Missouri Regional Council of Governments averages 0 phone calls per month, as of 4/17/18.

Frequency of Contact with LEP Persons	
Frequency	Language Spoken by LEP Persons
Daily	0
Weekly	0
Monthly	0
Less frequently than monthly	0

3. The importance of programs, activities or services provided by Northwest Missouri Council of Governments to LEP persons:

Outreach activities, summarized in Northwest Missouri Regional Council of Governments’ Title VI Public Engagement Plan, include events such as public meetings and/or open houses held at schools, churches, libraries and other non-profit locations, and include specific outreach to LEP persons to gain under-standing of the needs of the LEP population, and the manner (if at all) needs are addressed.

Outside Organization LEP Survey
<p>Organization: _____</p> <ol style="list-style-type: none"> 1. What language assistance needs are encountered? 2. What languages are spoken by persons with language assistance needs? 3. What language assistance efforts are you undertaking to assist persons with language assistance needs? 4. When necessary, can we use these services?

4. The resources available and overall cost to provide LEP assistance:

Strategies for Engaging Individuals with Limited English Proficiency include:

1. Language line. Upon advance notice, translators can be provided.
2. Language identification flashcards.
3. Written translations of vital documents (identified via safe harbor provision)
4. One-on-one assistance through outreach efforts.
5. Website information.
6. To the extent feasible, assign bilingual staff for community events, public hearings and Board of Directors meetings and on the customer service phone lines.

As applicable: Based on our demographic analysis the Northwest Missouri Regional Council of Governments has determined that no language group(s) within its service area meets Safe Harbor criteria requiring written translated “vital documents” by language group(s).

Northwest Missouri Regional Council of Governments will provide assistance and direction to LEP persons who request assistance.

Staff LEP Training

The following training will be provided to Northwest Missouri Regional Council of Governments' staff:

1. Information on Northwest Missouri Regional Council of Governments' 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 Plan is a component of Northwest Missouri Regional Council of Governments' Title VI Plan requirement.

Northwest Missouri Regional Council of Governments will update the LEP plan as required. At minimum, the plan will be reviewed and updated when it is clear that higher concentrations of LEP individuals are present in the Northwest Missouri Regional Council of Governments' 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 as to whether 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 Northwest Missouri Regional Council of Governments' financial resources are sufficient to fund language assistance resources as needed.
6. Determine whether Northwest Missouri Regional Council of Governments has fully complied with the goals of this LEP Plan.
7. Determine whether complaints have been received concerning Northwest Missouri Regional Council of Government's failure to meet the needs of LEP individual.

H. Advisory Bodies

Table Depicting Membership of Committees, Councils, By Race

Committee	Caucasian	Latino	African American	Asian American		Total
Board of Directors	100%					100%
Transportation Advisory Committee	100%					100%

I. Sub-recipient Assistance

Sub-recipient Assistance

Northwest Missouri Regional Council of Governments does not have any sub-recipients.

J. Sub-recipient Monitoring

Sub-recipient Monitoring

Northwest Missouri Regional Council of Governments does not have any sub-recipients.

K. Equity Analysis of Facilities

Northwest Missouri Regional Council of Governments has not constructed any storage facilities, maintenance facilities, or operations centers in the last three years.

Attachment 1

**Northwest Missouri Regional Council of Governments
TITLE VI 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 this form to:
Todd Spencer, Executive Director
Northwest Missouri Regional Council of Governments
114 West Third Street, Maryville, MO 64468
Email: todd@nwmorcog.org
Phone: 660-582-5121 Fax: 660-582-7264

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)		

continued

TITLE VI COMPLAINT FORM – PAGE 2

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?		
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

Attachment 2

Title VI Self-Survey Form

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
 - Race
 - 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)

continued

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: _____