



Title VI Program 2024

April 16, 2024

Lake of the Ozarks Council of Local Governments (LOCLG) 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 subrecipients. 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. Use of this template does not override each agency’s responsibility to interpret the requirements as expressed in FTA Circular 4702.1B, or as amended in the future.

This template is available online under Presentations – Title VI Presentation Template at the following link:

<http://www.modot.org/othertransportation/transit/transitapplicationsreportsprograms.htm>

Check this link periodically for most recent, dated template updates.

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Table of Contents

A. Title VI Assurances	3
B. Agency Information	4
C. Notice to the Public.....	8
D. Procedure for Filing a Title VI Complaint	10
E. Monitoring Title VI Complaints, Investigations, Lawsuits <i>and</i> Documenting Evidence of Agency Staff Title VI Training	12
F. Public Engagement Plan.....	14
G. Language Assistance Plan	18
H. Advisory Bodies.....	24
I. Subrecipient Assistance	25
J. Subrecipient Monitoring.....	25
K. Equity Analysis of Facilities	26
L. Fixed Route Transit Providers	26
M. Attachments.....	27
Attachment 1: LOCLG TITLE VI/ADA COMPLAINT FORM	27
Attachment 2: TITLE VI SELF SURVEY FORM	30
Attachment 3: COORDINATION IMPLEMENTAION STRATEGY 2024	32
Attachment 4: BOARD OF DIRECTORS	35
Attachment 5: TRANSLATED “VITAL DOCUMENTS” – SPANISH	36

A. Title VI Assurances

Lake of the Ozarks Council of Local Governments (LOCLG) 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.

LOCLG 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. LOCLG 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.

LOCLG meets the objectives of the FTA Master Agreement which governs all entities applying for FTA funding, including LOCLG and its third-party contractors by promoting actions that:

- A. Ensure that the level and quality of transportation service is provided without regard to race, color, 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).

Signed:



Title:

Executive Director

Date:

February 22, 2024

B. Agency Information

1. Mission of Lake of the Ozarks Council of Local Governments (LOCLG)

Serving Camden, Laclede, Miller, and Morgan counties, working together to help provide the necessary resources to help build strong communities within our region.

The purpose of the Regional Planning Commission that serves the four counties of Camden, Laclede, Miller, and Morgan is to work with federal and state agencies; LOCLG provides coordination and technical support to local jurisdictions. With a wide variety of projects and support available, we offer our communities the expertise in areas of planning, grant writing, and technical assistance.

Our goals: Lake of the Ozarks Council of Local Governments has several State and Federal planning partners we work with on a regular basis to develop regional goals and priorities in regard to economic development, transportation planning, disaster and recovery planning, and environmental planning.

2. History

In 1969, Lake of the Ozarks Council of Local Governments was commissioned by the State of Missouri as the Lake of the Ozarks regional planning commission. The region serves four counties of Camden, Laclede, Miller, and Morgan.

Regional Planning Commissions began to develop following the enactment of the State and Regional Planning and Community Development Act, adopted by the State Legislature in 1965. This act created the Missouri Department of Community Affairs and authorized the Governor to create regional planning commissions upon the petition of local governments (revised Statutes of Missouri, 1969, ed.).

Regional Planning Commission or Council of Local Governments is there to support their communities with planning, technical assistance and other activities as identified by the Board of Directors. Regional planning is designed to create an environment where communities can grow and expand successfully through the comprehensive planning of public safety, infrastructure, transportation, technical assistance, economic development, water and wastewater facilities, and environmental responsibility.

3. Regional Profile (regional population; growth projection)

The LOCLG region encompasses four counties and 23 incorporated communities. The population within the LOCLG region is 125,311 according to the 2022 American Community Survey 5-Year Estimate Data. The region is a popular tourist site due to the Lake of the Ozarks. The area is mostly rural with several larger communities, including City of

Camdenton, City of Eldon, City of Lake Ozark, City of Osage Beach, and City of Versailles. The popularity of the Lake of the Ozarks region is accentuated by its central location in Missouri, and that it is an equal distance from the state’s largest population centers of St. Louis and Kansas City. Because of the unique ability to build at the water’s edge and the availability of diverse activities, the Lake Area is projected to experience continued growth and development.

Between 2019 and 2022, the region as a whole shrunk by approximately 0.92%, with the largest individual decrease in population being 4.92% in Camden County. However, the counties of Laclede and Morgan experienced growth, with the latter having a 4.43% population increase.

Table 1 – Change in LOCLG region population between 2019 & 2022 (ACS 5-Year Estimate Data)

COUNTY	2019 POPULATION	2022 POPULATION	PERCENT CHANGE
CAMDEN	45,466	43,227	- 4.92%
LACLEDE	35,531	36,060	1.49%
MILLER	25,201	24,855	- 1.37%
MORGAN	20,271	21,169	4.43%
TOTAL	126,469	125,311	- 0.92%

4. Population served

The LOCLG membership is available to the entirety of its four-county area and 23 communities. The LOCLG region has a total population of 125,311 according to the 2022 American Community Survey 5-Year Estimate Data. All four counties are active members, and their populations are served by LOCLG.

5. Service area

LOCLG service area (map below) includes Camden, Laclede, Miller and Morgan Counties, and all the municipalities within those counties.



Figure 1 - LOCLG Service Area

6. Governing body make-up

The bylaws of the Lake of the Ozarks Council of Local Governments Board establish that the counties be represented by the current Presiding Commissioner, and the communities of Camdenton, Eldon, Lebanon, Osage Beach, Lake Ozark and Versailles each have a seat on the Board (10 seats). As an Economic Development District, we have representation from the chambers and economic development interest on the Board (5 seats). Each of the small communities have caucus seats that are up for election each year with the small communities sending representatives that will represent the interest of all the small communities (3 seats). There are seats that are for the business sector to have representation for the region (3 seats). LOCLG Board of Directors consists of 21 members. The current board make-up can be found in Attachment 4. The terms of the board are:

- For elected officials, the same as their elected term(s) in office.
- Representatives of the small cities serve for one-year terms.
- For stakeholder members, they are invited by professional position held, and they generally continue to serve on the board for as long as they are in that position, or they choose to resign.

C. Notice to the Public

Notifying the Public of Rights under Title VI/ADA

Lake of the Ozarks Council of Local Government (LOCLG) posts Title VI notices on our agency's website, and in public areas of our agency.

LOCLG 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.

LOCLG operates its programs and services without discrimination against individuals with disabilities, in accordance with the Americans and Disabilities Act of 1990.

For more information on the LOCLG's Title VI program, and the procedures to file a complaint, please visit <https://loclg.org/> or contact us at the following:

Mail: Steven Dust, Executive Director, LOCLG
P.O. Box 3553
Camdenton, MO 65020
Telephone: (573) 346-5692
Email: steven.dust@loclg.org

If you believe you have been discriminated against on the basis of race, color, or national origin by LOCLG, you may file a Title VI complaint by completing, signing, and submitting the agency's Title VI Complaint Form.

To obtain additional information about your rights under Title VI, contact: Steven Dust at (573) 346-5692 or email steven.dust@loclg.org.

How to file a Title VI/ADA complaint with LOCLG:

1. A copy of the Complaint Form and the Complaint Procedures can be obtained by requesting a copy from the Title VI Contact Steven Dust at (573) 346-5692 or email steven.dust@loclg.org. If you have trouble using a standard telephone and need TTY/TTD services, dial 7-1-1 to set up Missouri Relay Communications; language assistance is available for persons with limited English proficiency.
2. In addition to the complaint process at LOCLG, complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights, Region 7, 901 Locust Street Suite 404, Kansas City, Missouri 64106.

3. Complaints must be filed within 180 days following the date of the alleged discriminatory occurrence and should contain as much detailed information about the alleged discrimination as possible.
4. The form must be signed, dated, and include your contact information.

If information is needed in another language, contact Steven Dust at (573) 346-5692 or email steven.dust@loclg.org.

This Notice is posted on our agency's website, and in public areas of our agency.

D. Procedure for Filing a Title VI Complaint

Filing a Title VI Complaint

The complaint procedures apply to the beneficiaries of Lake of the Ozarks Council of Local governments' (LOCLG) 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 LOCLG 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 LOCLG Title VI Complaint Form at <https://loclg.org/> or request a copy by writing to Lake of the Ozarks Council of Local Governments, P.O. Box 3553, Camdenton, MO 65020. Information on how to file a Title VI complaint may also be obtained by calling Steven Dust at (573) 346-5692.

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:

**Lake of the Ozarks Council of Local Governments
P.O. Box 3553
Camdenton, MO 65020**

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

INVESTIGATIONS: LOCLG will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, LOCLG may contact the complainant. Unless a longer period is specified by LOCLG, the complainant will have ten (10) days from the date of the letter to send requested information to the LOCLG 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 the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant disagrees with LOCLG's 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. LOCLG 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, LOCLG will issue a determination letter to the complainant upon completion of the reconsideration review.

- A Determination Letter for cases where reconsideration is granted summarizes the allegations, the original finding, the basis for reconsideration, the final findings, and what remedial action(s) are necessary disciplinary action, additional training of the staff member, or other action will occur.

A person may also file a complaint directly with the Federal Transit Administration, at the FTA Office of Civil Rights, Region 7, 901 Locust Street Suite 404, Kansas City, Missouri 64106.

LOCLG will notify the Missouri Department of Transportation of all Discrimination complaints within **72 hours** by contacting the MoDOT Title VI Coordinator via the External Civil Rights main line at (573) 526-2978 or via e-mail at TitleVI@modot.mo.gov.

If information is needed in another language, contact LOCLG at P.O Box 3553 Camdenton, MO 65020 or by calling (573) 346-5692.

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 Lake of the Ozarks Council of Local governments' (LOCLG) 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.

During the reporting period, LOCLG had no Title VI Complaints.

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

LOCLG's staff are 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?

The following Title VI training will be provided to LOCLG's staff:

1. Information on Title VI such as the requirements of Title VI, the protections afforded, and LOCLG's obligations under Title VI.
2. Information regarding displayed Title VI information and program materials such as the Title VI Nondiscrimination Notice to the Public.
3. Information on LOCLG's Title VI Complaint Procedures, Title VI Complaint Form, and the complaint investigation process.
4. Information on LOCLG's outreach efforts from the Public Participation Plan and the agency's efforts to engage minority and LEP populations.

LOCLG will identify staff that are likely to routinely encounter or have frequent contact with members of the public and/or customers, as well as their supervisors and all management staff. Click or tap here to enter text. will include the Title VI training as part of the orientation for new employees. Existing employees, especially those who frequently encounter the public and/or customers, will take part in re-training or new training sessions to keep up to date on their Title VI responsibilities on a biannual basis.

The Title VI training will be administered in conjunction with training on LOCLG's Language Assistance Plan and a summary of the agency's LEP responsibilities as discussed in the later Section G. "Language Assistance Plan."

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. The Public Engagement plan describes the proactive strategies, procedures, and desired outcomes that underpin Lake of the Ozarks Council of Local Governments' public participation activities.

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 the budget to accomplish the goals.
- Advisory Bodies – non-elected advisory bodies review current and proposed activities of the agency and are encouraged to be active in the agency's public engagement process. Advisory bodies provide insight and feedback to the agency.
- Agency Transit riders and clients
- 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 the following various means:
 - i. Dedicated email address
 - ii. Website
 - iii. Regular mail
 - iv. Forms using survey tool for compilation
 - v. Videotaping
 - vi. Phone calls to Customer Service Center

4. Response to Public Input

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

Title VI Outreach Best Practices

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

- a. Public notices published in non-English publications (if available) that serve LEP populations.
- b. Title VI Non-Discrimination Notice to the Public posted at the following locations:
 - a. The agency's website;
 - b. Public areas of the agency's office
- 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.

Additional Best Practices Include:

- a. The distribution of agency materials and information such as brochures, newsletters, booklets, flyers, outreach and recruitment information, and other materials routinely disseminated to the public.
- b. Advertised public announcements through newspapers, fliers, or radio stations.
- c. Partnering with local agencies and community-based organizations such as local nonprofits, libraries, religious organizations, and/or other community-based organizations to advertise services provided,
- d. Added public content to agency's webpage to communicate schedule changes and/or outreach activities.
- e. Public Content added to agency's social media to communicate schedule changes and/or outreach activities.
- f. Hosting an information booth at community events.
- g. Comment Forms
- h. Use of community liaisons.

2022 – 2024 Title VI Program Public Engagement Process

LOCLG will conduct a Public Engagement Process for the 2022-2024 Title VI Program. This process includes Community Meetings to seek input, provide education, and highlight key components of the Title VI Plan. Materials have been created to explain Title VI policies as well as provide education on how they relate to minority populations.

LOCLG will provide briefings to the Board of Directors and Advisory Bodies.

LOCLG will conduct a 30-day public comment period to provide opportunities for feedback on the 2022-2024 Title VI Program.

Comments are accepted during the public outreach period via:

- a. Email
- b. Mail
- c. Phone
- d. In person
- e. Survey tool (agency option)

Summary of 2020-2023 Public Outreach Efforts

LOCLG has undertaken the following public outreach efforts within the last three calendar years:

1. LOCLG provided monthly updates to the LOCLG Board of Directors on all transportation related activities and developments.
2. LOCLG provided bi-monthly updates to the LOCLG Transportation Advisory Committee (TAC) on all transportation related activities and developments.
3. Transportation information in regard to LOCLG planning and development efforts are published in our annual newsletter.
4. Transportation information in regard to LOCLG planning and development are posted on our website at https://loclg.org/ .

G. Language Assistance Plan

Lake of the Ozarks Council of Local Governments (LOCLG) Limited English Proficiency Plan

This limited English Proficiency (LEP) Plan has been prepared to address LOCLG’s 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:

The Lake Ozark Region consists of Camden, Laclede, Miller, and Morgan Counties.

LOCLG has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to seek meaningful access to services provided by LOCLG. Meaningful access is language assistance that results in accurate, timely, and effective communication at no cost to the LEP individual. 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, LOCLG 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:

The “Safe Harbor Provision” stipulates a recipient is to provide written translation of vital documents for each eligible Limited English Proficient (LEP) language group that constitutes five

percent (5%) or 1,000 persons, whichever is less, of the total population five years of age and older eligible to be served or likely to be affected or encountered.

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

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

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

Based on the 2022 5-Year American Community Survey data for Table C16001 for LOCLG’s service area consisting of Camden, Laclede, Miller, and Morgan Counties, 113,184 persons or 95.38% of the total population five years of age and older speak only English. A total of 1,398 or 1.18% of the total population speak English “less than very well” – a definition of Limited English Proficiency.

Of the LEP Language group(s) that speak English “less than very well”, Spanish had the highest population at 541 or 0.46%, German or other West Germanic languages had the second highest population at 519 or 0.44%, and Chinese (incl. Mandarin, Cantonese) had the third highest population at 92 or 0.08%. Currently, no LEP language group(s) meet the Safe Harbor threshold. However, efforts will be made to reasonably accommodate any language access requests that arise.

LEP Population in LOCLG Service Area						
Language Spoken at Home for the Population 5 Years and Over						
Source: 2022 ACS 5-Year Estimates Detailed Table, U.S. Census Bureau, Table C16001						
Population 5 years and over by language spoken at home and ability to speak English	Camden	Laclede	Miller	Morgan	Service Area Total	Percentage of Total Population 5 Years and Older
Total Population 5 Years and Over	41,385	33,628	23,373	19,767	118,153	100.00%
Speak Only English	39,473	32,718	22,563	18,430	113,184	95.38%

Total Speak English “less than very well”	402	226	168	602	1,398	1.18%
Spanish						
Speak English “less than very well”	292	104	115	30	541	0.46%
French, Haitian, or Cajun						
Speak English “less than very well”	0	0	0	17	17	0.01%
German or other West Germanic languages						
Speak English “less than very well”	31	21	7	460	519	0.44%
Russian, Polish, or other Slavic languages						
Speak English “less than very well”	33	21	0	0	54	0.05%
Other Indo-European languages						
Speak English “less than very well”	25	33	0	0	58	0.05%
Korean						
Speak English “less than very well”	0	0	0	0	0	0.00%
Chinese (incl. Mandarin, Cantonese)						
Speak English “less than very well”	0	19	44	29	92	0.08%
Vietnamese						
Speak English “less than very well”	0	0	0	12	12	0.01%
Tagalog (inc. Filipino)						
Speak English “less than very well”	21	17	2	0	40	0.03%
Other Asian & Pacific Island languages						
Speak English “less than very well”	0	6	0	54	60	0.05%
Arabic						
Speak English “less than very well”	0	0	0	0	0	0.00%
Other and unspecified languages						
Speak English “less than very well”	0	5	0	0	5	0.00%

2. Frequency of Contact by LEP Persons with LOCLG’s Services:

The LOCLG staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons. To date, LOCLG has, on average, zero requests per month for an interpreter. LOCLG averages zero phone calls per month.

LEP Staff Survey Form	
LOCLG is studying the language assistance needs of its customers so that we can better communicate with them if needed.	
1. How often do you come into contact with customers who do not speak English or have trouble understanding you when you speak English to them?	
DAILY WEEKLY MONTHLY LESS THAN MONTHLY	
2. What languages do these passengers speak?	
3. What languages (other than English) do you understand or speak?	
4. Would you be willing to serve as a translator when needed?	

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

Language Assistance Requests Log

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

3. The importance of programs, activities or services provided by LOVLG to LEP persons:

Outreach activities, summarized in LOCLG Title VI Public Engagement Plan, include events such as public meetings and/or open houses held at schools, community centers, libraries and other non-profit locations, and include specific outreach to LEP persons to gain understanding of the needs of the LEP population, and the manner (if at all) needs are addressed.

Outside Organization LEP Survey

Organization: _____

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 to LOCLG and overall cost to provide LEP assistance:

Strategies for Engaging Individuals with Limited English Proficiency include:

1. Language line. Upon advance notice, qualified interpreters and translators can be provided.
2. Language identification flashcards and/or "I speak" Cards
3. Written translation of vital documents (identified via the safe harbor provision)
4. Taglines on vital documents informing LEP persons of the availability of translation upon request, and how to obtain them.
5. Website information
6. Automated translation technology (such as Google Translate)
7. To the extent feasible, assign a bilingual Staff (willing and qualified) for community events, public hearings, and Board of Directors meetings and on the customer service phone lines.

Based on our demographic analysis (Factor 1) LOCLG has determined that no language group(s) within its service area meet the Safe Harbor threshold requiring written translated "vital documents" by language group(s). Should Factor 1 in the Four Factor analysis indicate in the future that an LEP group reaches the safe harbor threshold, LOCLG will evaluate its vital documents and provide translations.

LOCLG will provide assistance and direction to LEP persons upon request.

Overall Costs:

This cost is not known, or reasonably estimated based on experience. It has not yet been requested by our member governments, stakeholders, or program beneficiary groups.

Staff LEP Training

The following training will be provided to LOCLG staff:

1. Information on LOCLG 's Title VI Procedures and Title VI responsibilities pertaining to their specific duties.
2. Information on LOCLG's Language Assistance Plan and LEP Responsibilities.
3. Information on the written and oral language assistance services available, and instructions on how agency staff can access these products and services.
4. Information on how to respond to LEP callers, written communications from LEP persons, how to respond to in-person contact from LEP persons, and how to arrange providing language assistance services.
3. Use of Language Identification Flashcards such as "I Speak" Cards.
4. Documentation of language assistance requests by maintaining a Language Assistance Requests Log

LOCLG will identify staff that are likely to routinely encounter or have frequent contact with LEP persons, as well as their supervisors and all management staff in order to target training to appropriate staff. LOCLG will include the LEP training as part of the orientation for new employees. Existing employees, especially those who frequently encounter the public and/or customers, will take part in re-training or new training sessions to keep up to date on their responsibilities to LEP persons on a biannual basis.

Monitoring and Updating the LEP Plan

The LEP Plan is a component of LOCLG's Title VI Plan requirement.

LOCLG will update the LEP plan as required. The plan will be reviewed and updated on a triennial basis, at minimum, or when it is clear that higher concentrations of LEP individuals are present in the LOCLG 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 LOCLG's financial resources are sufficient to fund language assistance resources as needed.
6. Determine whether LOCLG has fully complied with the goals of this LEP Plan.
7. Determine whether complaints have been received concerning LOCLG's failure to meet the needs of LEP individual.

H. Advisory Bodies

Table Depicting Membership of Non-Elected Committees, Councils, By Race

Committee [examples]	Caucasian	Latino	African American	Asian American	Native American	Total
LOCLG Board	100%					100%
Transportation Advisory Committee	100%					100%

Description of efforts made to encourage minority participation on committees:

- Lake of the Ozarks Council of Local Governments (LOCLG) board members are elected officials, elected by the population of the jurisdiction in which they serve. These elected officials are members of the board based on their position within their community and or county.
- TAC members are appointed by the County Commission of the jurisdiction in which they serve; the counties go through a process of advertising and soliciting for members of these boards through a public call to action inviting all members of the community to become TAC members. Selections are made based on the experience and needs of the committee in regard to transportation. LOCLG actively encourages membership jurisdictions to best reflect the demographic diversity of our communities and region by encouraging jurisdictions to consider minorities, women and economically disadvantaged persons when making appointments, but ultimately has no control over a jurisdiction’s selection of representation.

LOCLG policy is unlawful discrimination in any form is a serious offense that will not be tolerated. If any person believes that they are a victim of unlawful discrimination, they are encouraged to follow the State, Federal, and Title VI complaint processes.

I. Subrecipient Assistance

Subrecipient Assistance

LOCLG does not have any subrecipients.

J. Subrecipient Monitoring

Subrecipient Monitoring

LOCLG does not have any subrecipients.

K. Equity Analysis of Facilities

A Title VI equity analysis will be completed when Lake of the Ozarks Council of Local Governments (LOCLG) constructs facilities, such as storage facilities, maintenance facilities, or operations centers. The term “facilities” does not include bus shelters, transit stations, or power substations. The equity analysis will be conducted during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin.

The equity analysis is conducted to determine whether the location of the project will result in a disparate impact on minority communities on the basis of race, color, or national origin. The Title VI equity analysis will compare the equity impacts of various siting alternatives, and the analysis will occur before the selection of the preferred site.

LOCLG has not constructed any storage facilities, maintenance facilities, or operations centers in the last three years.

L. Fixed Route Transit Providers

Lake of the Ozarks Council of Local Governments (LOCLG) is not a transit provider that operates fixed route service, or transit provider that operates fifty (50) or more fixed route vehicles in peak service and are in an urbanized size area with a population of 200,000 or more.

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

M. Attachments

Attachment 1: LOCLG TITLE VI/ADA 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:

Steven Dust, Executive Director
Lake of the Ozarks Council of Local Governments
P.O Box 3553
Camdenton, MO 65020
P: (573) 346-5692
F: (573) 346-9686

PRINT FROM ON NEXT TWO PAGES (2 PAGE FORM)

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:	Zipcode:
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) () Disability (class protected by ADA) () Other (please specify)		
8. Date of Alleged Discrimination (Month, Day, Year):		
9. Where did the Alleged Discrimination take place?		
10. Explain as clearly as possible what happened and why you believe that you were discriminated against. Describe all of the persons that were involved. Include the name and contact information of the person(s) who discriminated against you (if known). <i>Use the back of this form or separate pages if additional space is required.</i>		
11. Please list any and all witnesses' names and phone numbers/contact information. <i>Use the back of this form or separate pages if additional space is required.</i>		
12. What type of corrective action would you like to see taken?		

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 of 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 change made as a result of the complaint
 - Provide the date history (date complaint received through resolution)

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 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: _____

Attachment 3: COORDINATION IMPLEMENTAION STRATEGY 2024

Lake of the Ozarks Council of Local Governments (LOCLG)

Regional Transportation Needs

To understand the needs of the LOCLG area it is important to understand the demographic makeup of the region and the stated needs of the people who use or provide transportation services in the area. This section provides an analysis of special needs populations and reviews public and provider input.

Analysis of Special Needs Population

Lake of the Ozarks Council of Local Governments is designed to address the transportation needs of elderly, low-income, and disabled residents in each respective region. While the public also uses public transportation, these key demographics are most impacted by access to transportation services. Without transportation services, these groups may have limited access to many basic amenities and services. This section includes graphic representations and analysis of low-income, elderly, and disabled populations in the LOCLG Region.

General Population Characteristics

According to ACS 5-Year Estimate Data, the regions population from 2019 – 2022 are as follows:

COUNTY	2019 POPULATION	2022 POPULATION	PERCENT CHANGE
CAMDEN	45,466	43,227	- 4.92%
LACLEDE	35,531	36,060	1.49%
MILLER	25,201	24,855	- 1.37%
MORGAN	20,271	21,169	4.43%
TOTAL	126,469	125,311	- 0.92%

Lake of the Ozarks Council of Local Governments encompasses four counties and as of 2022 had a population of 125,311 – an overall decrease since 2019.

Poverty

Low income is determined by the federal poverty guidelines, which are generated annually based on family size and composition. The numbers and percentages displayed below represent individuals living below poverty level. Low-income individuals and families may be more likely to seek public transportation or other transportation alternatives to automobiles. Portions of Camden, Laclede, Miller, and Morgan have block groups with significantly higher numbers of persons living below the poverty line. Statistics below depict the 2019 – 2022 ACS 5-Year Estimate Data for the population and percent of individuals living below the poverty level in the region:

COUNTY	2019 POPULATION BELOW POVERTY LINE	2019 % BELOW POVERTY LINE	2022 POPULATION BELOW POVERTY LINE	2022 % BELOW POVERTY LINE	PERCENT CHANGE IN POPULATION BELOW POVERTY LINE
CAMDEN	6,599	14.8%	5,726	13.5%	- 13.2%
LACLEDE	5,265	15.0%	6,058	17.1%	13.1%
MILLER	4,173	16.9%	3,906	16.0%	- 6.4%
MORGAN	4,630	23.3%	4,088	19.7%	- 11.7%
TOTAL	20,667	---	19,778	---	- 4.3%

About 12.6% of the U.S. population has income below the poverty level. In the state of Missouri, about 13.2% of the population has income below the poverty level. This is similar to the U.S. figures. In our region, the group now represents 15.8% of the total population, well above both the national and state levels. However, overall poverty levels have decreased in the region by 4.3% between 2019 – 2022.

Seniors

Statistics below depict the 2019 – 2022 ACS 5-Year Estimate Data for the population and percent of individuals over 65 years of age in the region:

COUNTY	2019 POPULATION OVER 65 YEARS OF AGE	2019 % OVER 65 YEARS OF AGE	2022 POPULATION OVER 65 YEARS OF AGE	2022 % OVER 65 YEARS OF AGE	PERCENT CHANGE IN POPULATION OVER 65 YEARS OF AGE
CAMDEN	12,582	27.7%	12,351	28.6%	- 1.8%
LACLEDE	6,221	17.5%	6,508	18.0%	4.6%
MILLER	4,743	18.8%	4,799	19.2%	1.2%
MORGAN	4,736	23.4%	4,939	23.3%	4.3%
TOTAL	28,282	---	28,597	---	1.1%

In 2022, the LOCLG region was home to 28,597 seniors over 65 years of age. This constituted a 1.1% increase in that demographic compared to 2019. The group now represents 22.8% of the total population in the four-county region. This is above the Missouri average of 17.3%. All the LOCLG counties individually are equal or above the Missouri State percentages for seniors over the age of 65. The elderly population is expected to rise as the baby boomer generation retires. Therefore, meeting transportation needs for the elderly will become even more important.

Disabled

Statistics below depict the 2019 – 2022 ACS 5-Year Estimate Data for the population and percent of considered disabled in the region:

COUNTY	2019 POPULATION CONSIDERED DISABLED	2019 % CONSIDERED DISABLED	2022 POPULATION CONSIDERED DISABLED	2022 % CONSIDERED DISABLED	PERCENT CHANGE IN POPULATION CONSIDERED DISABLED
CAMDEN	8,613	19.2%	7,973	18.6%	- 7.4%
LACLEDE	6,007	17.1%	6,511	18.2%	8.4%
MILLER	4,026	16.2%	4,235	17.3%	5.2%
MORGAN	3,577	18.0%	4,430	21.3%	23.8%
TOTAL	22,223	---	23,149	----	4.2%

About 23,149 (18.5%) are considered disabled in the region. That is an overall increase of 4.2% since 2019 for the four-county region. Individually, Camden County was the only one to have a decrease (7.4%) in their disabled population. Of the other three counties, Morgan had the largest increase (23.8%) in their disabled population. Disabled individuals and families may be more likely to seek public transportation or other transportation alternatives to automobiles. With the general trend of the disabled population increasing in the region, meeting transportation needs for the disabled will become even more important.

The county populations and percentages with difficulty by type, according to 2022 ACS 5-year Estimate Data, can be found below:

DIFFICULTY	CAMDEN COUNTY	LACLEDE COUNTY	MILLER COUNTY	MORGAN COUNTY
HEARING	2,947 (6.9%)	2,270 (6.3%)	1,236 (5.0%)	1,283 (6.2%)
VISION	1,392 (3.3%)	1,014 (2.8%)	817 (3.3%)	924 (4.4%)
COGNITIVE	3,079 (7.5%)	2,292 (6.9%)	1,548 (6.7%)	1,908 (9.8%)
AMBULATORY	3,788 (9.3%)	3,567 (10.7%)	2,114 (9.2%)	2,189 (11.3%)
SELF-CARE	1,133 (2.8%)	1,213 (3.6%)	957 (4.2%)	885 (4.6%)
INDEPENDENT LIVING	2,177 (6.1%)	2,388 (8.9%)	1,408 (7.5%)	1,872 (11.7%)

Attachment 4: LOCLG BOARD OF DIRECTORS

County	Board Member	Position
Camden	Ike Skelton	Presiding Commissioner – Camden County
Camden	Michael Harmison	Mayor – Osage Beach
Camden	K.C. Cloke	Executive Director – Camdenton Chamber
Camden	Jeff Hooker	City Administrator – Camdenton
Camden	Jeff Davis	Mayor – Linn Creek
Camden	Tony Baldrige	Chair – Village of Four Seasons
Camden	Heather Brown	Executive Director – Lake CVB
Laclede	Randy Angst	Presiding Commissioner – Laclede County
Laclede	Chuck Jordan	Alderman – City of Lebanon
Laclede	Ashley Mahan	Executive Director – Lebanon Chamber
Laclede	Brian Thompson	Executive Director – Lebanon Regional Economic Development
Miller	Kevin Cardwell	Presiding Commissioner – Miller County
Miller	Harrison Fry	City Administrator – Lake Ozark
Miller	Morgan Crainshaw	Executive Director – Lake Area Chamber
Miller	Patricia Crockett	Alderman – Osage Beach
Miller	Colleen Abbott	LEAP Program Director – Eldon Schools
Morgan	Tony Stephens	Presiding Commissioner – Morgan County
Morgan	Hugh Smith	Mayor – Laurie
Morgan	Mike Koenigsman	Executive Director – Lake West Chamber
Morgan	Jamie Morrow	Mayor – Versailles
Morgan	Dina Dunklee	Executive Director – Versailles Chamber

December 2023

Attachment 5: TRANSLATED “VITAL DOCUMENTS” – SPANISH

Aviso al público de los derechos bajo el título VI

Lake of the Ozarks Council of Local Governments (LOCLG) opera sus programas y servicios sin distinción de raza, color u origen nacional con arreglo al título VI de la ley de derechos civiles.

Cualquier persona que cree que él o ella ha sido sometido a cualquier práctica discriminatoria ilegal bajo el título VI puede presentar una queja con el LOCLG.

Para más información sobre el programa derechos civiles de LOCLG y los procedimientos para presentar una queja, por favor visite el sitio de web de LOCLG: <https://loclg.org/> o contacte a:

Dirrección: Steven Dust, Director Ejecutivo, Lake of the Ozarks Council of Local Governments
P.O. Box 3553
Camdenton, MO 65020
Telephone: (573) 346-5692
Correo electrónico: steven.dust@loclg.org

Si tiene problemas utilizando un teléfono normal y necesita servicios de TTY/TTD, marque 7-1-1 para establecer comunicaciones de Missouri Relay; ayuda con el idioma está disponible para las personas con dominio limitado del inglés.

Una persona también puede presentar una queja de título VI directamente con la Administración Federal de tránsito, Office of Civil Rights, Region 7, 901 Locust Street Suite 404, Kansas City, Missouri 64106.

Visite la página: <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/civil-rightsada> para obtener información sobre la presentación y un formulario de quejas de la Administración Federal de tránsito.

Título VI denuncia procedimientos

Lake of the Ozarks Council of Local Governments (LOCLG) opera sus programas y servicios sin distinción de raza, color u origen nacional con arreglo al título VI de la ley de derechos civiles. Cualquier persona que cree que él o ella ha sido sometido a cualquier práctica discriminatoria ilegal bajo el título VI puede presentar una queja con el LOCLG.

La traducción del aviso para el público derechos de bajo título VI se proporciona en el sitio web de LOCLG, <https://loclg.org/> para español. Para otro ayuda con el idioma, por favor llame al (573) 346-5692 para hablar con un intérprete. Usted tiene el derecho de recibir ayuda con el idioma para acceder a servicios de LOCLG y documentos, libres de costo.

Los siguientes pasos describen los procedimientos para presentar una queja y cómo responderá el LOCLG.

1. Cualquier persona que cree que él o ella ha sido discriminado en base a raza, color, o nacionalidad de origen por LOCLG puede presentar una queja de título VI rellenando y enviando el formulario de reclamación de LOCLG título VI. LOCLG investigará denuncias recibidas no más de 180 días después del supuesto incidente. LOCLG procesará quejas completas.

2. El formulario de queja LOCLG título VI puede obtenerse mediante la descarga desde el sitio web de LOCLG <https://loclg.org/> contactando a la oficina al (573) 346-5692. Si tiene problemas utilizando un teléfono normal y necesitan servicios de TTY/TTD, marque 7-1- 1 para establecer comunicaciones de Missouri Relay; ayuda con el idioma está disponible para las personas con dominio limitado del inglés.

3. La queja debería ser enviado al siguiente dirección:

Steven Dust, Director Ejecutivo, LOCLG
P.O. Box 3553, MO 65020
Teléfono: (573) 346-5692
Correo electrónico: steven.dust@loclg.org

4. Una vez que la denuncia ha sido recibido, el Director del LOCLG examinará para determinar si el LOCLG tiene jurisdicción. El querellante recibirán una carta de reconocimiento informándole si la queja será investigada por el LOCLG.

5. LOCLG tiene 90 días para investigar la denuncia. Si necesita más información para resolver el caso, el LOCLG puede comunicarse con el demandante. El querellante tiene 30 días hábiles desde la fecha de la carta para enviar la información solicitada al investigador asignado al caso. Si el investigador no está contactado por el querellante o no recibe la información adicional dentro de 30 días hábiles, LOCLG administrativamente puede cerrar el caso. Un caso puede ser cerrado administrativamente también si el demandante ya no desea seguir con su caso.

6. Después de que el investigador ha comentado sobre la queja, él/ella emitirá uno o dos cartas al demandante: una carta de cierre o una carta de encontrar (LOF). Una carta de cierre resumiría las acusaciones y afirmarían que no hubo una violación del título VI y que el caso será cerrado. Un LOF resume las denuncias y las entrevistas sobre el presunto incidente y explica si cualquier acción disciplinaria, el entrenamiento adicional o cualquier otra acción ocurrirán. Si el demandante desea apelar la decisión, el/ella tendría 30 días después de la fecha de la carta de cierre.

Una persona también puede presentar una queja de título VI directamente con la Administración Federal de tránsito, Office of Civil Rights, Region 7, 901 Locust Street Suite 404, Kansas City, Missouri 64106.

Visite la página: <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/civil-rightsada> para obtener información sobre la presentación y un formulario de quejas de la Administración Federal de tránsito

Formulario de queja de Título VI

Lake of the Ozarks Council of Local Governments opera sus programas y servicios sin distinción de raza, color u origen nacional según el título VI de la ley de derechos civiles. Cualquier persona que cree que él o ella ha sido sometido a ninguna práctica discriminatoria ilegal bajo el título VI puede presentar una queja con el LOCLG.

Traducción del título VI procedimientos de queja se proporciona en el sitio web de LOCLG <https://loclg.org/>. Si esta información sea necesaria en otro idioma, por favor llame al (573) 346-5692 para hablar con un intérprete.

Usted tiene el derecho de recibir asistencia de idioma para acceder a los servicios de LOCLG con el fin de procesar su queja, por favor completa este formulario y enviarlo a la dirección del LOCLG que se encuentra abajo.

**Dirección: Lake of the Ozarks Council of Local Governments
P.O. Box 3553
Camdenton, MO 65020**

Section I:				
Nombre:				
Dirección:				
Teléfono (casa)			Teléfono (trabajo):	
Correo electrónico:				
¿Requisitos de format accesible?	Impresión de gran tamaño		Audio Tap	
	TTY/TTD		Otros (explica):	
Section II:				
¿Usted está presentando esta queja en su nombre?			Si*	No
* Si usted contestó "Sí" a esta pregunta, ir a la sección III.				
Si no, por favor suministrar el nombre y la relación de la persona a quien usted se queja:				
Por favor explique por qué están presentando por un tercero:				
Por favor confirme que usted ha obtenido el permiso del partido discriminado si radicará en nombre de un tercero.			Si	No
Section III:				
Creo que experimentado la discriminación fue basada en (marque todas las apliquen) vivo:				
<input type="checkbox"/> Raza				
<input type="checkbox"/> Color				
<input type="checkbox"/> Origen Nacional				
Fecha de la supuesta discriminación (mes, día, año):				
Explicar lo más claramente posible que pasó y por qué usted cree que fue(ron) discriminado(s). Describir a todas las personas que estuvieron involucradas. Incluir el nombre e información de contacto de la persona que discriminó (si lo conoce) así como nombres e información de contacto de testigos. Si se necesita más espacio, utilice el dorso de este formulario:				

Section IV

¿Anteriormente usted ha presentado una queja del título VI con esta agencia?	Si	No
--	-----------	-----------

Section V

Usted ha presentado esta queja con cualquier otro Federal, estatal o local agencia o tribunal estatal o Federal?

Sí No

Si la respuesta es sí, compruebe todas las que apliquen:

Federal Agencia

Tribunal Federal

Gobierno Agencia

Gobierno Tribunal

Autoridades Locales Agencia

Proporcione información sobre una persona de contacto en la Agencia/corte donde se presentó la queja:

Nombre:
Dirección:
Agencia:
Dirección:
Teléfono:

Section VI

Nombre de denuncia de la agencia es contra:
Contacte persona:
Título:
Teléfono: