
City of Excelsior Springs Transportation

Title VI Program

Date Approved by City of Excelsior Springs:

Date

This TEMPLATE is 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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A. Title VI Assurances

Excelsior Springs Transportation 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.

Excelsior Springs Transportation 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. Excelsior Springs Transportation 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.

Excelsior Springs Transportation meets the objectives of the FTA Master Agreement which governs all entities applying for FTA funding, including Excelsior Springs Transportation 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: _____

Date: _____

B. Agency Information

1. Mission of Click or tap here to enter text.

Click or tap here to enter text.

2. History (including year started)

Click or tap here to enter text.

3. Regional Profile (regional population; growth projection)

Click or tap here to enter text.

4. Population served (in relation to regional population)

Click or tap here to enter text.

5. Service area (include map, with any routes utilized)

Click or tap here to enter text.

6. Governing body make-up (include terms of office)

Click or tap here to enter text.

C. Notice to the Public

Notifying the Public of Rights under Title VI

Excelsior Springs Transportation posts Title VI notices on our agency's website, in public areas of our agency, in our board room, and on our buses and/or paratransit vehicles.

Excelsior Springs Transportation 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.

For more information on the Excelsior Springs Transportation's Title VI program, and the procedures to file a complaint, contact Transportation Coordinator at 816-630-0754; ext. 4425; ckennedy@excelsiorsprings.gov or visit our administrative office at 201 East Broadway Excelsior Springs, MO 64024. For more information visit www.cityofesmo.com.

If you believe you have been discriminated against on the basis of race, color, or national origin by Excelsior Springs Transportation, 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: city of Excelsior Springs Transportation at 816-630-0754 ext. 4425

How to file a Title VI/ADA complaint with Excelsior Springs Transportation:

1. www.cityofesmo.com
2. In addition to the complaint process at www.cityofesmo.com, complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights, East Building, 5th Floor – TCR 1200 New Jersey Ave., SE Washington, DC 20590.
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 and dated and include your contact information.

If information is needed in another language, contact Excelsior Springs Police Department at 301 South Main Street Excelsior Springs, MO 64024, or at 816-630-2000

See sample
Title VI
Complaint Form
ATTACHMENT 2

D. Procedure for Filing a Title VI Complaint

Filing a Title VI Complaint

The complaint procedures apply to the beneficiaries of Excelsior Springs Transportation's 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 Excelsior Springs Transportation 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 Excelsior Springs Transportation Title VI Complaint Form at www.cityofesmo.com, or request a copy by writing to City of Excelsior Springs Transportation 201 East Broadway Excelsior Springs, MO 64024. Information on how to file a Title VI complaint may also be obtained by calling City of Excelsior Springs Transportation at 816-630-0754 ext. 4425.

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 Transportation Coordinator 201 East Broadway Excelsior Springs, MO 64024.

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

INVESTIGATIONS: Excelsior Springs Transportation will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, Excelsior Springs Transportation may contact the complainant. Unless a longer period is specified by Excelsior Springs Transportation, the complainant will have ten (10) days from the date of the letter to send requested information to the Excelsior Springs Transportation 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 provides an explanation of the corrective action taken.

If the complainant disagrees with Excelsior Springs Transportation'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. Excelsior Springs Transportation 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, Excelsior Springs Transportation will issue a determination letter to the complainant upon completion of the reconsideration review.

A person may also file a complaint directly with the Federal Transit Administration, at the FTA Office of Civil Rights, East Building, 5th Floor - TCR 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, contact Excelsior Springs Police Department at 301 South Main Street Excelsior Springs, MO 64024, or at 816-630-2000.

**E. Monitoring Title VI Complaints, Investigations, Lawsuits
and Documenting Evidence of Agency Staff Title VI Training**

See sample
Title VI
Self-Survey Form
ATTACHMENT 3

Documenting Title VI Complaints/Investigations

All Title VI complaints will be entered and tracked in Excelsior Springs Transportation's 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, Excelsior Springs Transportation had 0 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
	0							

Documenting Evidence of Agency Staff Title VI Training

Excelsior Springs Transportation'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?

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.

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 then 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 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 [phone]

4. Response to Public Input

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

Title VI Outreach Best Practices

Excelsior Springs Transportation ensures all outreach strategies, communications and public involvement efforts comply with Title VI. Click or tap here to enter text.'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, Excelsior Springs Transportation provides the following:

- a. Public notices published in non-English publications (if available).
- b. Title VI non-discrimination notice on agency's website.
- 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.

2022 – 2024 Title VI Program Public Engagement Process

Excelsior Springs Transportation 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.

Excelsior Springs Transportation will provide briefings to the Board of Directors and Advisory Bodies.

Excelsior Springs Transportation 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 2019-2021 Public Outreach Efforts

Posted Public of Rights under Title VI in City Offices, Bus Shelter, on Busses, City Council Mtgs.
Public Notice, Web Site, Brochures, Flash Cards
Translators' available within City of Excelsior Springs Government as needed

G. Language Assistance Plan

City of Excelsior Springs Transportation Limited English Proficiency Plan

This limited English Proficiency (LEP) Plan has been prepared to address Excelsior Springs Transportation'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: City of Excelsior Springs Transportation vehicles, travels a fixed route with deviations within the city limits of Excelsior Springs, MO

Excelsior Springs Transportation has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by Excelsior Springs Transportation. 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, Excelsior Springs Transportation 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:

A significant majority of people in the Excelsior Springs Transportation service area are proficient in the English language. Based on 2020 5-Year American Community Survey data,

Click or tap here to enter text. of the population five years of age and older speak English “less than very well” – a definition of limited English proficiency.

Population 5 years and over by language spoken at home and ability to speak English	Service Area 1	Service Area 2	Service Area 3	Service Area Total	Percentage of Population 5 Years and Older
Population 5 Years and Over				11,014	100.00%
Speak English “less than very well”	0	0	0	11,014	100.00%
Spanish				0	0.00%
Speak English “less than very well”	109	0	0	11,014	100.00%
French, Haitian, or Cajun					0.00%
Speak English “less than very well”	0	0	0	11,014	100.00%
German					0.00%
Speak English “less than very well”	0	0	0	11,014	100.00%
Russian				0	0.00%
Speak English “less than very well”	0	0	0	11,014	100.00%
Indo-European				0	0.00%
Speak English “less than very well”	0	0	0	11,014	100.00%
Korean				0	0.00%
Speak English “less than very well”	0	0	0	11,014	100.00%
Chinese				0	0.00%
Speak English “less than very well”	40	0	0	11,014	100.00%
Vietnamese				0	0.00%
Speak English “less than very well”	0	0	0	11,014	100.00%
Tagalog				0	0.00%

Speak English "less than very well"	0	0	0	11,014	100.00%
Asian & Pacific Island				0	0.00%
Speak English "less than very well"	0	0	0	11,014	100.00%
Arabic				0	0.00%
Speak English "less than very well"	0	0	0	11,014	100.00%
All Other				0	0.00%
Speak English "less than very well"	6	0	0	11,014	100.00%

2. Frequency of Contact by LEP Persons with City of Excelsior Springs Transportation's Services:

The City of Excelsior Springs Transportation staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons. To date, City of Excelsior Springs Transportation has, on average, 0 for an interpreter. Excelsior Springs Transportation averages 1,000 phone calls per month.

LEP Staff Survey Form

Excelsior Springs Transportation is studying the language assistance needs of its riders so that we can better communicate with them if needed.

1. How often do you come into contact with passengers 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? N/A
3. What languages (other than English) do you understand or speak? Translators- Spanish
4. Would you be willing to serve as a translator when needed? Translators on site

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

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

Outreach activities, summarized in City of Excelsior Springs Transportation's Title VI Public Engagement Plan, include events such as public meetings and/or open houses held at schools, churches, 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 Excelsior Springs Transportation and overall cost to provide LEP assistance:

Strategies for Engaging Individuals with Limited English Proficiency include:

1. Language line. Upon advance notice, translators can be provided.
2. Language identification flashcards.
3. Written translations of vital documents (identified via safe harbor provision)
4. One-on-one assistance through outreach efforts.
5. Website information.
6. To the extent feasible, assign bilingual staff for community events, public hearings and Board of Directors meetings and on the customer service phone lines.

As applicable: Based on our demographic analysis (Factor 1) Excelsior Springs Transportation has determined that no language group(s) within its service area meets Safe Harbor criteria requiring written translated “vital documents” by language group(s).

Excelsior Springs Transportation will provide assistance and direction to LEP persons who request assistance.

Staff LEP Training

The following training will be provided to Excelsior Springs Transportation staff:

1. Information on City of Excelsior Springs Transportation Title VI Procedures and LEP responsibilities.
2. Description of language assistance services offered to the public.
3. Use of Language Identification Flashcards.
4. Documentation of language assistance requests.

Monitoring and Updating the LEP Plan

The LEP Plan is a component of City of Excelsior Springs Transportation’s Title VI Plan requirement.

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

H. Advisory Bodies

Table Depicting Membership of Committees, Councils, By Race

Committee [examples]	Caucasian	Latino	African American	Asian American		Total
Population Committee	100%					100%
Access Committee						100%
Citizens Advisory Council						100%

Description of efforts made to encourage minority participation on committees:

- **City Council by election of the residents of Excelsior Springs, MO**
- **The Municipal Code for City of Excelsior Springs Missouri on web site:**
- **www.cityofesmo.com and paper copy in City Manager's office, 201 East Broadway
Excelsior Springs, MO 64024**
- *****
- **Attachment:Current City Council and Terms**

I. Subrecipient Assistance

Subrecipient Assistance

OPTION A

Excelsior Springs Transportation does not have any subrecipients.

OPTION B

Primary recipients should provide subrecipients:

- Sample public notices, Title VI complaint procedures, and the recipient's Title VI complaint form.
- Sample procedures for tracking and investigating Title VI complaints filed with a subrecipient.
- Direction regarding obtaining demographic information of population served by subrecipients.
- Technical assistance.
- Reviews of Title VI Programs; follow-up as necessary.

J. Subrecipient Monitoring

Subrecipient Monitoring

OPTION A

Excelsior Springs Transportation does not have any subrecipients.

OPTION B

Primary recipients must monitor subrecipients.

- Non-compliant subrecipient means primary recipient is also non-compliant.

Primary recipients shall:

- Document process for ensuring all subrecipients are complying with the general and specific requirements.
- Collect and review subrecipients' Title VI Programs.
- At MoDOT's request, the primary recipient shall request that subrecipients who provide transportation services verify that their level and quality of service is equitably provided.

K. Equity Analysis of Facilities

OPTION A

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

OPTION B

Click or tap here to enter text. **has constructed a new** Choose an item. **in the last three years.** The new construction was analyzed through the NEPA process through an EA/EIS, which is attached.

OPTION C

Click or tap here to enter text. **has constructed a new** Choose an item. **in the last three years.** The project was granted a CE in the NEPA process, so a Title VI facility equity analysis was conducted, which is attached.

OPTION D

Click or tap here to enter text. **has constructed a new** Choose an item. **in the last three years.** There were no federal funds and thus no NEPA. Click or tap here to enter text. **conducted a Title VI facility equity analysis,** which is attached.

Equity Analysis Guidance

Refer to FTA Title VI Circular 4702.1B Chapter III, section 13.

Demographic data and mapping

Guidance may be obtained from either a Regional Planning Commission or Metropolitan Planning Organization.

L. System-Wide Service Standards and Policies*

****applies to all fixed route providers (including those that do not meet volume threshold)***

**Template for System-Wide Service Standards (1. 2. 3. 4.)
is presented in detail
in FTA Circular 4702.1B Appendix G.**

**Template for System-Wide Service Policies (1. 2.)
is presented in detail
in FTA Circular 4702.1b Appendix H.**

**NOTE: Template for Major Service Change and Impact Policies
is located at O. Service and Fare Equity Analysis.**

M. Requirement to Collect and Report Demographic Data*

****applies to providers that operate 50 or more fixed route transit vehicles in peak service; and
200,000+ population.***

**Template for Demographic Profile and Travel Patterns
is presented in detail
in FTA Circular 4702.1B Appendix I.**

N. Requirement to Monitor Transit Service*

****applies to providers that operate 50 or more fixed route transit vehicles in peak service; and 200,000+ population.***

**Template for Demographic Profile and Travel Patterns
is presented in detail
in FTA Circular 4702.1B Appendix J.**

O. Service and Fare Equity Analysis*

****applies to providers that operate 50 or more fixed route transit vehicles in peak service; and 200,000+ population.***

Major Service Change and Impact Policies

The Board of Directors of [Click or tap here to enter text.](#) has established formal hearing procedures for the adoption of major changes in transit routes.

A major change in route includes the addition or elimination of a route within [Click or tap here to enter text.](#)'s transit system, **increasing or decreasing the number of service hours operated on a route by 25% or more, or routing changes that alter 25% or more of a route's path.** Minor changes to an existing route shall not constitute a "major change in route".

A service change that is deemed a "Major Service Change" based on the description above would require a Title VI analysis.

Service changes that are deemed as a "Major Service Change" will also be required to have disparate impact analysis and disproportionate burden analysis done.

The [Click or tap here to enter text.](#) Title VI Program includes disparate impact and disproportionate burden policies.

[Click or tap here to enter text.](#)'s Disparate Impact and Disproportionate Burden Policy

Adverse Effects: Major Service Change proposals and all fare change proposals shall be analyzed to measure and compare the level of adverse effect (loss) or benefit (gain) between minority and non-minority populations and between low-income and non-low-income populations as determined by demographic analysis of proposed changes and U.S. Census data and transit rider data.

What is Fair?: [EXAMPLE] Determination of adverse impact is based on the federal standard described in Uniform Guidelines published by the Equal Employment Opportunity Commission (EEOC) known as the "four-fifths" rule. This standard requires benefits to accrue to protected populations at a rate at least four fifths (4/5) (or eighty percent) of the rate of unprotected populations. Likewise, adverse effects must be borne by unprotected populations at a rate at least four fifths (4/5) (or eighty percent) of the rate for protected populations.

Stated another way, the maximum acceptable difference (positive or negative) in level of benefit between protected and unprotected populations is [20%]. For changes in transit service or transit fare rates, this standard applies as follows for minority and low-income populations.

Disparate impact on minority populations: If the impact of a major service change proposal or any fare change proposal requires a minority population to receive benefits [twenty percent (20%)] less or to bear adverse effects [twenty percent (20%)] more than those benefits or adverse effects received or borne by the non-minority population, that impact will be considered a disparate impact.

Disproportionate burden on low income populations: If the impact of a major service change proposal or any fare change proposal requires a low-income population to receive benefits [twenty percent (20%)] less or to bear adverse effects [twenty percent (20%)] more than those benefits or adverse effects received or borne by the non-low-income population, that impact will be considered a disparate impact.

**Template for Service and Fare Equity Analysis
is presented in detail
in FTA Circular 4702.1B Appendix K.**

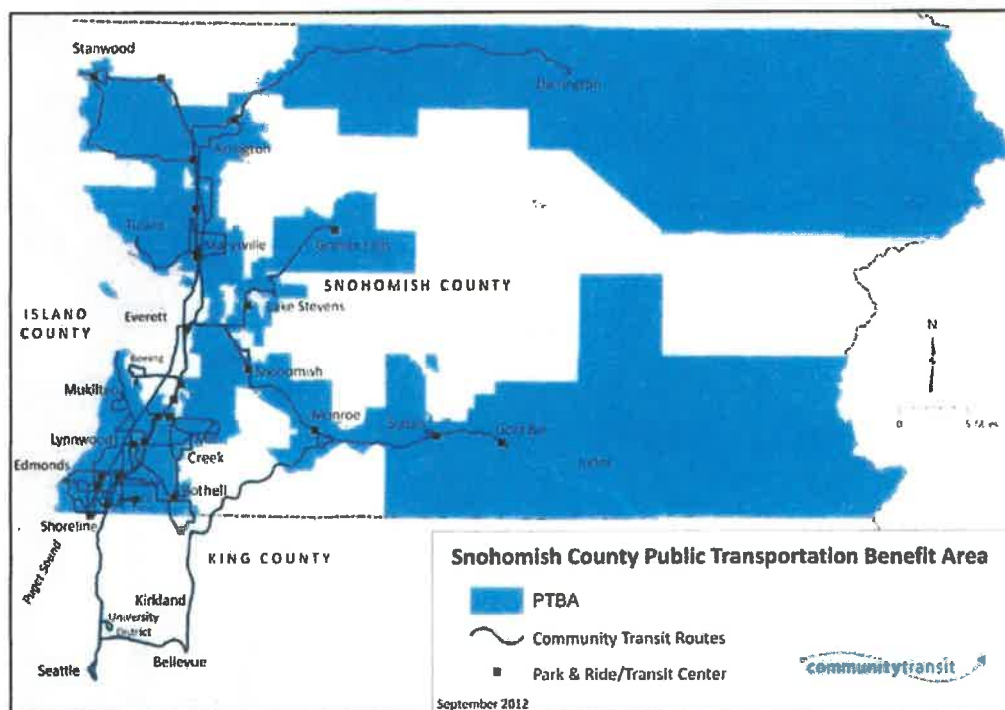
Attachment 1

Agency Information [EXAMPLE – suggested format]

Community Transit is a special purpose municipal corporation providing public transportation services. Snohomish County voters created Community Transit in 1976 when they approved a sales tax to support a public transportation benefit area authority which now encompasses most of urbanized Snohomish County excluding the City of Everett, Washington.

Community Transit began operations on October 4, 1976. Community Transit's original service area consisted of the communities of Edmonds, Lynnwood, Marysville, Mountlake Terrace, Brier, Snohomish, and Woodway. Subsequent annexations added Lake Stevens, Monroe, Granite Falls, Mukilteo, Stanwood, Sultan, Arlington, Gold Bar, Index, Darrington, Mill Creek, the Snohomish County portion of Bothell, Silver Firs and the Tulalip Indian Reservation to the service area.

Community Transit now serves 524,954 residents [SOURCE _____], about 73 percent of Snohomish County's population. The remainder of the county's population resides in the City of Everett and in less populated areas of north and east Snohomish County.



Community Transit's governing body is a Board of Directors consisting of nine voting members as follows: two members of the Snohomish County Council, two elected officials from cities Community Transit serves with populations 30,000 or more, three elected officials from cities Community Transit serves with populations between 10,000 and 30,000, and two elected officials from cities Community Transit serves with populations of less than 10,000. Terms of office are as follows: _____.

Attachment 2

City of Excelsior Springs Transportation 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:

Chad Birdsong
City of Excelsior Springs Transportation
201 East Broadway
Excelsior Springs, MO 64024
cbirdsong@excelsiorsprings.gov
(816)6300754 ext. 4425 Fax: (816)630-9528

PLEASE PRINT

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)

continued

TITLE VI COMPLAINT FORM – PAGE 2

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?
13. Have you filed a complaint with any other Federal, State, or local agency, or with any Federal or State court? () YES If yes, check all that apply. () NO a. () Federal Agency (List agency's name) b. () Federal Court (Please provide location) c. () State Court d. () State Agency (Specify Agency) e. () County Court (Specify Court and County) f. () Local Agency (Specify Agency)
14. If YES to question 14 above, please provide information about a contact person at the agency/court where the complaint was filed. Name: _____ Title: _____ Agency: _____ Telephone: () _____ - _____ Address: _____ City: _____ State: _____ Zip Code: _____

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date is required:

Signature

Date

If you completed Questions 4, 5 and 6, your signature and date is required:

Signature

Date



HISTORY

The City of Excelsior Springs has provided transit services since October of 1981. The service began with a taxi coupon program which subsidized taxi rides for seniors. We then applied for Section 18 funding to have a fixed route that began October 1982. There were 2 routes with the bus returning to the Hall of Waters after the Hospital and the second half hour went to Walmart at 50 cents per ride. We created the subscription program, Senior Center, Meal delivery, Demand Response for seniors, KC routes and Medical program. The system operated 6 days per week 5:00 a.m. to 6:00 p.m.

Approximately 1985 Section 18 funding was available to communities outside of a city of 50,000 populations. KCATA increased the route cost to the City of Liberty and the City of Liberty approached us to operate because of our funding covered 80% of capital and 50 % of operating if the route started in Excelsior Springs. This service consisted of 501 bus and 502 bus with 40 seats on each bus. 501 left Excelsior Springs at 6:00 a.m. to Liberty with several stops, making its way into Kansas City past Grey Hound bus station, Federal Building, Crown Center circle around to Commerce Bank, sometimes picking passengers up to bring back to Excelsior Springs. The second bus would follow approximately 30 minutes behind us. As a driver I remember switching route one morning driving 502 which had a stop in Liberty where John would get on the bus. "Good morning Patsy" he said. I smiled and thought to myself, how did he know I was the driver? We had radio's back then, and John had recognized my voice when I said good morning to him! John was blind, and rode 502 every morning to Kansas City for work! In the afternoon about 4:00 p.m. 501 and 502 would return to Kansas City to bring the commuters back.

The Kansas City routes came to end approximately 1998 when funding was not available for large buses. At that point Liberty was frustrated with Excelsior Springs and KCATA gave them a good deal to come back.

The transportation service operated out of the Hall of Waters Facility, where minimal garage facilities were provided. This garage is capable of holding three buses and the others have been stored off-site, on the public streets surrounding the Hall of Waters Facility. Although not ideal, this situation has served for the past several years until the flood in July of 1993.

The City Hall was inundated during the flood and three buses were lost. The city purchased used vehicles to provide services.

March of 1998, the City purchased 4.5 acres of land from Fraternal Order of Eagles as the site for a new Transportation facility. Plans were drawn up, funding was in place:

Change: by late 1998 there was a change of administration, with new ideas. Transportation Department had 14 drivers, 12 vehicles all were going away! Service to the following routes were eliminated: Kansas City, Senior Center, Homebound meal delivery, Subscription programs (citizens going to work & students that did not qualify to ride school bus) many were left without transportation. Fare increased to \$1.00 per ride, services were cut; drivers had to find employment elsewhere. Transportation Department became a part of Public Works Department.

On the bright side by March of 2000 with 80% grant funding from Mo DOT the 45' X 120' steel frame facility was completed to garage 6 vehicles.

January of 2001 Public Works office building was completed with 20% capital funding from MoDOT for transportation department personal. All labor provided by Public Works employees.

The bus wash facility was completed in the spring of 2001, funded 80% from Mo DOT.

In the fall of 2001 the bus transfer site/bus lane at the Hall of Waters was completed with 20% funding from Mo DOT.

During 2003 the department was facing difficulties again. A public hearing was held to notify citizens of more cuts of service and increase of fare. Transportation was provided for citizens to voice their opinion. Missouri Department of Transportation Administration was present to oversee the meeting.

The council chambers were full, with standing room only. Citizens spoke directly to the city council explaining how important the bus system is to maintain their independence. Most citizens were in favor of fare increase and not in favor of losing transportation service.

The council voted to modify routes to operate 3 days per week, 3 hours in the a.m. and 3 hours in p.m. and fares were increased \$2.00 with the threat of closing the department. The situation was obvious city council wanted the bus system to go away. Missouri Department of Transportation had other ideas. Federal Transportation Administration had invested grant funding for the facilities and the Transit service, if Excelsior Springs could not fund the service, Missouri Department of Transportation would bring in another Grantee to use the facilities to operate their service. At this time our ridership averaged 10,000 passengers annually. (Job Corp transported for shopping, Library and eating out)

The department had 1 full time dispatcher and 1 full time driver, with 2 part-time drivers. Routes operated Monday, Wednesday, and Friday, 6 hours per day.

Tuesday and Wednesday evenings routes 5:30 to 7:00 pick up at the Job Corp to Library, McDonalds, and Walmart with availability to the public.
The revenue from Job Corp produce about \$20,000.00 annually.

By October 2007 another change in administration! Omni bus was going back to 5 days per week with 2 evening routes. A full time driver was hired and the transportation department had a new name, Excelsior Springs Transportation. Capital Improvement approved funding for a new bus. Our annual ridership averaged 10,000. Our department budget was \$120,000 funded at 50% from MoDOT.

2012 our budgets are hit hard with cost of fuel. The budget line for fuel was \$15,000.00 annual. \$3.51 per gallon of Unleaded and \$3.85 per gallon of Diesel.

2014 Transportation received 2014 E-450 20 passenger bus. Our drivers are always excited to have a new bus. A price tag of \$50,085.00 and the City of Excelsior Springs share was \$10,017.00

2015 Job Corp closed its campus the department lost ridership and revenue. The department's budget was approximate \$188,050.00 with a full time Coordinator, 1- full time driver 2-part time drivers. We averaged 8300 passengers annually.

2018 brought us another new bus, 20 passenger E-450 W/C lift at a price \$57,711.00 With the city share \$11,542.20. Once again we expanded our service, to Senior Center transportation. Seniors are transported to the Senior Center where they gather for exercise class, card games, music and lunch. Increased our revenues \$5,000.00 annually.

2019 We expanded our service NEMT (non-emergency medical transportation) We added a full time driver to date we have 3 full time employees and 2 part-time employees. We received another bus, 20 passenger E-450 W/C lift at \$60,940.00 the City's share \$12,188.00. We disposed of 2 buses, 2009 Ford and a 2009 Chevy, both were auctioned to the public.

2020 Covid-19 Pandemic has started, by January-February we were ordering face-mask, rubber gloves, disinfectant, passengers were calling for a ride to doctors' offices and hospital, but the doors were locked citizens would not be allowed inside. You could feel the panic state of the passengers. By March Excelsior Springs shut down the bus system. We would only transport for essential needs such as medicine at no charge. Business were closing doors, restaurants, barber shops, beauty shops!

Our NEMT service was limited to Dialysis patients and Chemo patients. We sent 1 driver home for about 45 days due to no work and safety. Our part time drivers went home with no work and no pay.

Our drivers were asked to assist with delivering home bound meals in Excelsior Springs one day a week to 40 seniors for about 8 weeks.

Our routes were shut down approximately 5 months. When we returned it was with stipulations, *face mask mandatory, limited seating* on the bus, *limited hours* of service, *limited packages*, once Dr. offices started opening up those trips took priority. Drivers were to stop and disinfect vehicle after each passenger. We lost many senior passengers during the first 8 months of 2020!

We had placed an order for Transit Medical Van, by April we received the HRLCV with W/C lift. \$58,382.00 with City share \$11,676.40.

During the COVID-19 Pandemic Missouri Department of Transportation quickly enforced the CARES ACT FUNDING, to pay all operational expenses. Excelsior Springs was awarded \$277,754.00 fully funding the transportation department until funds are depleted.

2021

Once a vaccine was available our drivers were vaccinated.

We were asked by Clay County to help transport the elderly mainly with Wheelchairs to Operation Safe at Cerner. We also transported citizens here in Excelsior Springs to local sites at no charge to get their vaccines.

Transportation has decided to modify our evening service to allow early medical appointments. By June our service will be open to full hours 4:30 a.m. to 4:30 p.m. with full seating on all our vehicles. Senior center transportation will begin!

August, one year has passed and we have 3 full time employees and 3 part-time employees along with 3 busses, 1 Ford Transit van! We survived the Covid-19 Pandemic!

2022

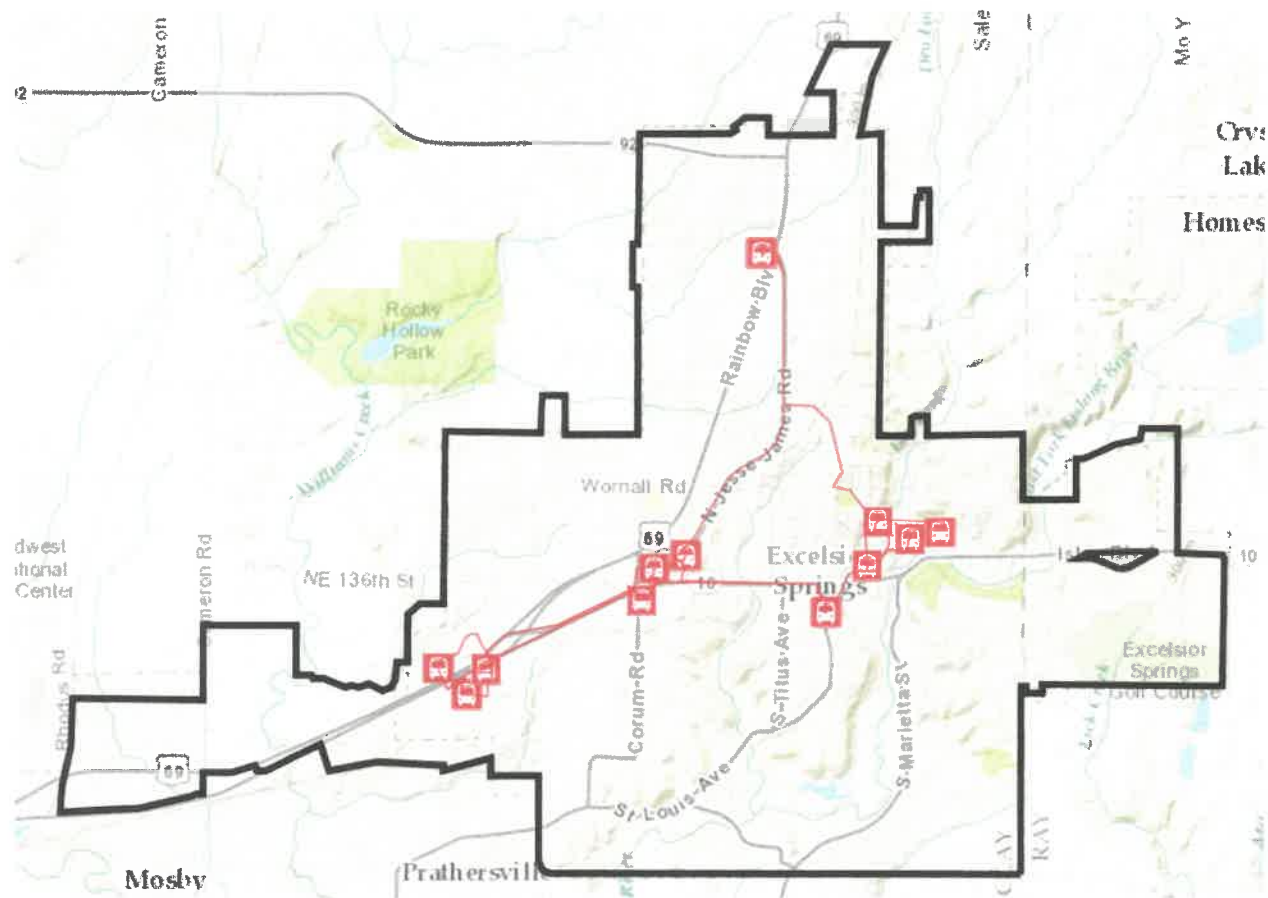
Patsy retired after 29 years and 3 months on Feb 15th 2022 with City of Excelsior!

Courtney Kennedy took over the Transportation Coordinator on Feb 7th 2022. We continue to do The Medicals with Modivcare and run a fixed Route with a Deviated route as well Monday thru Friday 9am to 4pm. We continue to pick up Seniors on the 9:00 am route for The Senior Center Monday thru Friday as well. We currently have two full time drivers and one part time driver.

AGENCY INFORMATION

In December 1921, voters in the City of Excelsior Springs adopted the City Manager form of government, becoming the first city in the State of Missouri to formally adopt this style of governing. The City Council is made of five members, elected at large, for terms of three years.

The City of Excelsior Springs has provided public transportation since October of 1981 with a population growth to date of 11,688 residents. The City of Excelsior Springs Transportation's purpose is to provide public transportation to the citizens of Excelsior Springs for employment, medical, shopping, recreation.





May 25, 2022

ATTACHMENT: H

The Municipal Code for Excelsior Springs can be found at :

www.cityofesmo.com

Hall of Waters, 201 East Broadway Excelsior Springs, MO 64024 attn: City Manager

City Hall: (816) 630-0752

Each of our Elected Officials serves a 3 year term

A list of current City Council including the Mayor:

Mayor Sharon Powell –
Term Ends after April Election in 2023

Councilwoman Sonya Morgan –
Term Ends after April Election in 2024

Councilman Mark Spohn –
Terms ends after April Election in 2022

Councilman Andrew Kowalski –
Term ends after April Election in 2023

Mayor Pro-Tem Stephen Spear –
Term ends after April Election in 2024

EXCELSIOR SPRINGS TRANSPORTATION

The City of Excelsior Springs operates a curb to curb public transportation system for its citizens as a Fixed Route Service, with minor deviations within the city limits

(816) 630-0754

Office hours: 8:00 a.m. - 4:00 p.m.

Monday thru Friday

5:00 a.m. (24 hr. notice)

9:00-10:00-11:00 a.m.

Lunch

1:00-2:00-3:00 p.m.



FARE: \$2.00 per one way

Children 3 and under ride free

Passengers may purchase a 10-card pass for \$18.00

Our bus stops every hour at the following sites:

Hall of Waters	: 00
Saratoga Towers	: 02
Ruey Ann High Rise	: 05
Colony Plaza	: 07
Excelsior Springs Hospital	: 20
Wal-Mart	: 35
Price Chopper	: 40
Hall of Waters	: 59

Passengers with disabilities may request modifications to current service procedures to access the service. To make a request, please call (816) 630-0754 or email

ckennedy@excelsiorsprings.gov

Please submit request 24 hours in advance

COME RIDE WITH US!

Ride a Share Program

Some merchants/professionals participate in a "Ride a Share" program which provides the return trip fare from their location, Monday through Friday

Participating Merchants

- Excelsior Springs Hospital
- Price Chopper
- Wal-Mart
- Family Vision
- North American Savings Bank
- Dr. Craven Family Dentistry
- Excelsior Springs Clinic

The City of Excelsior Springs Transportation operates its service without discrimination against individuals with disabilities, in accordance with the Americans with Disabilities Act of 1990
Excelsior Springs Transportation operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964

Bus service not available on Holidays

www.cityofesmo.com

PASSENGER GUIDELINES

The Excelsior Springs Transportation riders are required to conduct themselves properly and in such a manner as not to offend others when riding the bus. Behavior which distracts the driver or annoys other passengers will not be tolerated. To make the ride as pleasant for everyone and to avoid safety risks, riders are asked to do the following:

- Please have the correct monies
- Seatbelts are provided
- Parent or guardian of a child weighing less than 40 pounds, shall provide an approved child's seat which can be secured with a conventional seat belt.
- Guidelines as to how much time may be spent at each destination
- Our service does reserve the right to limit the number and size of packages allowed on the bus.
Please only purchase what you can carry on the vehicle
- Our service is a curb to curb service, passenger are to be capable of riding our system without driver assistant, passengers are allowed to have a personal attendant for assistance
- Do not leave your seat while the bus is in motion
- Do not eat or drink on the bus: open containers are not allowed
- Do not use tobacco of any kind on the bus
- No fighting, horseplay or arguing with others on the bus. Please no foul language
- Inappropriate touching, or sexually offensive behavior or talking is unacceptable
- No Show – 3 consecutive times constitutes no more service

Passenger Guidelines (cont.)

- We require all passengers maintain an acceptable standard of personal hygiene.
- No solicitations of any kind
- City of Excelsior Springs
Transportation prohibits anyone from possessing or carrying weapons of any kind on City property and/or city vehicles.
- Individuals known to have a infectious disease (such as tuberculosis or childhood disease such as chickenpox, etc.) or head lice shall be denied service pending notification that the disease has been rendered non-infections
- Service animals are allowed with required restraint
- Please do not talk to the driver when the bus is in motion, however a rider may give the driver directions to the destination
- Mask/Face covering are mandatory
- Laundry: No
basket/containers/hampers, laundry must be in tied plastic bag and must fit in seat beside you, one bag per person

Failure to follow these rules may result in denial of services. When a rider violates any of these rules, the driver is to show the individual the rules and ask him/her to comply with them. Each time individual refuses to comply or repeats violation of the rules, the driver is to file an Incident Report with the Transportation Coordinator on the day the violation occurs. The Transportation Coordinator could determine to suspend the ridership privileges.

Excelsior Springs Transportation

Wheelchair Safety Guidelines

The safety of our driver and passengers are the number one priority!

The wheelchair/mobility device must fit 30"X 48" lift platform/footprint and weigh no more than 800 pounds' combination of user/device as set forth by the manufacturer.

If the combined weight exceeds the mechanical capabilities of the lift, other options could be:

- A** (Manual chair with personal attendant
- B** (Walker with a personal attendant

Vehicle operators are not permitted to assume the controls of power wheelchairs to assist riders with boarding/exiting vehicles

A passenger's mobility device must be secured with the four-point tie-down securement. Lifts were designed to board passengers who use wheelchair/mobility devices. We recognize some ambulatory riders may use the lift to enter/exit the vehicle. Passengers must be physically capable of boarding/exiting the bus on their own without assistance from the driver.

"Legitimate Safety Requirements" include such circumstances as when a wheelchair/mobility device was of a size that would block an aisle and interfere with the safe evacuation of passengers in an emergency

We strongly recommend no rider be transported while seated on their mobility device. The safest way to transport is for the passenger to transfer to a seat. Then the device can be secured.

Portable Assistive Devices

There are a variety of different types of assistive devices used by those with mobility impairments. The devices, canes, walkers, oxygen tanks must be secured by the driver.

Winter Weather Policy

Excelsior Springs Transportation's first concern is for the safety of its riders and employees'. While every effort is made to operate according to published schedules, weather conditions may cause traveling to be hazardous.

As a general guide, Excelsior Springs Transportation service will be canceled when Excelsior Springs School district closes, due to inclement weather.



www.cityofesmo.com

C. Notice to the Public

Notifying the Public of Rights under Title VI/ADA

Excelsior Springs Transportation posts Title VI/ADA notices on our agency's website, in public areas of our agency, in our board room, and on our buses and/or paratransit vehicles.

Excelsior Springs Transportation 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.

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

For more information on the City of Excelsior Springs Transportation's Title VI program, and the procedures to file a complaint, contact Transportation Coordinator at 816-630-0754 ex. 425; pbraden@excelsiorsprings.gov; or visit our administrative office at 201 East Broadway Excelsior Springs, MO 64024. For more information visit www.cityofesmo.com

If you believe you have been discriminated against on the basis of race, color, or national origin by Excelsior Springs Transportation, 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: City of Excelsior Springs Transportation at 816-630-0754 ex. 425

How to file a Title VI/ADA complaint with Excelsior Springs Transportation:

1. www.cityofesmo.com to obtain a Complaint Form
2. In addition to the complaint process at www.cityofesmo.com complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights, Region 7, 1200 New Jersey Avenue SE Washington, DC 20590.
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 and dated, and include your contact information.

If information is needed in another language, contact 816-630-2000.

Language Identification Flashcard

- ☐ Marque esta casilla si lee o habla español
- ☐ Mark this box if you read or speak English

Language Identification Flashcard

- ☐ Marque esta casilla si lee o habla español
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