Pelivan Transit Title VI Plan Agency Name: Grand Gateway

EDA DBA Pelivan Transit Date Adopted: June 9, 2022

I. Plan Statement

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, The Civil Rights Restoration Act of 1987 clarified the original intent of Congress, with respect to Title VI and other Non-discrimination requirements (The Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973), by restoring the broad, institutional-wide scope and coverage of these non-discrimination statutes and requirements to include all programs and activities of the Recipient, so long as any portion of the program is Federally assisted. Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance" (42 U.S.C. Section 2000d).

Pelivan Transit is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1B

This plan was developed to guide Pelivan Transit in its administration and management of Title VI-related activities

Title VI Coordinator Contact information Kendra McGeady, Transit Director Pelivan Transit 333 Oak St/P.O. Drawer B Big Cabin, OK 74332

II. Title VI Information Dissemination

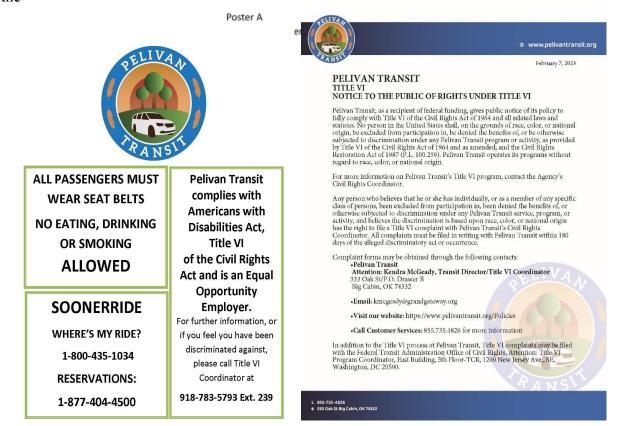
Title VI information posters shall be prominently and publicly displayed in the Pelivan Transit dispatch offices and on their revenue vehicles. Additional information relating to nondiscrimination obligation can be obtained from the Pelivan Transit Title VI Coordinator (see poster below).

Title VI information shall be disseminated to Pelivan Transit employees annually via the Employee Education form (see Appendix A) in yearly safety meetings. This form

reminds employees of Pelivan Transit's policy statement, and of their Title VI responsibilities in their daily work and duties.

During New Employee Orientation, new employees shall be informed of the provisions of Title VI, and Pelivan Transit's expectations to perform their duties accordingly.

All employees shall be provided a copy of the Title VI Plan and are required to sign the Acknowledgement of Receipt (see Appendix B). Poster A is located in all active Pelivan Transit vehicles, Poster B is located in all employee handbook, and in main hallway of the



III. Subcontracts and Vendors

All subcontractors and vendors who receive payments from Pelivan Transit where funding originates from any federal assistance are subject to the provisions of Title VI of the Civil Rights Act of 1964 as amended.

Written contracts shall contain non-discrimination language, either directly or through the bid specification package which becomes an associated component of the contract.

IV.Record Keeping:

The Title VI Coordinator will maintain permanent records, which include, but are not limited to, signed acknowledgements of receipt from the employees indicating the receipt of Pelivan Transit's Title VI Plan, copies of Title VI complaints or lawsuits and related documentation, and records of correspondence to and from complainants, and Title VI investigations.

Title VI	Discrimation Complaint Log							
Agency N	lame: Pelivan Transit							
	Datethecomplaintvasfiled	Date of all eged discriminatory act (s)	Nmeoftheconplaintant:	Ninedrepondert	Basis of Complaint	Nature of Complaint	DateforwardtoCDCT	Date of Disposition/Comments
1	1							
7	2							
	3							
l	4							
į	5							
6	6							
7	7							
8	В							
9	9							
10	0							
11	1							
12	2							
13	3							
1/	4							
15	5							
16	5							
17	7							
18	В							
19	9							
20)							

V. Title VI Complaint Procedures

How to file a Title VI Complaint?

The complainant may file a signed, written complaint up to thirty (30) days from the date of the alleged discrimination. The complaint should include the following information:

- Your name, mailing address, and how to contact you (i.e., telephone number, email address, etc.)
- How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.
- Other information that you deem significant

The Title VI Complaint Form (see Appendix F) may be used to submit the complaint information. The complaint may be filed in writing with Pelivan Transit at the following address:

Title VI Coordinator Contact information Kendra McGeady, Transit Director Pelivan Transit 333 Oak St/P.O. Drawer B NOTE: Pelivan Transit encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 30 days from the alleged date of discrimination.

What happens to the complaint after it is submitted?

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by Pelivan Transit will be directly addressed by Pelivan Transit. Pelivan Transit shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, Pelivan Transit shall make every effort to address all complaints in an expeditious and thorough manner.

A letter acknowledging receipt of complaint will be mailed within thirty (30) days (Appendix C). Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

How will the complainant be notified of the outcome of the complaint?

Pelivan Transit will send a final written response letter (see Appendix D or E) to the complainant. In the letter notifying complainant that the complaint is not substantiated (Appendix E), the complainant is also advised of his or her right to l) appeal within seven calendar days of receipt of the final written decision from Pelivan Transit, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the FTA. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

Federal Transit Administration Office of Civil Rights Attention: Title VI Program Coordinator East Building, 5th Floor - TCR 1200 New Jersey Ave., SE Washington, DC 20590

VI. Title VI Public Participation

It is Pelivan Transit System's intent to provide an opportunity for public involvement and full access to the transportation decision making process in each stage of the planning and

development of a transportation project to all segments of the population, including minority or low-income communities and populations who are not proficient in English. Public forums are scheduled annually in each county served to invite the public to participate in the transportation plan. Virtual meetings will be considered as an option for participation, when circumstances are necessary. Press releases that include the schedule of meetings and locations will be published in local newspapers. Legal notices will be published in the classified section of the largest newspapers in each county at least two consecutive weeks regarding a notice opportunity. Letters will be mailed to elected officials, tribes, and private transit providers. Mass email notices will be sent to businesses, contract representatives, chambers, partners and social service organizations.

To encourage the participation of minorities, the agency by-laws outline board membership. At least one-third of the Governing Board must be comprised of elected public officials, currently holding office or their representatives. At least one-third of the directors shall be persons chosen in accordance with democratic selection procedures adequate to assure that members are representative of low-income individuals and families in the neighborhood served. The remainder shall be officials or members of business, industry, labor, religious, law enforcement, education or other major groups and interests in the community served.

It should be noted that Pelivan Transit riders and clients are not asked questions about ethnicity when a trip is scheduled. Pelivan Transit does not request or track this information, with the Title Ill participation.

SUMMARY OF OUTREACH EFFORTS

Throughout the year we transport the elderly to Senior Centers, Nutrition Centers, Senior Fairs, and Medical appointments so they can participate in many different types of health education, exercise activities, social activities, and hobbies.

Pelivan Transit provides meal delivery and transportation services to and from Senior Centers and medical facilities to low income elderly citizens, and continue to provide around 400 meal deliveries each month.

Should Pelivan Transit make any changes to its operating schedule or service areas, a notice will be provided to the public through all local outlets including through drivers, local radio stations, newspapers, social media, and city officials.

LANGUAGE ASSISTANCE PLAN

In an effort to provide access to Pelivan's transit programs and services to citizens with language barriers, Pelivan Transit utilizes a Language Assistance Plan (LAP). Pelivan Transit Language Assistance Plan serves as a guide for staff on how to recognize individuals who may need language assistance and how to provide that assistance.

MEMBERSHIP OF NON-ELECTED COMMITTEES & COUNCILS

Pelivan Transit has no transit related committees and is instead overseen by a Transit Director with approval from the Board of Directors of Grand Gateway EDA.

VII. Title VI Equity Analysis for Constructed Facilities.

Pelivan Transit has not constructed any new facilities since 2014, which was previous to last approved Title VI Plan.

APPENDIX A

No person shall, on the grounds 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 administered by Pelivan Transit.

All employees of Pelivan Transit are expected to consider, respect, and observe this policy in their daily work and duties. If a citizen approaches you with a question or complaint, direct him or her to the Transit Director who is the Title VI Coordinator.

In all dealings with citizens, use courtesy titles (i.e. Mr., Mrs., Ms., Mx., or Miss) to address them without regard to race, color or national origin.

APPENDIX B

I hereby acknowledge the receipt of Pelivan Transit's Title VI Plan. I have read the plan
and am committed to ensuring that no person is excluded from participation in, or denied
the benefits of its transit services on the basis of race, color, or national origin, as
protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1B.

Your signature			
Print your name			
Date	 		

APPENDIX C

Sample Letter Notifying Complainant that the Complaint Is Substantiated

Today's Date Ms. Jo Doe 1234 Main St. Clarksville, Tennessee 37040

Dear Ms. Doe:

The matter referenced in your letter of (date) against Pelivan Transit alleging Title VI violation has been investigated. (An/Several) apparent violation(s) of Title VI of the Civil Rights Act of 1964, including those mentioned in your letter (was/were) identified. Efforts are underway to correct these deficiencies.

Thank you for calling this important matter to our attention. You were extremely helpful during our review of the program. You may be hearing from this office, or from federal authorities, if your services should be needed during the administrative hearing process.

Sincerely,

Kendra McGeady, Transit Director Pelivan Transit 333 Oak St/P.O. Drawer B Big Cabin, OK 74332

APPENDIX D

Sample Letter Notifying Complainant that the Complaint Is Not Substantiated

Today's Date

Ms. Jo Doe 1234 Main St. Clarksville, Tennessee 37040

Dear Ms. Doe:

The matter referenced in your complaint of alleging (date) against Pelivan Transit has been investigated.

The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964, had in fact been violated. As you know, Title VI prohibits discrimination based on race, color, or national origin in any program receiving federal financial assistance.

Pelivan Transit has analyzed the materials and facts pertaining to your case for evidence of the Pelivan's failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated.

I therefore advise you that your complaint has not been substantiated, and that I am closing this matter in our files.

You have the right to 1) appeal within seven calendar days of receipt of this final written decision from Pelivan Transit, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration at

Federal Transit Administration Office of Civil Rights Attention: Title VI Program Coordinator East Building, 5th Floor - TCR 1200 New Jersey Ave., SE Washington, DC 20590

Thank you for taking the time to contact us. If I can be of assistance to you in the future, do not hesitate to call me.

Sincerely, Kendra McGeady Transit Director Pelivan Transit 333 S. Oak St. P.O. Drawer B

APPENDIX E

Title VI Complaint For

Pelivan Transit

1 Complaint I com					
Section 1					
Name:					
Address:					
Telephone (Home): Telephone(work)					
Email Address:					
Section 2					
Are you filing this out on your own behalf? 0 Yes 0 No					
* If you answered yes" to this question, go to Section 3.					
If not, please supply name/relationship to person for whom you are filing complaint					
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: O Yes O No					
Section 3					
I believe the discrimination I experienced was based on (check all that apply): Race Color National Origin Other:					
Date of Alleged Discrimination (Month/Day/Year):					
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses.					
Section 4					
Have you previously filed a Title VI complaint with this agency					

Section 5					
Have you filed this complaint with any of any Federal or State court? O Yes ÕNO Which type of Court?	ther Federal, State or local agency, or with				
Please provide information about a contact person at the agency/court where the Complaint was filed.					
Name and Title:	Name and Title:				
Agency:	Telephone:				
Sec	tion 6				
Name of agency complaint is against:					
Contact person(s):					
Title:					
Telephone.					
Signature and date required below (If filing or	ut online a Digital Signature will suffice).				
Signature	Date				

Please submit this form by email or in person to:

Kendra McGeady

Transit Director, Pelivan

Transit 333 South Oak Street

Big Cabin, Oklahoma 74332

kmcgeady@grandgateway.org

APPENDIX F

Limited English Proficiency

INTRODUCTION

This Limited English Proficiency Plan has been prepared to address Grand Gateway dba Pelivan Transit's (Pelivan Transit) responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English proficiency language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of 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 agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds, including Pelivan Transit.

Plan Summary

Pelivan Transit has developed this Limited English Proficiency Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to access services provided. As defined by 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, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

In order to prepare this plan, Pelivan Transit used the four-factor LEP analysis which considers the following factors:

- 1.The number or proportion of LEP persons in the service area who may be served by Pelivan Transit
- 2. The frequency with which LEP persons come in contact with Pelivan Transit services.
- 3. The nature and importance of services provided by the Pelivan Transit System to the
- LEP population.

4. The interpretation services available to Pelivan Transit and overall cost to provide LEP assistance. A summary of the results of the four-factor analysis is in the following section.

MEANINGFUL ACCESS: FOUR-FACTOR ANALYSIS

1 . The number or proportion of LEP persons in the service area who may be served or are likely to require Pelivan Transit services. Pelivan Transit staff reviewed the

linguistic diversity of LEP population data from the LEP.Gov Data and Language Maps to determine that <2% of population in the Pelivan Transit service area, speak English "less than very well".

- 2. The frequency with which LEP persons come in contact with Pelivan Transit services. Pelivan Transit staff reviewed the frequency with which the board, office staff and drivers have, or could have contact with LEP persons. This includes phone inquiries or office visits. To date, Pelivan Transit has had no requests for interpreters and no requests for translated program documents. The board, office staff and drivers have little contact with LEP persons. Those LEP persons who do come into contact with staff typically have a family member, employer or friend to assist with translation, if needed.
- 3. The nature and importance of services provided by Pelivan Transit to the LEP population. There is no large geographic concentration of any type of LEP individuals in the Pelivan Transit service area. The overwhelming majority of the population speaks only English. Through outreach and research efforts, staff have not identified any social, service, professional and leadership organizations within the Pelivan Transit service area that focus on outreach to LEP individuals. Pelivan Transit board, office staff and drivers are most likely to encounter LEP individuals through transportation rides, office visits, phone conversations and attendance at public meetings.
- 4. The resources available to Pelivan Transit, and overall costs to provide LEP assistance.

Pelivan Transit reviewed its available resources and determined a bi-lingual transit staff member is available to assist with Spanish translation, as necessary. Gilbert Mendez, safety officer for Pelivan Transit, is available to assist with translation, as needed, along with two additional staff members.

The Ridership Policy, Title VI Notice to the Public, Pelivan Transit Customer Satisfaction Survey and Complaint Form were determined as the most likely documents to need to be translated into Spanish. Each transit site has copies available for use. Spanish Translation Wallet cards are available to assist in communicating with an LEP person who speaks Spanish. The website and brochures have a Title VI notice in Spanish, to make a request, or should information be needed in another format. Google translate has successfully been used as a tool used to provide translation assistance, when needed.

LANGUAGE ASSISTANCE

A person who does not speak English as their primary language and who has a limited ability to read, write, speak or understand English may be a Limited English proficient person and may be entitled to language assistance with respect to Pelivan Transit services. Language assistance can include interpretation, which means oral or spoken transfer of a message from one language into

another language and/or translation, which means the written transfer of a message from one language into another language.

How Pelivan Transit staff may identify an LEP person who needs language assistance:

- •Pelivan Transit staff can be provided "I Speak" cards to assist in identifying the language interpretation needed, if the occasion arises.
- •Pelivan Transit staff will be informally surveyed periodically on their experience concerning contacts with LEP persons.
- •When Pelivan Transit sponsors an informational meeting or event, an advanced public notice of the event will likely be published in local newspapers, including an opportunity to request an accommodation. Additionally, a staff person may greet participants as they arrive. By informally engaging participants in conversation, it is possible to gauge each attendee's ability to speak and understand English. Although translation may not be able to be provided at the event, this process will help identify the need for future events.

Language Assistance Measures

Although there is a very low percentage of LEP individuals, that is, persons who speak English "not well" or "not at all", in Pelivan Transit System's service area, the agency will strive to offer the following measures:

Pelivan Transit staff shall take reasonable steps to provide the opportunity for meaningful access to LEP clients who have difficulty communicating in English.

The following resources will be utilized to accommodate LEP persons:

- Transit staff will communicate identification of LEP individuals to the LEP Plan Coordinator.
- Transit staff will work with family members, employers, and/or friends to communicate.
 - Transit staff will use Spanish Translation Wallet Cards, if necessary.

 Volunteer interpreters for the Spanish language will be contact.
 - Volunteer interpreters for the Spanish language will be contacted for availability within a reasonable time period, as needed.
 - Attempts shall be made for language interpretation for all other languages through Google Translate or telephone interpretation services, as needed and available.

STAFF TRAINING

Title VI and LEP training shall be provided to Pelivan Transit staff. Examples of recent training is listed below:

- New Hires shall receive a copy of the policy, review contents and sign acknowledgment during orientation.
- Admin shall encourage transit staff to report requests for language assistance. •
- Transit staff shall be coached on how to handle a potential Title VI/LEP complaint, as needed.
- Transit staff completed Sensitivity Refresher training in August of 2020, which included a Sensitivity video.

- Transit staff completed annual training related to HIPPA, confidentiality, ethics, equal opportunity, waste, fraud, cultural awareness, mutual respect and respect for individuals with disabilities in October 2021.
- This revision of the Title VI and LEP plan will be disseminated to all transit staff in February 2023, after board adoption. Acknowledgment of receipt and understanding of the revision shall be documented and a copy maintained in each staff person's personnel file.

TRANSLATION OF DOCUMENTS

Pelivan Transit weighed the cost and benefits of translating documents for potential LEP groups. Considering the expense of translating documents, the likelihood of frequent changes in documents and other relevant factors, at this time the Notifying the Public of Rights Under Title VI, Ridership Policy and Work Ride Form have been translated into Spanish.

Due to the small local LEP population, Pelivan Transit does not have a formal outreach procedure in place. Translation resources are limited in this region. However, when and if the need arises for LEP outreach, Pelivan Transit will consider available options.

When staff prepares a document, or schedules a meeting, for which the target audience is expected to include LEP individuals, documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population.

MONITORING

Pelivan Transit shall update the LEP Plan as required. At a minimum, the plan shall be reviewed and updated when data from the new Census is available, or when it is clear that higher concentrations of LEP individuals are present in Pelivan Transit service area. Updates will consider the following:

- •The number of documented LEP individuals encountered annually.
- •How the needs of LEP persons have been addressed.
- •Determination of the current LEP population in the service area.
- •Determination as to whether the need for translation services has changed.
- •Determine whether Pelivan Transit's financial resources are sufficient to fund language assistance resources needed.
- •Determine whether Pelivan Transit fully complies with the goals of this LEP Plan.
- •Determine whether complaints have been received concerning the agency's failure to meet the needs of LEP individuals.
- •Maintain a Title VI compliant log including LEP to review and determine issues and basis of complaints.

DISSEMINATION OF PELIVAN TRANSIT LEP PLAN

Pelivan Transit shall notify LEP persons of the LEP Plan and how to access language services, by posting signs at conspicuous and accessible locations, which may include but not be limited to the following:

- Grand Gateway Economic Development Association dba website, https://pelivantransit.org
- Pelivan Transit System brochures
- Press releases, public notices and agendas will provide an opportunity to request an
 accommodation related to offering a translator (LEP) or interpreter (sign language for
 hearing impaired individuals) the public that they can request information in another
 format or language by calling 918-762-3041 Ext. 181. A Spanish translation of the
 Notice to the Public is posted below the English version of notices.

Title VI and LEP Public Participation Plan

It is Pelivan Transit System's intent to provide an opportunity for public involvement and full access to the transportation decision making process in each stage of the planning and development of a transportation project to all segments of the population, including minority or low-income communities and populations who are not proficient in English. Public forums are scheduled annually in each county served to invite the public to participate in the transportation plan. Virtual meetings will be considered as an option for participation, when circumstances are necessary. Press releases that include the schedule of meetings and locations will be published in local newspapers. Legal notices will be published in the classified section of the largest newspapers in each county at least two consecutive weeks regarding a notice opportunity. Letters will be mailed to elected officials, tribes, and private transit providers. Mass email notices will be sent to businesses, contract representatives, chambers, <u>partners</u> and social service organizations.

To encourage the participation of minorities, the agency by-laws outline board membership. At least one-third of the Governing Board must be comprised of elected public officials, currently holding office or their representatives. At least one-third of the directors shall be persons chosen in accordance with democratic selection procedures adequate to assure that members are representative of low-income individuals and families in the neighborhood served. The remainder shall be officials or members of business, industry, labor, religious, law enforcement, education or other major groups and interests in the community served.

It should be noted that Pelivan Transit riders and clients are not asked questions about ethnicity when a trip is scheduled. Pelivan Transit does not request or track this information, with the Title Ill participation.

APPENDIX G

A RESOLUTION OF APPROVAL FOR THE TITLE VI PLAN FOR PELIVAN TRANSIT AS AUTHORIZED BY THE FEDERAL TRANSIT ADMINISTRATION.

WHEREAS, as the recipient of Federal Transit Administration (FTA) funding, Pelivan Transit is required to maintain a Title VI program; and

WHEREAS, the 2023 Pelivan Transit Title VI Plan for Transit Operations was developed per FTA Circular 4702.1B to meet the new requirements as authorized in the Moving Ahead for Progress in the 21st Century Law 112-141; and

WHEREAS, FTA Circular 4702.1B requires each recipient of federal funding assistance to provide a copy of the minutes or a resolution demonstrating the Transit's consideration, awareness, and approval of the contents of the Title VI plan; and

WHEREAS, the Board deems it to be in the best interest of the citizens of Pelivan Transit territory to adopt a Title VI Plan for Transit Operations to provide fair and reasonable public transportation services to the citizens of the territory.

NOW THEREFORE BE IT RESOLVED by virtue of the authority vested in the Board by law, that the Board hereby approves the 2023 Pelivan Transit Title VI Plan for Transit Operations as presented, said Plan being incorporated herein by reference.

BE IT FURTHER RESOLVED that the aforementioned recitals are incorporated by reference into the body of this Resolution and such recitals are adopted as findings of fact.

BE IT FURTHER RESOLVED that said Plan shall be made effective immediately upon the execution of this Resolution.

BE IT FURTHER RESOLVED that said Plan shall be permanently filed in the office of the Pelivan Transit headquarters and copies of the same shall be distributed to the Grand Gateway EDA Executive Director.

SO APPROVED AND ADOPTED this day of February, 2023.
CERTIFICATE
The undersigned duly qualified and acting Chairman of the Board of the Grand Gateway EDA DBA
Pelivan Transit certifies that the forgoing is a true and correct copy of the resolution of approval for the
Pelivan Transit Title VI Plan, adopted at a legally convened meeting of the Grand Gateway EDA held on
February, 2023.

Signature of Authorized Official	Date
Title of Authorized Official	-