KC STREETCAR TITLE VI LIMITED ENGLISH PROFICIENCY PROCESS

2013-2016

Kansas City Streetcar Authority

City of Kansas City, Missouri

Title VI LEP Program

reportit.hrd@kcmo.gov

City of Kansas City, Missouri

Human Relations Department

414 East 12th Street

Kansas City, Missouri 64106

816-513-1836

IX. Title VI Reporting Requirements for Fixed Route Transit Providers (Chapter IV)

System-wide Service Standards and Policies for On-time performance, distribution of transit amenities and vehicle assignments final policy will be completed as the project progresses and exact routes and stops have been determined. (See Attachment B KC Streetcar Project Segment Map)

X. Complaint Procedures & Form

Notification to Beneficiaries of Protection

- The City of Kansas City, Missouri 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 Kansas City, Missouri.

- For more information on the City of Kansas City's civil rights program, Title VI program and procedures to file a complaint, contact 816-513-1836, (TTY: 711); email http:// www. reportit.hrd@kcmo.org; or visit our office at City Hall, 414 E. 12th St., 4th Floor, Kansas City, MO 64106.

- A complainant may also 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 816-513-1836.

Title VI Complaint Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Kansas City Streetcar Authority (hereinafter referred to as "the Authority") may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The Authority investigates complaints received no more than 180 days after the alleged incident. The Authority will process complaints that are complete. Once the complaint is received, the Authority will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The Authority has 90 days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a 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.

An 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 wishes to appeal the decision, she/he has 10 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Title VI Office of Civil Rights ACT OF 1964
Kansas City, Missouri Streetcar
Complaint Form

Section I

Name:_____

Address:_____

Telephone Numbers:

(Home)_____(Work)_____

Electronic Mail Address:_____

Accessible Format Requirements?

Large Print _____ Audio tape _____

TDD _____ Other_____

As a Federal Transit Administration (FTA) recipient, the Kansas City, Missouri Streetcar Office of Civil Rights ensures compliance with Title VI Civil Rights and monitoring. This includes ensuring that as a provider of public transportation we properly abide by Title VI of the Civil Rights Act of 1964, Executive Order 12898, "Federal Actions To Address Environmental Justice in Minority Populations and Low Income Populations," and the Department of Transportation's Guidance to Recipients on Special Language Services to Limited English Proficient (LEP) Beneficiaries.

In the Title VI complaint investigation process, we analyze the complainant's allegations for possible violations and related deficiencies by the transit provider. If deficiencies are identified we will provide assistance to correct the inadequacies within a predetermined timeframe. Complainant may also file a complaint directly to the FTA; who may refer the matter to the U.S. Department of Justice for enforcement.

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

Have you previously filed a Title VI complaint with FTA? Yes____ No___

If yes, what was your FTA Complaint Number? _____

[Note: This information is needed for administrative purposes; we will assign the same complaint number to the new complaint.]

Have you filed this complaint with any of the following agencies?

Transit Provider _____ Department of Transportation ____

Department of Justice_____ Equal Employment Opportunity Commission _____

Other _____

Have you filed a lawsuit regarding this complaint? Yes_____ No____

If yes, please provide a copy of the complaint form. [Note: This above information is helpful for administrative tracking purposes. However, if litigation is pending regarding the same issues, we defer to the decision of the court.]

Section IV

Name of public transit provider complaint is against:

_____

Contact person: _____ Title: _____

Telephone number: _____

On separate sheets, please describe your complaint. You should include specific details such as names, dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of your allegations. Please also provide any other documentation that is relevant to this complaint.

Section V

May we release a copy of your complaint to the transit provider?

Yes ____ No ____

May we release your identity to the transit provider?

Yes ____ No ____

Please sign here: _____

Date: _____

Note - We cannot accept your complaint without a signature.

Please submit your completed form to: Title VI Program Coordinator, Kansas City, Missouri Human Relations Department, 414 E 12th Street, 4th Floor, Kansas City, Missouri 64106.

(See Pages 15-17 Complaint Form in Spanish, Page 18 Complaint Form in Chinese).

Tranvía de centro de la ciudad de
Kansas City, Missouri
Título VI oficina de Civil Rights Act of 1964
Formulario de queja

Sección I

Name: _____

Address: _____

Números de teléfono:

(Home)_____ (Work) _____

Dirección de correo electrónico: ___

¿Requisitos de formato accesible?

Gran impresión ___ ___ de cinta de Audio

TDD _____ Other_____

Como un receptor Federal Transit Administration (FTA), el Kansas City, Missouri centro Streetcar oficina de derechos civiles asegura el cumplimiento con título VI los derechos civiles y monitoreo. Esto incluye garantizar que como un proveedor de transporte público que debidamente nos regimos por el Title VI de la ley de Civil Rights Act de 1964, Executive Order 12898, "Federal acciones a dirección ambiental justicia en poblaciones y bajos ingresos las poblaciones minoritarias" y orientación del Department de Transportation a los destinatarios en especial servicios lingüísticos a los beneficiarios Limited English Proficient (LEP).

En el proceso de investigación de quejas Title VI, analizamos los alegatos del querellante para posibles violaciones y deficiencias relacionadas por el proveedor de tránsito. Si se identifican deficiencias proporcionaremos asistencia para corregir las deficiencias en un plazo predeterminado. Querellante también puede presentar una queja directamente ante el FTA; ¿Quién podrá someter el asunto al U.S. Department de Justice estadounidense para la aplicación.

Sección II

¿Usted está presentando esta queja en su nombre?

Sí ____ No ____

[Si usted respondió "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 ha presentado por un tercero. _____
_____
Por favor confirme que ha obtenido el permiso de la parte agraviada si está presentando

en nombre de un tercero.
Sí ____ No ____

Sección III

¿Anteriormente ha presentado una queja del Title VI con FTA? SI___ No___

En caso afirmativo, ¿cuál era su número de queja FTA? _____

[Nota: esta información es necesaria para los propósitos administrativos, nosotros le asignaremos la misma queja número de la nueva denuncia].

¿Ha presentado esta queja con cualquiera de las siguientes agencias?

Proveedor ___ ___ Department de Transportation

Department de Justice___ de Equal Employment Opportunity Commission ___

Other _____

¿Ha presentado una demanda en relación con esta denuncia? SI___ No___

En caso afirmativo, por favor proporcione una copia del formulario de queja.
[Nota: esta información es útil para propósitos de seguimiento administrativo. Sin embargo, si el litigio está pendiente sobre los mismos temas, recurran a la decisión de la corte].

Sección IV

Nombre de la queja del proveedor de transporte público es contra:

_____

Persona de contacto: ___ Título: ___

Número de teléfono: ___

En hojas separadas, por favor describa su queja. Debe incluir Itinerario detalles específicos tales como nombres, fechas, tiempos, números, testigos , y cualquier otra información que podría ayudarnos en nuestra investigación de sus alegaciones. Por favor también proporcionar cualquier otra documentación que pertinentes a esta queja.

Sección V

¿Nosotros podemos divulgar una copia de su queja al proveedor de tránsito?

Sí ____ No ____

¿Nosotros podemos divulgar su identidad al proveedor de tránsito?

Sí ____ No ____

Por favor firme aquí: ___

Date: _____

Nota: no podemos aceptar su queja sin firma.

Por favor, envíe su formulario completado: Title VI Coordinator, Kansas City, Missouri Human Relations Department, 414 E 12th Street, 4th Floor, Kansas City, Missouri 64106.

Title VI Complaint Form (Traditional Chinese)

標題六辦公室的公民權利法》 1964 年
密蘇里州的坎薩斯城路面電車
投訴表格

第一節
Name:_____
Address:_____
電話號碼：
(Home)_____(Work)_____
電子郵件地址：___
易於訪問的格式要求嗎？
大列印 ___ 音訊磁帶 ___
TDD _____ Other_____
作為聯邦運輸管理局 （FTA） 收件者，密蘇里州的坎薩斯城路面電車辦公室的公民權利確保法規遵從性與標題六、公民權利和監測。這包括確保所提供的公共交通工具，我們正確地遵守第六編民權法》 1964 年行政命令 12898、"聯邦行動到位址環境正義在少數族裔人口和低收入人口，"和運輸部指導特殊語言服務的有限英語精通 (LEP) 受益人的收件者。
在第六編投訴調查過程中，我們分析可能侵犯和由過境提供有關的缺陷，申訴人的指控。如果查明有缺陷，我們將提供援助，以糾正在預先確定的時間內不足之處。申訴人也可直接向該自由貿易區 ；
投訴誰可以把這件事提到美國司法部門的執法。
第二節
您正在以自己的名義申請此投訴嗎？
是 ___ 沒有 ___
[如果你對這個問題回答"yes"，走到第三節]
如果不是，請提供的名稱和為誰你抱怨的人的關係：___
請解釋為什麼你已經申請協力廠商。_____
_____
請確認您已獲得了受害方的許可權，是否你正在申請
日的立法會會議上代表協力廠商。
是 ___ 沒有 ___
第三節
你以前提出與自貿區第六編申訴嗎？Yes___ No___
如果是的話，你的自貿區的投訴電話號碼是什麼？_____
[注： 此資訊需要為行政目的 ； 我們將指派同一的投訴
新投訴數量]。
有此投訴與任何下列機構的嗎？
過境供應商 ___ 運輸部 ___
Justice___ 部平等就業機會委員會 ___
Other _____
有你一狀告到關於此投訴嗎？Yes___ No___
如果是，請提供申訴表單的副本。[注：
上面的資訊是有說明的行政跟蹤目的。然而，如果訴訟正在進行關於同樣的問題，我們將推遲到法院的決定.]

第四節
公共交通供應商投訴的名稱是反對：
_____
聯絡人：_____ 標題：___
電話號碼：___
在單獨的工作表，請描述您的投訴。你應包括具體的詳細資訊，例如名稱、 日期、 時間、 路線編號、證人和將有助於我們對您的指控我們調查的任何其他資訊。此外請提供與該申訴有關的任何其他檔。
第五節
我們可能會釋放你的投訴到過境提供程式的副本嗎？
是 ___ 沒有 ___

我們可能會釋放您的身份的過境提供程式嗎?
是 ___ 沒有 ___
請在這裡簽字： ___
Date: _____
請注意--我們不能接受您的投訴沒有簽名。

_____

請提交您填妥的表格： 標題六、 計畫協調員，坎薩斯城，密蘇里州人關係部 414 E 第 12 條街道，四樓，坎薩斯城，密蘇里州 64106。

XI. Limited English Proficiency (LEP) Plan

The Need for an LEP Plan

Individuals with a limited ability to read, write, speak, or understand English are limited English proficient, or "LEP." This language barrier may prevent individuals from accessing public services and benefits—including public transit services.

Federal Requirements

Title VI of the Civil Rights Act of 1964 and Executive Order 13166 signed on August 11, 2000, are the federal legislation necessitating LEP plans from public agencies receiving federal funds.

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., and its implementing regulations provide that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives Federal financial assistance. The U.S. Supreme Court has ruled that LEP is a component of the protected class of national origin.

Executive Order 13166, "Improving Access to Services with Limited English Proficiency," requires Federal agencies to examine the services they provide, identify any need for services to those with LEP, and develop and implement a system to provide those services so LEP persons can have meaningful access to them. Executive Order 13166 also requires that the Federal agencies work to ensure that recipients of Federal financial assistance provide meaningful access to their LEP applicants and beneficiaries. The Executive Order applies to all federal agencies and all programs and operations of entities that receive funding from the federal government—including state agencies, local agencies and governments, private and non-profit entities, and sub-recipients such as public transit agencies.

The U.S. Department of Transportation (DOT) published revised LEP guidance for its recipients on December 14, 2005. The Federal Transit Authority (FTA) references the DOT LEP guidance in its Circular 4702.1A, "Title VI and Title VI-Dependent Guidelines for FTA Recipients," which was published on April 13, 2007. This Circular reiterates the requirement to take responsible steps to ensure meaningful access to benefits, services, and information for LEP persons and suggests that FTA recipients and sub-recipients develop a language implementation plan consistent with the provisions of Section VII of the DOT LEP guidance.

Kansas City Streetcar Authority's LEP Plan

The Kansas City Streetcar Authority (KCSA) has as its primary purpose the managing and operating of a publicly owned modern streetcar system. KCSA/KCMO is a designated direct recipient of FTA funding and is required to develop and routinely update its LEP plan as part of its Title VI Program.

KCSA's LEP plan is a critical component to best serving the transit needs of the diverse communities comprising its service area. Providing language assistance in a competent and effective manner will help ensure that KCSA's services are safe, reliable, convenient, and accessible to LEP persons in the service area.

Attachment G. KC Streetcar Title VI Complaint Process (English)

KANSAS CITY STREETCAR TITLE VI COMPLAINT PROCESS

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000 et seq., and its implementing regulations provide that no person in the United States shall, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discriminated under any program or activity that receives Federal financial assistance. The U.S. Supreme Court has ruled that Limited English Proficiency is a component of the protected class of national origin.

Any person who believes that he or she has been subjected to discrimination under Title VI on basis or race, color or national origin may file a Title VI complaint with the Kansas City, Missouri Human Relations Department, Title VI Coordinator, 414 E. 12th St., 4th Floor,

Kansas City, Missouri 64106 816-513-1843

Title VI Complaint Forms may be downloaded in English or Spanish.

- The complaint must be signed and include your name, address and telephone number.
- How, why, and when you believe you were discriminated against.
- Include as much specific, detailed information as possible, and
- The names of any people, if known, who KCSA can contact to support or to clarify your allegations.

Kansas City, Missouri Human Relations will provide appropriated assistance to complaints that are limited in their ability to communicate in English.

Complaints may also be filed with the U.S. Department of Transportation:

Federal Transit Administration

Region VII

901 Locust Street, Suite 404,

Kansas City, MO. 64106

Attachment G. KC Streetcar Title VI Complaint Process (Traditional Chinese)

附件 G.KC 電車標題六投訴流程 (英語)

坎薩斯城路面電車標題六投訴流程
第六編的民權法》 1964 年 42 u.s.c.2000年及續後和提供任何人在美國，不得基於種族、
顏色，其實施條例或民族血統被排除在參與、
被拒絕的好處，或受到的歧視下的任何程式或收到聯邦財政援助的活動。美國最高法院已裁定有限的英語水準是受保護類的國家起源的一個組成部分。
任何人如認為他或她遭到下標題 VI 的基礎或種族、膚色或民族出身的歧視可投訴標題 VI
與坎薩斯城，密蘇里州人關係部，標題 VI 協調員，414 E.12 日聖，4 樓，
坎薩斯城，密蘇里州 64106 816-513-1843
標題六投訴表格可能下載的英文或西班牙文。
• 投訴必須簽署，包括您的姓名、位址和電話號碼。
• 如何，為何，以及何時你相信你受到歧視。
• 盡可能具體、詳細的資訊，包括和
• 任何人，如果已知，KCSA 可以聯繫以支援或澄清你的指控的人的名字。
密蘇里州坎薩斯城的人類關係將提供撥款援助，用英語溝通的能力有限的投訴。
此外可與美國運輸部提出申訴：
聯邦運輸管理
地區第七
套房 404 901 蝗蟲街
坎薩斯城，密蘇里州 64106

Attachment H. KC Streetcar Title VI Complaint Process (Spanish)

KANSAS CITY STREETCAR TÍTULO VI PROCESO DE QUEJA

Title VI de la ley de Civil Rights Act de 1964, 42 U.S.C. 2000 et seq. Y sus reglamentos de aplicación proporcionan que ninguna persona en los United States deberá, por motivos de raza, color, u origen nacional excluidos de la participación en, ser negado los beneficios de o que esté sometido a discriminado bajo cualquier programa o actividad que recibe asistencia financiera Federal. La U. S. Supreme Court dictaminó que el dominio limitado del inglés es un componente de la clase protegida de origen nacional.

Cualquier persona que cree que él o ella ha sido sometida a discriminación bajo el Title VI de base o raza, color u origen nacional puede presentar una queja del Title VI con Kansas City, Missouri Human Relations Department, Coordinador del Title VI, 414 E. 12th St., 4th Floor, Kansas City, Missouri 64106 816-513-1843

Títle VI formularios pueden descargarse en inglés o español.

- La queja debe ser firmado e incluir su nombre, dirección y número telefónico.
- Cómo, cuándo y por qué crees que fueron discriminados.
- Incluir información más específica y detallada posible, y
- Los nombres de cualquier pueblo, si se conoce, que la emisora KCSA puede contactar para apoyar o para aclarar sus denuncias.

Kansas City, Missouri Human Relations se apropiaron de asistencia a las quejas que están limitados en su capacidad para comunicarse en inglés.

También pueden presentar quejas con el U.S. Department of Transportation:
Federal Transit Administration
Región VII
901 Locust Street, Suite 404,
Kansas City, MO. 64106