

Notifying the Public of Rights Under Title VI

City of Liberal, Kansas City Bus

- City Bus operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Liberal, Kansas
- For more information on the City of Liberal's Civil Rights Program, and Procedures to file a complaint, contact 620-626-2257, email citybus@cityofliberal.org; or visit our administrative office at 324 N Kansas Ave, Liberal, KS 67901. For more information, visit <http://cityofliberal.org/208/City-Bus>
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590
 - If information is needed in another language, Contact 620-626-2211.
 - Si la información es necesaria en Español, póngase en contacto 620-626-2211.



Transit Public Participation Plan Outline

1. Brief description of provider's activities and services

This section is intended to describe the services the agency provides, the service area, activities the agency is involved in, and any other relevant background information for the agency.

We have served the general public as well as those who qualify for paratransit services since 2013. Riders in our service area use our service for transportation to work, school, medical, shopping and personal trips. Our service area encompasses all of the locations within the City of Liberal, Kansas.

2. Brief description of activities that would warrant public participation (i.e. fare changes, changes to service hours, route adjustments, service area changes).

This section is intended to describe the actions/planning processes/changes where it would be beneficial and desirable for the agency to involve the public in the decision making process and gather their input and considerations. This section should outline how, when, and how often specific public participation activities should take place.

The City of Liberal will notify the public of any fare changes, service hour changes, fixed route adjustments, and policy or procedure changes. For example, each September, a ridership survey is conducted and any needed changes to the routes are advertised in the local newspaper and open to public comments for a period of 30 days.

3. Brief description of the proactive public participation strategies would be used.

This section is intended to describe the strategies that the agency would use in order to inform and involve public transit riders, stakeholders, and the general public in order to involve them in decision making processes. Please identify the strategies that make the most sense for your service area and would provide the most benefit for achieving your desired outcomes as identified below.

Public notifications currently are done via the City of Liberal's website and Facebook page, Instagram, local radio announcement, local newspaper and the City of Liberal's public cable television channel. We will continue to utilize those resources.



4. Brief description of outreach methods to engage minority and Limited English Proficiency (LEP) individuals (i.e. translation of public meeting materials, providing translation services if requested, targeted media messages in low income neighborhoods of service area, Work with existing neighborhood and advocacy organizations).

This section is intended to describe the specific outreach methods that the agency would utilize in order to meaningfully engage minorities and LEP individuals when needed in the public participation process. This section should closely coordinate with the Language Assistance Plan developed in the LEP Plan.

We currently have our information brochures/maps, notice of individual rights under Title VI, flyers that give advanced notice of Holiday closures and a written-only list of stops in Spanish. We have translated ADA application forms, half-fare application forms, all other Title VI forms and notices and ridership forms by City of Liberal staff.

5. Brief description of the desired outcomes of the agency's public participation efforts.

This section is intended to describe what the agency hopes to achieve as a result of the public participation efforts implemented.

In general, desired outcomes could include, but are not limited to, the following:

- *The agency desires to have actively engaged transit riders, stakeholders and members of the general public in the decision making process.*
- *The agency strives to have given adequate public notice of public participation activities and allowed proper time for public review and comment at key decision points.*
- *The agency desires to provide timely information about transportation issues and processes to transit riders, stakeholders and members of the general public.*
- *The agency will provide responses to all public input as appropriate.*
- *The agency will have facilitated effective communication among a diverse group of stakeholders.*
- *The agency will have established a timetable for review of the Public Participation Process to ensure it provides full and open access to all.*



6. Brief summary of recent outreach efforts over the past three years.

This section is intended to describe the public participation opportunities that have developed and the outreach efforts that the agency has made in order to engage the public in the decision making process.

The agency maintains an "open door" policy in regards to the public. Management will speak via phone or in person to any person to listen to and act upon concerns and requests when feasible (ex.- bus stop requests). We do advertise monthly in the local newspapers (both English and Spanish formats), send press releases with current news and announcements. We also fully utilize the City of Liberal's website, www.cityofliberal.org, and the City of Liberal's Facebook page and Instagram account, as mentioned earlier. Comments are enabled on our page, so the public can give us feedback and voice concerns. We deliver our brochures to any location that requests them.

Additional Public Participation Resources

- Transit Cooperative Research Program, Public Participation Strategies for Transit
http://onlinepubs.trb.org/onlinepubs/tcrp/tcrp_syn_89.pdf
- Public Participation from National Resource Center for Human Service Human Service Transportation
<http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=2336>
- Public Involvement Process from FTA
http://www.fta.dot.gov/12347_226.html

A copy of FTA's Circular 4702.1B may be found at: http://www.fta.dot.gov/documents/FTA_Title_VI_FINAL.pdf



Title VI Complaint Procedures

The following pertains only to Title VI complaints regarding the services of City of Liberal Public Transportation (City Bus).

Title VI, 42 U.S.C. §2000d et seq., was enacted as part of the Civil Rights Act of 1964. At the heart of the regulation is the statement that:

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

The City of Liberal has in place a Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in Chapter III of the Federal Transit Administration Circular 4702.1B, dated October 1, 2012. If you believe that the City of Liberal's federally funded programs have discriminated your civil rights on the basis of race, color, or national origin you may file a written complaint by following the procedure outlined below:

1. Submission of Complaint.

Any person who feels that he or she, individually or as a member of any class of persons, on the basis of race, color, or national origin has been excluded from or denied the benefits of, or subjected to discrimination caused by the City of Liberal Public Transportation may file a written complaint. Complaint forms are available for download at <http://www.cityofliberal.org/citybus-complaint.html> and are available in hard copy at the offices of the City of Liberal. Upon request, staff will mail the complaint form. **Such complaints must be filed within 180 calendar days after the date the discrimination occurred.**

Notes: Assistance in the preparation of any complaints will be provided to a person or persons upon request and as appropriate. If information is needed in another language, then contact Public Transportation at (620) 626-2211.
(Please see 1 in footnote below.)

Complaints should be mailed to or submitted by hand to:

**City of Liberal
Attn: Public Transportation
324 N Kansas Avenue
Liberal, KS 67901**



2. Referral to Review Officer

Upon receipt of the complaint, the Transit Supervisor (or designee in the absence of Supervisor) shall appoint one or more staff review officers, as appropriate, to evaluate and investigate the complaint. If necessary, the Complainant shall meet with the staff review officer(s) to further explain his or her complaint. The staff review officer(s) shall complete their review no later than 45 calendar days after the date the agency received the complaint. If more time is required, the Transit Supervisor will notify the Complainant of the estimated timeframe for completing the review. Upon completion of the review, the staff review officer(s) shall make a recommendation regarding the merit of the complaint and whether remedial actions are available to provide redress. Additionally, the staff review officer(s) may recommend improvements to the City of Liberal's processes relative to Title VI, as appropriate. The staff review officer(s) shall forward their recommendations to the Transit Supervisor for concurrence. If the Transit Supervisor concurs, he or she shall issue the City of Liberal's written response to the Complainant. This final report should include a summary of the investigation, all findings with recommendations, corrective measures where appropriate.

Note: Upon receipt of a complaint, the City of Liberal will forward a copy of this complaint and the resulting written response to the appropriate KDOT and FTA-Region 7 contacts.

3. Request for Reconsideration

If the Complainant disagrees with the Transit Supervisor's response, he or she may request reconsideration by submitting the request, in writing, to the Human Resources Director within 10 calendar days after receipt of response from the Transit Supervisor. The request for reconsideration will be sufficiently detailed to contain any items the Complainant feels were not fully understood by the Transit Supervisor. The Human Resources Director will notify the Complainant of his or her decision in writing either to accept or reject the request for reconsideration within 10 calendar days. In cases where the City of Liberal agrees to reconsider, the matter shall be returned to the staff review officer(s) to re-evaluate in accordance with Paragraph 2 above.

4. Appeal

If the request for reconsideration is denied, the Complainant may appeal the Human Resources Director's response by submitting a written appeal to the City Manager no later than 10 calendar days after receipt of the Human Resources Director's written decision rejecting reconsideration. The City of Liberal City Commission will then make a determination to either request re-evaluation by the staff review officer(s) or forward the complaint to KDOT for further investigation.



5. Submission of Complaint to the State of Kansas Department of Transportation.

If the Complainant is dissatisfied with the (agency's) resolution of the complaint, he or she may also submit a written complaint within 180 days after the alleged date of discrimination to the State of Kansas Department of Transportation for further investigation.

**KDOT Office of Civil Rights Compliance
Eisenhower State Office Building
700 Southwest Harrison
3rd Floor West
Topeka, KS 66603**



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



Section IV		
Have you previously filed a Title VI complaint with this agency?	Yes	No
Section V		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? <input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, check all that apply: <input type="checkbox"/> Federal Agency _____ <input type="checkbox"/> Federal Court _____ <input type="checkbox"/> State Agency _____ <input type="checkbox"/> State Court _____ <input type="checkbox"/> Local Agency _____		
Please provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		
Section VI		
Name of agency complaint is against:		
Contact person:		
Title:		
Telephone number:		

Signature _____ Date _____

Please submit this form in person at the address below, or mail this form to:

City of Liberal
Public Transportation
324 N Kansas Avenue
Liberal, KS 67901



List of Title VI Investigations, Lawsuits and Complaints

	Date Submitted/Filed (Month, Day Year)	Summary of allegation (include basis of complaint: race, color or national origin)	Status	Resolution/Action Taken
Investigations				
1				
2				
Lawsuits				
1				
2				
Complaints				
1				
2				

Table Depicting Membership of Committees, Councils, Broken Down by Race

Body	Caucasian	Latino	African American	Asian American	Native American	Other
Population within service area *	37%	57%	2%	2%	N/A- Included in "other category"	2%
City Commission	60%	40%	0%	0%	0%	0%

*Source- RTAP Kansas County Transit Dependent Demographics 2024 Estimates



Service Standards and Policies (Fixed Route Providers)

Vehicle Load

For a 20 Passenger bus

- 12 Ambulatory / 2 Wheelchair
- 13 Ambulatory / 1 Wheelchair

Load Factor

- $1.1 \rightarrow (14 \times 0.1) + 14 = 15$ (Rounded down from 15.4) - One standee permitted
- $1.25 \rightarrow (14 \times 0.25) + 14 = 18$ (Rounded from 17.5) – Four standees permitted

Policy:

The average of all loads during the peak operating period should not exceed the vehicles' maximum operating capacity. The maximum operating capacity for the 20 passenger fixed route vehicle with 12 ambulatory seats and 2 wheelchair seats is 18 passengers. This is associated with a maximum load factor of 1.25.

Headway

Maximum headway is 60 minutes.

When vehicles are commonly exceeding load factor, reduction in headways should be analyzed.

Policy:

The maximum headway for any fixed route in the City of Liberal's transit system is 60 minutes. 60 minute headways allow for the most efficient operation of our current fixed route system.

On-Time Performance

On-time standard – Vehicle is on-time if it is not more than 5 minutes early or 5 minutes late.

Policy:

90% of all fixed route transit vehicles will arrive at the designated stops on-time. A vehicle is considered on-time if it arrives at the stop less than 5 minutes early and no more than 5 minutes late.



Service Availability

Daily service hours are 6:00 a.m. - 6:00 p.m. Monday thru Friday year-round.

Routes will not run on New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

Policy:

Public Transportation will be available Monday thru Friday from 6:00 a.m. - 6:00 p.m. year-round with the exception of New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

100% of the population has a stop available within ¼ mile of their residence.

Policy:

A minimum of 75% of the population must have at least one stop located within ¼ of a mile from their residence.

Vehicle Assignment

Assignment of vehicles to routes based on age, mileage, condition, route characteristics, etc.

Policy:

Fixed route transit vehicles will be utilized in a manner that will equalize the mileage of each vehicle. Vehicles should be rotated based on the mileage of the route and the mileage of the vehicle so that not one vehicle will continually operate more miles than another within a reasonable variation.

Transit Amenities

These are defined as Items of comfort, convenience, and safety that are available to the general riding public.

Policy must entail narrative that ensures equitable distribution of transit amenities.

Policy:

New transit amenities installed by the transit agency will be constructed in a manner that the number of passenger boarding at each stop will determine the order of construction. The stop with the highest number of boarding that currently lacks amenities will be the first stop with added amenities.