

Notifying the Public of Rights Under Title VI

Cerebral Palsy Research Foundation, Inc.- Timber Lines Transportation

- Cerebral Palsy Research Foundation, Inc (CPRF) 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 CPRF.
- For more information on the CPRF's civil rights program, and the procedures to file a complaint, contact 316-688-1888 (TTY 800-766-3777); email hr@cprf.org or visit our administrative office at 5111 East 21st Street, Wichita, Ks 67208

For more information, visit www.cprf.org

- 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 you are unable to speak, read, write or understand English, please contact Cerebral Palsy Research Foundation at 316-688-1888.

This notice is posted in the lobby of the Timber Lines office located at 2021 N. Old Manor, Wichita, Ks 67208. It is posted on the agency website at:
<http://www.cprf.org/programs/>



Title VI Complaint Procedure

The following pertains only to Title VI complaints regarding the services of *Cerebral Palsy Research Foundation – Timber Lines Transportation Services, Inc. (CPRF – Timber Lines Transportation)*

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.

CPRF - Timber Lines Transportation 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 CPRF - Timber Lines Transportation'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 CPRF – Timber Lines Transportation may file a written complaint with the CPRF – Timber Lines Director. Upon request, CPRF - Timber Lines Transportation 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 Sharon Poirier, (316) 688-1888.

Complaints should be mailed to or submitted by hand to:

*Cerebral Palsy Research Foundation, Inc. - Timber Lines Transportation
5111 East 21st Street
Wichita, KS 67208
ATTN: HR Department*



2. Referral to Review Officer

Upon receipt of the complaint, the CEO and President of Cerebral Palsy Research Foundation, Inc. - Timber Lines Transportation 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 CEO/President *shall* 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 Cerebral Palsy Research Foundation, Inc. - Timber Lines Transportation's processes relative to Title VI, as appropriate. The staff review officer(s) shall forward their recommendations to the Director of QA for concurrence. If the Director of QA concurs, he or she shall issue the Cerebral Palsy Research Foundation, Inc. - Timber Lines Transportation'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, Cerebral Palsy Research Foundation, Inc. - Timber Lines Transportation shall 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 QA Director's response, he or she may request reconsideration by submitting the request, in writing, to the CEO and President within 10 calendar days after receipt of the QA Director's response. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the QA Director. The CEO and President 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 CEO and President agrees to reconsider, the matter shall be returned to the staff review officer(s) to reevaluate in accordance with Paragraph 2 above.



4. Appeal

If the request for reconsideration is denied, the Complainant may appeal the CEO and President's response by submitting a written appeal to The Cerebral Palsy Research Foundation, Inc. - Timber Lines Transportation Board of Directors no later than 10 calendar days after receipt of the CEO and President's written decision rejecting reconsideration. The Cerebral Palsy Research Foundation, Inc. - Timber Lines Transportation Board of Directors 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 Cerebral Palsy Research Foundation, Inc. - Timber Lines Transportation'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 Contract Compliance
Eisenhower State Office Building
700 Southwest Harrison
3rd Floor West
Topeka, KS 66603



Title VI Complaint Form

The purpose of this form is to assist you in filing a complaint with Cerebral Palsy Research Foundation, Inc. - Timber Lines Transportation. You are not required to use this form; a letter containing the same information will be sufficient.

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): ☐ Race ☐ Color ☐ 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? ☐ Yes ☐ No		
If yes, check all that apply: ☐ Federal Agency: ☐ Federal Court ☐ State Agency ☐ State Court ☐ 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:		



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

Cerebral Palsy Research Foundation
5111 East 21st
Wichita, Ks 67208
ATTN: HR Department



List of Title VI Investigations, Lawsuits and Complaints

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



Cerebral Palsy Research Foundation, Inc. - Timber Lines Transportation. Transit Public Participation Plan Outline

1. Brief description of provider's activities and services

CPRF – Timber Lines has been providing transportation to adults age 18 and over for more than 50 years. We provide personal and non-emergency medical rides within the City of Wichita.

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

CPRF – Timber Lines would notify the public for any fare changes, service hour changes, fixed route adjustments, and policy or procedure changes.

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

All public notifications would be planned as follows:

- Public hearings/meetings/workshops to be held at convenient times and accessible locations.
- Various advertising platforms would be utilized (Wichita Eagle, website).
- A database of contacts to include: interested members of the public, elected officials, local government staff, KDOT Public Transit staff, local media.
- When possible, an email would be sent to various list services, including the Sedgwick County Department of Aging, Sedgwick County Developmental Disability Organization, etc).
- Direct mailings to the rider mailing list

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



Fortunately, CPRF has a Hispanic staff member who is available to:

- Offer translation of any public meeting materials as requested.
- Offer translation services to any of our stakeholders upon request.
- Respond to any inquiries received on our website, www.cprf.org, that would require translation.

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

- The agency desires to have actively engaged individuals with disabilities 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 and stakeholders.
- 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.

We offer annual satisfaction surveys to our past and present ridership, and act upon the concerns shown in the survey response.



Limited English Proficiency Plan

Using the above information collected develop a plan to provide necessary assistance to LEP persons.

Identified LEP individuals

There are no specific population groups that meet the criteria of more than 5% and more than 50 individuals.

Language Assistance Measures

As we do now, we would utilize an interpreter to help us with communication and scheduling of rides for those who have a language barrier. We would use online translation tools, Braille services, sign language interpreters as well as contacting the Language departments at Wichita State University or the University of Kansas to assist with any language barriers encountered.

Training Staff

The dispatcher will communicate with the interpreter to schedule the rides. The drivers will communicate as best as possible with the riders during the route.

Providing Notice

The LEP Plan will be posted on the agency's website, www.cprf.org. The LEP plan will be provided to any person or agency requesting a copy. The person of contact in regards to the LEP Plan is Mike Bowers and can be reached via phone at (316) 688-1888.

Monitoring and Updating the LEP Plan

CPRF –Timber Lines Transportation will update the plan according to the Title VI update schedule, which is every three years. The plan will also be updated any time changes in the demographics of the agency's service area are deemed significant in regards to LEP persons.



Language Assistance Plan Limited English Proficiency Plan (LEP) Preview

The purpose of developing an LEP, as a recipient of federal funds, is to identify the extent of LEP individuals and identify ways that the transit agency can reduce or eliminate barriers to LEP individuals.

Four Factor Analysis

- 1) Identify the number of or proportion of LEP individuals that can utilize the service provided by CPRF – Timber Lines Transportation. Using the 2013-2017 American Community Survey data, we find that there are no language groups that fit the criteria of more than 5% of total population and more than 50 persons who "speak English less than very well". We do serve some individuals who would be categorized as this. In that case, we rely on an interpreter to assist us with communication and scheduling rides for those individuals.
- 2) Identify the frequency in which LEP individuals come in contact with the service.
Although there is no language group that currently qualifies as a LEP group, we serve several language groups on a regular basis.
- 3) Identify the importance of the service to the LEP community.
We provide transportation for medical, shopping, and personal reasons to adults age 18 and older in the Sedgwick County community. We go through an interpreter to communicate and schedule rides for individuals who speak English less than very well.
- 4) Identify the resources available and the respective costs of these resources.
Currently, the interpreters are either volunteer, faith based or family members of the individuals who speak English less than very well, so there is no cost associated with this service.



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

Body	Caucasian	Latino	African American	Asian American	Native American	Other
Population within service area	59%	18%	13%	6%	3%	2%
Agency Board of Directors	100%	0%	0%	0%	0%	0%
Agency Staff	85%	3%	10%	1%	1%	0%