

TITLE VI
IMPLEMENTATION PLAN
City of Glasgow

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I. GLOSSARY OF COMMON TERMS

“Beneficiary or recipient” means the individual or organization for which federal funds are intended.

“Implementation plan” means the Title VI implementation plan developed and maintained by City of Glasgow to ensure compliance with 42 U. S. C. § 2000d et. seq. and KRS 344.015.

“Title VI Compliance Officer” means City of Glasgow employee designated by the Responsible Official to coordinate all Title VI activities of City of Glasgow.

“Responsible Official” means the person identified in Section IV, *infra*.

II. OVERVIEW

The City of Glasgow has adopted a plan to improve access to services for persons with Limited English Proficiency, as required by Executive Order 13166. The provisions of City of Glasgow’s LEP plan are incorporated in this plan as though set forth fully herein.

III. SCOPE OF TITLE VI APPLICABILITY TO PROGRAMS AND ACTIVITIES

The City of Glasgow affords all individuals the opportunity to benefit from programs administered by the City of Glasgow.

A. Title VI of the Civil Rights Act of 1964 (42 U. S. C. § 2000d) provides:

No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

B. 34 C. F. R. § 100.1, 100.2, and 100.3 implement the provisions of the federal statute.

C. KRS 344.015 § 1(2) states:

Each local agency shall:

(a) Develop a Title VI implementation plan by January 1, 1995. If required by Title VI or regulations promulgated thereunder, the implementation plan shall:

1. Be developed with the participation of protected beneficiaries; and
2. Include Title VI implementation plans of any sub-recipients of federal funds through the state agency;

(b) Submit a copy of the implementation plan to the Auditor of Public Accounts and the Human Rights Commission; and

(c) Submit annual Title VI compliance reports and any implementation plan updates to the Auditor of Public Accounts and the Human Rights Commission by July 1, 1995, and each July 1 thereafter.

The federal statute codified as 42 U. S. C. § 2000d and state statute KRS 344.015 provide the authority for the development of this plan and describe the extent of the authority.

Title VI applies to discriminatory acts based on race, color, or national origin and specifically prohibits the exclusion of individuals or groups from participation in, or enjoying the benefits of, federal programs. Title VI does not provide relief for discrimination based on age, sex, disability, geographic location, or wealth.

IV. RESPONSIBLE OFFICIAL

Henry Royse, Mayor of City of Glasgow, has overall responsibility for implementation, compliance, and reporting with respect to Title VI. Inquiries related to these activities should be directed to:

Mayor Henry Royse
PO Box 278
Glasgow, KY 42141
(270) 651-5131

V. STATEMENT OF ASSURANCES

The City of Glasgow, its Staff, any sub-recipients of federal funds under grants administered by the City of Glasgow and all other parties involved with such grants are in compliance with all provisions of Title VI of the Civil Rights Act of 1964 (42 U. S. C. § 2000d).

A. Each sub-recipient of federal funds under grants administered by the City of Glasgow shall have agreed in writing to adopt the City of Glasgow's Title VI plan, or

B. If the sub recipient's Title VI plan differs from the City of Glasgow's plan, the sub-recipient's Title VI plan shall be available for review from the Responsible Official.

VI. PROGRAMS OR ACTIVITIES SUBJECT TO TITLE VI

A. U.S. Housing and Urban Development's Community Development Block Grant (CDBG) program. Funds are designated for the following program areas:

- Housing
- Community Projects
- Public Services
- Public Facilities
- Economic Development
- Community Emergency Relief Fund

The U.S. Department of Housing and Urban Development (HUD) funded Community Development Block Grant (CDBG) program for the City of Glasgow to provide assistance to communities for use in revitalizing neighborhoods, expanding affordable housing and economic opportunities, providing infrastructure and/or improving community facilities and services.

- B. The Land and Water Conservation Fund (LWCF) provides federal grant funds to protect important natural areas, to acquire land for outdoor recreation and to develop or renovate public outdoor recreation facilities such as campgrounds, picnic areas, sports & playfields, swimming facilities, boating facilities, fishing facilities, trail, natural areas and passive parks.

Potential Beneficiaries: Cities and counties, state and federal agencies are eligible to apply for funding. The maximum grant amount is \$75,000. The minimum amount is \$5,000. It is a 50% matching reimbursement program.

- C. The Recreational Trails Program provides grant funds to develop and renovate recreation trails for both motorized and non-motorized use. It does not fund equipment such as mowers and gators. Potential Beneficiaries: Eligible applicants are city and county governments, state and federal agencies, and non-profit organizations.

- D. The ARC is a federal-state economic development program. To assist in the economic development of Appalachia through a diversity of projects in the areas of public infrastructure (water, sewer, solid waste, housing, and telecommunications), human resource development (education/workforce development, affordable/accessible healthcare, and leadership development) and business/entrepreneurial development.

Potential Beneficiaries Local governments, special districts, and non-profit entities that include Kentucky's 51 most eastern and south-central Counties are eligible to apply for the grant dollars. Thirty-two "distressed" counties also have access to a separate restricted allocation of funds.

- E. The National Forest Receipts program provides "pass-through" funds to counties. The State Local Finance Officer receives notice of wire transfer from the US Department of Agriculture Forest Service for funds to be distributed annually to various counties.

VII. SAFE HARBOR PROVISION

DOT has adopted the Department of Justice's Safe Harbor Provision, which outlines circumstances that can provide "Safe Harbor" for recipients regarding translation of written materials for LEP population. The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible language group that constitutes five percent (5%) or 1,000 persons, whichever is less of the total population of persons eligible to be served or likely

to be affected or encountered, then such action will be considered strong evidence of compliance with the recipients' written translation obligations. 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.

GTS service area does have LEP populations which qualify for the Safe Harbor Provision. The Safe Harbor Provision applies 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 reasonable. GTS may determine, based on the Four Factor Analysis, that even though a language group meets the threshold specified by the Safe Harbor Provision, Written translation may not be an effective means to provide language assistance measures.

VIII. COMPLAINT PROCEDURES

A. COMPLAINT PROCEDURES

1. How a complaint shall be filed

Complaints in relation to alleged discrimination under Title VI of the Civil Rights Act of 1964 may be filed using the forms attached in the Appendix. If an individual refuses to submit a written complaint, the compliance officer shall record the information orally from the individual and shall provide a copy to the individual with a request that the information be confirmed by the complainant.

A complaint may be filed by anyone who believes that the City of Glasgow has discriminated against a participant, beneficiary, or a class of beneficiaries on the basis of race, color, or national origin.

Complaints must be filed within one hundred eighty (180) days of the activity which prompts the filing of the complaint.

2. Where to file a complaint

Complaints in relation to alleged discrimination under Title VI of the Civil Rights Act of 1964 may be filed with City of Glasgow's Title VI compliance officer (Transit Manager).

3. Time frame within which the complaint shall be processed by the agency; and upon receipt of a written complaint, the compliance officer shall review the complaint and shall file, within seven (7) days, a concise statement with the Responsible Official regarding the nature of the complaint and the steps to be taken to investigate or resolve the complaint.
4. Withdrawal of a complaint;
A complainant may withdraw a complaint at any time before final action by filing with the compliance officer a written statement of his or her desire to withdraw the complaint.

B. INVESTIGATIONS, REPORT OF FINDINGS, HEARINGS AND APPEALS.

1. Investigations

Upon receipt of the complaint by an individual or at the time the compliance officer becomes independently aware of actions which may constitute a violation of Title VI, the compliance officer shall take necessary action within thirty (30) days to investigate and recommend specific actions to resolve the complaint. A report shall be filed by the compliance officer with the Responsible Official within that period.

2. Report of Findings

The complainant shall be notified in writing of the results of the investigation and any actions taken.

The City of Glasgow shall attempt to maintain the confidentiality of the complaint and the name of the complainant.

The complainant shall be notified in writing, within 30 days of the resolution of a complaint, by the Responsible Official or the Title VI compliance officer of the resolution of a complaint. A statement of corrective action shall include specific statements of actions to be taken or prohibited actions and shall include a timetable for implementation.

3. Hearings and Appeals

A complainant may file a written appeal from the Responsible Official's resolution of the complaint within 30 days of the receipt of the written notice of resolution. Appeals shall be directed to the Mayor of City of Glasgow and shall be set forth in writing. The complainant shall be notified of the final resolution of the complaint within 60 days of the Mayor's receipt of the appeal.

A complainant filing a written appeal may request an in-person hearing before the Mayor of the City of Glasgow. Such request shall be set forth in writing and shall be submitted contemporaneously with the written appeal. The complainant shall be notified of the date, time and place of the hearing within 15 days of the City of Glasgow's receipt of the request.

IX. COMPLIANCE

A. The City of Glasgow shall make every effort to regulate, monitor, review, and report on the federal programs to assure compliance.

B. Upon a finding by the City of Glasgow of noncompliance, the City of Glasgow shall take the following actions with regard to:

1. Processing

The compliance officer shall immediately notify the Responsible Official in writing of the Violations held to constitute noncompliance with Title VI and of the steps necessary to correct these violations.

2. Reporting

The compliance officer shall notify the sub-recipient or employee found to be in noncompliance, in writing within 30 days of the compliance officer's report of noncompliance, of the violations and corrective measures necessary to remedy the violations.

3. Resolution

The City of Glasgow shall attempt to secure voluntary compliance with Title VI. In the event that efforts to secure voluntary compliance are not secured within a reasonable period of time, the compliance officer will notify the Responsible Official, in writing, of the recommended corrective action.

4. Enforcement of corrective actions

The Responsible Official shall implement corrective actions within thirty (30) days of receipt and acceptance of the notification of recommended corrective action.

Employees or grant sub-recipients who refuse to voluntarily comply with Title VI or to take corrective actions required by the City of Glasgow shall face disciplinary action, or in the case of grant sub-recipients, may face termination or suspension of the contractual relationship with the City of Glasgow.

5. Monitoring of programs

The City of Glasgow shall undertake to periodically monitor all programs funded through federal assistance for those sub-recipients who have been found by the City of Glasgow to be in non-compliance with Title VI.

X. TRAINING

The Title VI implementation plan will be made available via City Website to all City of Glasgow employees along with complaint procedures. Sub-recipients of grants will be notified of the Title VI implementation plan and complaint procedures at the time of any grant award.

The City of Glasgow may periodically hold Title VI training seminars for its employees, particularly for those individuals responsible for monitoring sub-recipients for Title VI compliance.

XI. GOALS AND EVALUATION PROCEDURES

The City of Glasgow endeavors to reevaluate its Title VI goals on an annual basis, as part of the process of reviewing the agency's Title VI plan. The plan shall, each year, set forth City of Glasgow's current goals and the process for evaluating and revising those goals and the agency's progress towards those goals.

A. Goals

1. Report compliance activities in a timely manner.
2. Respond to and investigate all complaints within the timeframe and in accordance with the procedures outlined in Section VII.
3. Give employees the opportunity to rate the plan to determine if the plan is adequate to address their needs and the requirements of Title VI.

B. Evaluation of Goals

1. The Advisory Committee (comprised of the Grants Manager and two other employees) shall, at each meeting, review the agency's goals and its progress towards these goals, and evaluate the effectiveness of the plan's provisions as they relate to these goals.
2. The Advisory Committee shall, at each meeting, establish a timeline for achievement of goals, and implement a process for monitoring the progress towards these goals.
3. The Advisory Committee shall, at each meeting, promulgate a written report of the agency's progress towards the identified goals.
4. The Advisory Committee shall, at each meeting, discuss and evaluate whether any corrective procedures are necessary to bring City of Glasgow closer to its goals

XII. PUBLIC NOTIFICATION, OUTREACH, AND PARTICIPATION PLAN

a. Notification

Three groups of people will receive notification of the City of Glasgow's Title VI plan, complaint forms, nondiscrimination policy, and programs and services: 1) City of Glasgow employees will have access to the implementation plan and the complaint procedures on the city website; 2) federal grants applicants and sub-recipients of federal grants who will be notified of Title VI requirements at the time of application and at the time of any grant award; and 3) members of the general public who request information via phone, fax, or email.

The City of Glasgow's Title VI Plan are available for review at the City Hall Office and Glasgow Transit System Office. Title VI application forms and checklists for sub-recipients are also available at these locations. The Title VI Notice to Beneficiaries is posted in Transit Shelters, Transit Busses, and the Transit Office.

b. Current Outreach Efforts

The following is a list and short description of GTS's recent, current, and planned outreach activities.

- Annual Community Needs Assessment
- Annual public meetings as required or needed
- Typical day to day activities of all programs within the Agency
- Program surveys conducted with GTS Passengers
- Printed Information and schedules at various locations serviced by GTS

c. Participation Plan

GTS works with Lifeskills, Probation and Parole Offices, and the Housing Authority, Social Services Office, and nursing homes in attempts to insure that minority, low income, and at risk residents of the City are aware that Public Transportation is available to the Public for a very affordable price.

XIII. RECORDKEEPING AND REPORTING

A. Complaints

1. The compliance officer will maintain a log of all complaints filed with City of Glasgow.
2. Grant personnel will certify annually that all sub-recipients have been notified of the Title VI implementation plan and complaint procedures.
3. The compliance officer will maintain copies of complaint forms and will ensure that they are available for use.

B. Reporting

1. Changes in the Title VI implementation plan will be provided to employees and sub-recipients as changes are made.
2. Changes in the Title VI implementation plan will be forwarded to the State Auditor as changes are made.
3. Grant personnel will maintain records of all sub-recipients in order that the City of Glasgow can determine if eligible parties are participating in the grants.

GTS has had no investigations, complaints, or lawsuits involving allegations of discrimination on the basis of race, color, or national origin, including protected classes as amended, over the past three (3) years. A summary of these incidents is recorded in Table 1.

Table 1: Summary of Investigations, Lawsuits, and Complaints

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations	As of 12-18-2022	None		
1.				
2.				
Lawsuits	As of 12-18-2022	None		
1.				
2.				
Complaints	As of 12-18-2022	None		
1.				
2.				

C. The changes made in sections VIII and IX of this plan are incorporated herein as part of City of Glasgow's recordkeeping and reporting procedures.

D. Participation data:

Because the City of Glasgow acts as an administrator or a pass-through source for sub-recipients of federal funds, the agency is unable to provide data showing the extent to which members of protected parties are participating in the Title VI programs and activities.

The City of Glasgow endeavors to ensure that each sub-recipient of federal funds is in full compliance with Title VI, and that each such entity ensures equal participation in programs funded by federal monies to protected parties.

XIV. MINORITY REPRESENTATION

Minority representation on Boards/Committees

BOARD/COMMITTEE	MEMBERS	MINORITY REPS	PERCENTAGE
City Council	9	4	45%
Civil Service Fire/Police	7	3	43%
Code Enforcement	5	3	60%
Water Board	5	0	0%
Electric Board	4	0	0%
Housing Authority	5	1	20%
Tourism Commission	7	5	72%
Planning Commission	13	4	31%

B. Ensuring minority participation:

The City of Glasgow continues to attempt to identify and employ qualified minority applicants. Where minority representation in particular areas of the agency is low, the City of Glasgow endeavors to fill vacant positions with qualified minorities. Whenever a planning or advisory body, such as a board or committee is an integral part of City of Glasgow's programs, City of Glasgow shall take such steps as are necessary to ensure that minorities are notified of the existence of such bodies and are provided equal opportunity to participate as members. Where members of a board or committee are appointed by the City of Glasgow and where minorities comprise at least 5% of the affected area or the surrounding community, the facility or agency will make efforts to appoint a minority representative to serve on the board or committee.

The summary of race and national origins for the City of Glasgow includes the following employees:

RACE/NATIONAL ORIGIN	NUMBER	Percentage
White Females	39	22%
White Males	128	72.5%
Black Females	1	.5%
Black Males	7	4%
Hispanic Females		
Hispanic Males	2	1%
American Indian Females		
American Indian Males		
Other Females		
Other Males		
Total		

XV. Advisory Committee:

The City of Glasgow has also created a Title VI advisory committee to review and make recommendations regarding this implementation plan and to identify areas where improvement is needed. The advisory committee is currently composed of three (3) people. The advisory committee shall meet at least once each year.

XVI. Title VI Complaint Form

Title VI Complaint Form City of Glasgow Transit

The City of Glasgow Transit is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 60 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact the City of Glasgow's Transit Manager by calling (270) 651-5977. The completed form must be returned to the City of Glasgow's Department of Public Works, 310 West Front Street, Glasgow, Kentucky 42141-1610.

Your Name:	Phone:
Street Address:	Alt Phone:
	City, State, & Zip Code
Person(s) discriminated against (if someone other than complainant)	
Street Address, City, State, & Zip Code:	
Which of the following best describes the reason for the alleged discrimination that took place? (Circle one) <ul style="list-style-type: none">• Race• Color• National Origin (Limited English Proficiency)	Date of Incident:
	Please describe the alleged discriminatory incident. Provide names and titles of all Transit employees involved (if available). Explain what happened and the person(s) you believe are responsible. Please use the back of this form to record your information.

Please describe the alleged discrimination incident.	
Have you filed a complaint with any other federal, state, or local agencies? Yes / No (please circle one)	
If so, please list the agency/agencies and contact information below:	
Agency:	
Street Address, City, State, & Zip Code:	
Agency:	Contact Name:
Street Address, City, State, & Zip Code:	Phone:
I affirm that I have read the above charge and that it is true to the best of my knowledge, information, and belief.	Contact Name:

Date Received: _____

Received by: _____

XVII. Complaint Form (Spanish)

INSTRUCCIONES DE PROCEDIMIENTOS DE QUEJAS Y FORMULARIO DE QUEJAS DEL SISTEMA DE TRÁNSITO DE GLASGOW

1. Cómo se presentará una queja

Las quejas en relación con la supuesta discriminación en virtud del Título VI de la Ley de Derechos Civiles de 1964 pueden presentarse utilizando los formularios adjuntos en el Apéndice. Si una persona se niega a presentar una queja por escrito, el oficial de cumplimiento deberá registrar la información oralmente de la persona y proporcionará una copia a la persona con una solicitud de que la información sea confirmada por el reclamante.

Una queja puede ser presentada por cualquier persona que crea que la ciudad de Glasgow ha discriminado a un participante, beneficiario o una clase de beneficiarios sobre la base de la raza, el color u origen nacional.

Las quejas deben presentarse dentro de los ciento ochenta (180) días de la actividad que promueva la presentación de la queja.

2. Dónde presentar una queja

Las quejas en relación con la supuesta discriminación bajo el Título VI de la Ley de Derechos Civiles de 1964 pueden presentarse ante el Oficial de Cumplimiento del Título VI de City of Glasgow (Administrador de Tránsito).

3. Plazo dentro del cual la agencia tramitará la reclamación; y una vez recibida una queja por escrito, el oficial de cumplimiento revisará la queja y presentará, en un plazo de siete (7) días, una declaración concisa ante el Oficial Responsable sobre la naturaleza de la queja y las medidas que deben tomarse para investigar o resolver la queja.

4. Retiro de una queja;

Un reclamante puede retirar una queja en cualquier momento antes de la acción final presentando ante el oficial de cumplimiento una declaración escrita de su deseo de retirar la queja.

Formulario de queja del Título VI

Ciudad de Glasgow Transit

La Ciudad de Glasgow Transit se compromete a garantizar que ninguna persona sea excluida de la participación o se le nieguen los beneficios de sus servicios en base a la raza, color u origen nacional, según lo dispuesto en el Título VI de la Ley de Derechos Civiles de 1964, en su forma enmendada. Las reclamaciones del título VI deben presentarse en un plazo de 60 días a partir de la fecha de la supuesta discriminación.

La siguiente información es necesaria para ayudarnos a procesar su queja. Si necesita ayuda para completar este formulario, comuníquese con el Gerente de Tránsito de la Ciudad de Glasgow llamando al (270) 651-5977. El formulario completado debe ser devuelto al Departamento de Obras Públicas de la Ciudad de Glasgow, 310 West Front Street, Glasgow, Kentucky 42141-1610.

Su nombre:	Teléfono:
Dirección:	Teléfono Alt:
Ciudad, Estado, & Código Postal	
Persona(s) discriminada(s) (si alguien que no sea el denunciante)	
Dirección, Ciudad, Estado, y Código Postal:	
¿Cuál de las siguientes opciones describe mejor la razón de la supuesta discriminación que tuvo lugar? (Círculo uno) • Carrera • Color • Origen Nacional (Dominio Limitado del Inglés)	Fecha del incidente:
	Describe el supuesto incidente discriminatorio. Proporcione los nombres y títulos de todos los empleados de Transit involucrados (si están disponibles). Explique lo que sucedió y la(s) persona(s) que usted cree que son responsables. Por favor, utilice el reverso de este formulario para registrar su información.

Describa el supuesto incidente de discriminación.	
¿Ha presentado una queja ante otras agencias federales, estatales o locales? Sí / No (por favor, circule uno)	
Si es así, por favor enumere la agencia/agencias e información de contacto a continuación:	
Agencia:	
Dirección, Ciudad, Estado, y Código Postal:	
Agencia:	Nombre de contacto:
Dirección, Ciudad, Estado, y Código Postal:	Teléfono:
Afirmo que he leído el cargo anterior y que es fiel a lo mejor de mi conocimiento, información y creencia.	Nombre de contacto:

Fecha de recepción: _____

Recibido por: _____

XVIII. Report of Investigation

**City of Glasgow
PO Box 278
Glasgow, KY 42141
Phone: (270) 651-5131
Fax: (270) 651-2511**

Report of Investigation

I, _____, representing the City of Glasgow, have investigated the complaint filed on _____, 20__ by _____ alleging that discrimination occurred which was in violation of the provisions of Title VI of the Federal Civil Rights Act.

The results of the investigation were as follows:

- _____ A. The agency or person was found to be in violation of Title VI.
- _____ B. The agency or person was not found to be in violation of Title VI.
- _____ C. The complainant withdrew the complaint.

A copy of the investigative report is attached.

Withdrawal of Complaint (if applicable) _____

If the agency or person was found to be in violation of Title VI, a brief description of the remedial action taken to assure future compliance follows:

Signed: _____

Date: _____

SUS DERECHOS CIVILES BAJO EL TÍTULO VI

El Sistema de Tránsito de Glasgow se adhiere a la Ley de Derechos Civiles de 1964 que establece: "Ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional, será excluida de la participación, se le negarán los beneficios o estar sujeto a discriminación bajo cualquier programa o actividad que reciba asistencia financiera federal". Para obtener más información sobre las obligaciones de tránsito del Título VI, consulte la información de contacto a continuación. GTS sigue la "Disposición de Puerto Seguro" para el Título VI proporcionando traducciones escritas de materiales escritos en español y publicando este material en el sitio web y en otros espacios públicos.

PRESENTAR UNA QUEJA DEL TÍTULO VI

Cualquier persona que crea que ha sido objeto de discriminación en la entrega o el acceso a los servicios de transporte público por motivos de raza, color u origen nacional, puede presentar una queja ante el Sistema de Tránsito de Glasgow (GTS). Dicha queja debe presentarse por escrito ante (GTS) a más tardar 180 días después de la supuesta discriminación. Para obtener información sobre cómo presentar una queja, comuníquese con (GTS) como se indica a continuación.

Transit Manager, Lanise Coe, 310 W Front St, Glasgow, KY 42141 (270) 629-4848

TTY o Ky. Número de retransmisión: DIAL 711

Dirección de correo electrónico: transit@cityofglasgow.org Sitio web: www.cityofglasgow.org/transit/

Las quejas por escrito también pueden presentarse al Gerente del Proyecto o al Gerente de la Rama de Tránsito Público en el Gabinete de Transporte de Kentucky al (502) 564-7433.

Las quejas por escrito también se pueden presentar ante el Departamento de Transporte de los Estados Unidos / Administración Federal de Tránsito (FTA) a más tardar 180 días después de la fecha de la supuesta discriminación, en la siguiente dirección: Oficina de Derechos Civiles, Atención: Coordinador del Programa Título VI, Este Edificio, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590. Written complaints may also be filed with the U. S. Department of Para acomodar a personas con dominio limitado del inglés, las quejas orales que se documentarán y / o traducirán también pueden presentarse en la dirección anterior. Si necesita información en otro idioma, comuníquese al 270-629-4848.

YOUR CIVIL RIGHTS UNDER TITLE VI

The Glasgow Transit System adheres to the Civil Rights Act of 1964 which states: "No person in the United States, shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." For more information on the Title VI transit obligations, please see the contact information below. GTS Follows the "Safe Harbor Provision" for Title VI by providing written translations of written materials in Spanish and posting this material on the website and in other public spaces.

MAKING A TITLE VI COMPLAINT

Any person who believes he/she has been subjected to discrimination in the delivery of or access to public transportation services on the basis of race, color, or national origin, may file a complaint with the Glasgow Transit System (GTS). Such complaint must be filed in writing with (GTS) no later than 180 days after the alleged discrimination. For information on how to file a complaint, contact (GTS) as listed below.

Transit Manager, Lanise Coe, 310 W Front St, Glasgow, KY 42141 (270) 629-4848 TTY or Ky. Relay Number: DIAL 711

Email Address: transit@cityofglasgow.org Website: www.cityofglasgow.org/transit/

Written complaints may also be submitted to the Project Manager or Public Transit Branch Manager at the Kentucky Transportation Cabinet at (502) 564-7433.

Written complaints may also be filed with the U. S. Department of Transportation/Federal Transit Administration (FTA) no later than 180 days after the date of the alleged discrimination, at the following address: Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

To accommodate limited English proficient individuals, oral complaints to be documented and/or translated may also be given at the above address. If information is needed in another language, contact 270-629-4848. Si se necesita información en otro idioma, comuníquese con: 270-629-4848.

XXI. LEP Limited English Proficiency Plan

GLASGOW TRANSIT SYSTEM

LIMITED ENGLISH PROFICIENCY PLAN

Purpose

To establish the policy and guidance for the Glasgow Transit System's Limited English Proficiency (LEP) Plan, to ensure the assistance for all individuals transportation needs.

Service Area and Description

Glasgow Transit System operates a deviated fixed route with 21 designated stops, with deviation for general public and handicap riders, when requested within the Glasgow, Kentucky city limits, in Barren County. All bus stops are marked with a Bus Stop sign that has a picture of a bus so there is no confusion as to the locations of the stops.

(1) The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Area Population

The estimated population for the city of Glasgow is 15,087 based on the 2021 census estimate summary. Data used for the following statistics are based on the 2021 census estimate, which shows 14,940 spoke English only, 147 speaking a language other than English.

(2) The Frequency with which LEP Individuals Come in Contact with the Program, Activity or Service

GTS has not had any LEP individuals participate in transportation planning activities or request assistance in arranging transportation.

GTS will log and date all LEP requests for service. Subsequently translation services will be provided at no cost to the individual. Staff is prepared to arrange for translation services when requested.

(3) The Nature and Importance of the Program, Activity, or Service Provided by the Program

GTS provides transportation planning and public transportation coordination services for the City of Glasgow, Kentucky in Barren County. All providers and social services within the area will be advised that translation services are available at no charge to LEP individuals.

(4) The Resources Available to the Recipient and Costs

An ITTY number is listed on our website. The following local agencies have been contacted and discussions on accommodations made available to their limited English participants in the programs were discussed. The Glasgow Independent System fiscal school year show 155 students enrolled from limited English families. The Glasgow Police Department reports very few incidents with non-English speaking residents. Contact person from the Glasgow office of Community Action of Southern KY reported only a few times when an interpreter was needed for translation in an emergency. Local church pastors offer assistance, many churches in the area have facilities to assist non-English speaking persons; Community relief has sources available for persons whose language is not primarily English.

GTS has not received any request for information in an alternative format such as Braille, Audio, or non-English, but that information will be provided if such requests are made, at no cost to the recipients.

(5) Plan Publication

Title VI Notice to Beneficiaries is posted on the City of Glasgow website under the Glasgow Transit System section in both English and Spanish. A copy of the Title VI Notice to Beneficiaries is given to each location that sells bus tokens. There is also a copy in both Spanish and English located in each bus.

(6) Complaint instruction/ Procedures

Title VI notice, complaint form and complaint procedures can be found on the website at:

http://www.cityofglasgow.org/document_center/Departments/public%20works/transit/City%20of%20Glasgow%20Transit%20Title%20VI%20Implementation%20Plan.pdf

(7) Public Outreach Plan

To reach minority members, disabled, and low-income people the Glasgow Transit System has printed schedules and route flyers for distribution at the Glasgow Housing Authority, Bunch Ave Soup Kitchen, Probation and Parole Office and the Department for Family Services.

(8) Safe Harbor Provision

DOT has adopted the Department of Justice's Safe Harbor Provision, which outlines circumstances that can provide "Safe Harbor" for recipients regarding translation of written materials for LEP population. The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible language group that constitutes five percent (5%) or 1,000 persons, whichever is less of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipients' written translation obligations. 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.

GTS service area does have LEP populations which qualify for the Safe Harbor Provision. The Safe Harbor Provision applies 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 reasonable. GTS may determine, based on the Four Factor Analysis, that even though a language group meets the threshold specified by the Safe Harbor Provision, Written translation may not be an effective means to provide language assistance measures.

XXII. TITLE VI / Nondiscrimination Policy Statement and Management Commitment to Title VI Plan

Title VI / Nondiscrimination Policy Statement and Management Commitment to Title VI Plan

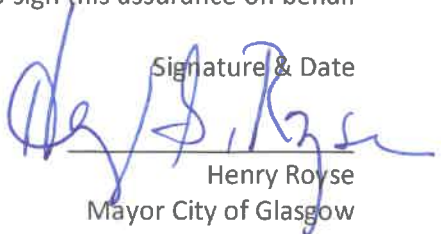
49 CFR Part 21.7(a): Every application for Federal financial assistance to which this part applies shall contain, or be accompanied by, an assurance that the program will be conducted or the facility operated in compliance with all requirements imposed or pursuant to [49 CFR Part 21]

GTS assures the Kentucky Department of Transportation that no person shall on the basis of race, color, national origin, as provided by the Title VI of the Civil Rights act of 1964, the Civil Rights Restoration Act of 1987 and associated KRS statutes as amended be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity undertaken by the agency.

GTS Further agrees to the following responsibilities with respect to its programs and activities:

1. Designate a Title VI Liaison that has a responsible Position within the organization and access to the recipient's Chief Executive Officer or authorized representative.
2. Issue a policy statement signed by the Executive director or authorized representative, which expresses its commitment to the nondiscrimination provisions of Title VI. The policy statement shall be circulated throughout the Recipient's organization and to the general public. Such information shall be published where appropriate in language other than English.
3. Insert the Clauses of Section 4.5 of this plan into every contract subject to the Acts and Regulations.
4. Develop a complaint process and attempt to resolve complaints of discrimination against GTS.
5. Participate in training offered on the Title VI and other nondiscrimination requirements.
6. If reviewed by KDOT or any other state or federal regulatory agency, take affirmative actions to correct any deficiencies found within a reasonable time period, not to exceed ninety (90) days.
7. Have a process to collect racial and ethnic data on persons impacted by the agency's programs.
8. Submit the information required by the FTA Circular 4702.1B to the Primary recipients (refer to appendix A of this plan)

This assurance is given in consideration of and for the purpose of obtaining any and all federal funds, grants, loans, contracts, discounts or other federal financial assistance under all programs and activities and is binding. The person whose signature appears below is authorized to sign this assurance on behalf of the agency.


Signature & Date
Henry Royse
Mayor City of Glasgow

Locations where Title VI Notice is published:

1. Department of Public Works
2. Humble Avenue Community Building
3. Regency Park Apartments
4. Cherry Street
5. Ruler Food Store
6. Lakeview Apartments
7. Housing Authority Community Building
8. Mayfield Plaza
9. Bunche Avenue
10. Public Square
11. Liberty Street Apartments