

LEXTRAN

TITLE VI PROGRAM PLAN

OCTOBER 2019



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## INTRODUCTION

The Transit Authority of the Lexington-Fayette Urban County Government (Lextran), Lexington's public transportation system, has been in existence in its current form since December 1, 1973. Lextran operations are located on 13.69 acres at 200 West Loudon Avenue, Lexington, KY 40508. Lextran's Title VI Program Plan has been revised to comply with FTA Circular C 4702.1B dated October 1, 2012.

Lextran receives federal financial assistance to provide transit services. Federal funding is received in accordance with Chapter 53 of title 49, U.S. Code, as amended by the Fixing America's Surface Transportation Act (FAST), and related provisions. As a recipient of these funds, Lextran complies with the regulations relative to nondiscrimination in federally assisted programs of the Department of Transportation, Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time (hereinafter referred to as the Regulations). According to the American Community Survey (2010-2014), Lexington-Fayette County has a total population of 315,109 and is required to submit Title VI update. Title VI refers to prohibitions against discrimination in federal programs. Lextran is committed to the following:

1. Ensure that the level and quality of transit service is provided without regard to race, color, or national origin;
2. Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
3. Promote the full and fair participation of all affected populations in transit decision making;
4. Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations; and
5. Ensure meaningful access to programs and activities by persons with limited English proficiency.

## POLICY STATEMENT

Lextran assures that no person shall on the grounds of race, color, national origin, or sex as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 (P.L. 100.259) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. Lextran further assures every effort will be made to ensure nondiscrimination in all its programs and activities, whether those programs and activities are federally funded or not. In the event that Lextran

distributes federal assistance funds to another governmental entity or contractor, Lextran will include Title VI language in all written agreements and will monitor for compliance.

## REQUIREMENT TO PROVIDE AN ANNUAL TITLE VI CERTIFICATION AND ASSURANCE

The requirement to provide an annual Title VI certification and assurance is fulfilled when Lextran submits its annual certification and assurance to the FTA, most recently on March 22, 2019. Refer to Appendix B for documentation of Lextran’s annual certification.

## REQUIREMENT TO PREPARE AND SUBMIT A TITLE VI PROGRAM PLAN

The requirement to prepare and submit a Title VI Program Plan is fulfilled by this document. In preparation of submission, Lextran announced and solicited public comment according to the following timeline:

- July 17, 2019 - Announce public meetings
- July 22, 2019 - Public comment period opens
- July 30, 2019 - Public meeting held
- July 31, 2019 - Public meeting held
- August 9, 2019 - Public comment period closes
- August 9-16, 2019 - Feedback review and policy revisions
- August 21, 2019 - Proposed policy submitted to Lextran Board of Directors
- October 1, 2019 - Title VI Program Plan submitted to FTA

The intent of the public meetings was to introduce and describe Title VI and its impact on public transportation while soliciting public comments on key elements of this Title VI Program Plan. Along with a brief introduction to Title VI, Lextran’s major service change policy, disparate impact policy, and disproportionate burden policy was presented for comment.

## REQUIREMENT TO NOTIFY BENEFICIARIES OF PROTECTION UNDER TITLE VI

Lextran notifies beneficiaries of their rights under Title VI via the following:

- Lextran’s Transit Center
- Lextran’s administrative office building
- Each Lextran bus
- On Lextran’s website, [www.lextran.com](http://www.lextran.com)

The following notice is posted at Lextran’s Transit Center, the administrative office building, and on each bus:

#### Notifying the Public of Rights under Title VI

The Transit Authority of Lexington, Kentucky, Lextran 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 Lextran through direct mail, electronic mail, web-site customer comment form, customer comment card and by telephone.

For more information on the Lextran’s civil rights program, and the procedures to file a complaint, contact (859) 255-7756; email [title.vi.complaint@lextran.com](mailto:title.vi.complaint@lextran.com); or visit our administrative office at 200 West Loudon Avenue, Lexington, KY 40508. For more information, visit [www.lextran.com](http://www.lextran.com).

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

If information is needed in another language, contact (859) 255-7756.

#### Notificación Para El Público De Sus Derechos Bajo El Título VI

La autoridad de Transito de Lexington, Kentucky, Lextran opera sus programas y sus servicios sin importa raza, color, origen según el Título VI de la ley de Derechos Civiles. Cualquier persona que cree que ha sido agraviado por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja con Lextran a través del correo regular, correo electrónico, formulario de comentarios en la página web, tarjeta de comentarios para clientes y también por teléfono.

Para más información sobre el programa de los derechos civiles y procedimientos y como presentar una queja con Lextran contáctese con el siguiente número de teléfono (859) 255-7756 correo electrónico: [title.vi.complaint@lextran.com](mailto:title.vi.complaint@lextran.com); o visite nuestra oficina administrativa localizada en 200 West Loudon Avenue, Lexington, KY 40508. Para más información visite nuestra página web: [www.lextran.com](http://www.lextran.com)

También se desea hacer un reclamo directo, puede hacerlo con La Administración Federal De Transito. Mande una denuncia a La Oficina De Derechos Civiles, Atención: Coordinador Del Programa Título VI, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave, SE, Washington, DC 20590

Si necesita información en otro idioma, contáctese con el siguiente número telefónico (859) 255-7756.

Lextran's website contains information about the Title VI Program Plan and provides an additional method to submit complaints. The website contains the contact information for the current Title VI Coordinator and links to the full Title VI Program Plan. Lextran's Title VI page can be accessed at [www.lextran.com/about/titlevi](http://www.lextran.com/about/titlevi). The following notice is included on the website in English and Spanish:

Lextran operates programs without regard to race, color, and national origin;

Customer complaints or requests for information about this and Title VI may be directed to Lextran via direct mail, electronic mail, web-site customer comment form, customer comment card, and/or by telephone.

1. Visit [www.lextran.com](http://www.lextran.com) and fill out a Customer Comment by selecting the 'Contact Us' link. Please complete the form, choosing either complaint or question.
2. Call (859) 255-7756 and the phone attendant can take the complaint or assist in providing more information.
3. Lextran's Mailing Address is 200 West Loudon Avenue • Lexington, KY 40508
4. Customer Comment Cards can be obtained at the Transit Center during customer service hours.

## REQUIREMENT TO DEVELOP TITLE VI COMPLAINT PROCEDURES AND COMPLAINT FORM

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Lextran may file a Title VI complaint by completing and submitting the Title VI Complaint Form. The Title VI complaint form can be found in English and Spanish on Lextran's website, at the Transit Center customer service window during regular hours, or at the administrative office during regular hours.

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964 for alleged discrimination in any program or activity administered by Lextran. These procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and Lextran may be utilized for resolution. Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a complaint.

- 1) A formal complaint must be filed within one-hundred eighty (180) days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the complainant's name, address, and telephone number; name of alleged discriminating official, basis of complaint (race, color, national origin), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.
- 2) Lextran encourages individuals to submit Title VI complaints in writing using the complaint form and mailing it to:  
  
Title VI Coordinator  
Lextran  
200 West Loudon Avenue  
Lexington KY, 40508
- 3) In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to Lextran's Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the Title VI Coordinator will assist the complainant in completing a written statement.
- 4) When a complaint is received, the Title VI Coordinator will provide written acknowledgment to the complainant by registered mail within ten (10) business days.
- 5) If a complaint is deemed incomplete, additional information will be requested, and the complainant will be provided sixty (60) business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.
- 6) Within fifteen (15) business days from receipt of a complete complaint, Lextran will determine its jurisdiction in pursuing the matter and whether the complaint has merit to warrant investigation. Within five (5) days of this decision, the General Manger (GM) of Lextran or his/her authorized designee will notify the complainant and respondent, by registered mail, informing them of the determination.
- 7) If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
- 8) If the complaint is to be investigated, the notification shall state the grounds of the Authority's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
- 9) When Lextran does not have sufficient jurisdiction, the GM or his/her authorized designee will refer the complaint to the appropriate local, state, or federal agency holding such jurisdiction.

- 10) If the complaint has investigative merit, the GM or his/her authorized designee will instruct the Title VI Coordinator to fully investigate the complaint. A complete investigation will be conducted, and an investigative report will be submitted to the GM within sixty (60) days from receipt of the complaint. The report will include a description of the incident, summaries of all persons interviewed, and a finding with recommendations and proposed resolution where appropriate. If the investigation is delayed for any reason, the Title VI Coordinator will notify the appropriate authorities, and an extension will be requested.
- 11) The General Manager or his/her authorized designee will issue letters of finding to the complainant and respondent within ninety (90) days from receipt of the complaint.
- 12) If the complainant is dissatisfied with Lextran’s resolution of the complaint, he/she has the right to file a complaint with additional agencies, shown below:

Other Agency Contacts	
Kentucky Commission on Human Rights 162 E Main St # 226, Lexington, KY 40507 (859) 252-0071 <a href="http://kchr.ky.gov/">http://kchr.ky.gov/</a>	Federal Transit Administration Title VI Program Coordinator East Building, 5th Floor-TCR, 1200 New Jersey Ave SE, Washington, DC 20590

Table 1: Agency Contacts for Title VI Complaints

Lextran’s complaint form has been translated into Spanish and Chinese. Examples of the complaint forms can be found in Appendix C.

## REQUIREMENT TO RECORD AND REPORT TRANSIT RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS

There are no Title VI related lawsuits and there have been no active investigations conducted by the Federal Transit Administration. Since the last Title VI Program Plan update, we have received four related complaints:

Complainant	Date	Summary	Status	Action Taken
Michael P.	August 16, 2017	Concerned the service changes at the time negatively affected the protected classes of the population more due to increased wait time.	His concerns were heard by the Lextran Board of Directors and Management. Mr. P did not file a formal complaint with FTA.	No action was taken because there was no support for the claim.
Mia T.	November 6, 2017	Race discrimination complaint.	Based on evidence from video footage from the bus the allegations cannot be substantiated.	No action was taken since there was no support for the claim.
James B.	May 24, 2018	He found statements by driver about racism offensive.	Video footage from the bus was observed. Conversation and comments were not supported by Lextran.	Driver training to ensure Lextran's policies and procedures under Civil Rights Act are followed.
James E.	December 13, 2018	Race discrimination complaint.	Investigation by Human Rights Commission staff.	No probable cause was found.

Table 2: Lextran Title VI Complaints 2016-2019

## PROMOTING INCLUSIVE PUBLIC PARTICIPATION

When conducting public outreach and public involvement activities Lextran seeks input from minority, low-income, disabled, and English-Language Learner (ELL) populations. The desired outcome of this public participation plan is to encourage input across the diverse population of Fayette County. Lextran schedules public involvement meetings in transit-accessible locations to ensure the widest possible participation from all groups. Typical locations include public libraries and Lextran's administrative offices.

It is the policy of Lextran to communicate any change in service, permanent or temporary, to the public. Lextran encourages the broadest possible public participation in major decisions that affect our service, our customers, and our community.

On the third Wednesday of each month, Lextran's Board of Directors calls for public comment at their public meeting. Any member of the public may comment on an agenda item listed in that meeting's agenda. A member of the public may request an agenda item by contacting

Lextran at (859) 255-7756 or [info@lextran.com](mailto:info@lextran.com). Meeting agendas for the Board of Directors monthly meeting are typically published on the second Friday of the month.

The desired outcome of this public participation plan is to encourage input across the diverse population of Fayette County.

## SOLICITATION OF COMMENTS AND PUBLIC COMMUNICATIONS

Lextran utilizes a variety of methods to reach individuals, communities, and the public-at-large in an ongoing effort to circulate Lextran-related information. These tools are used, along with enhanced efforts like community events and Lextran-hosted public meetings, to engage and solicit feedback when a major service decision or fare change is proposed. Community notification will occur not less than two weeks before the first public meeting. Lextran encourages the community to comment on proposed service decisions in the following ways:

- Attending a public meeting,
- Submitting comments or letters to Lextran,
- Submitting comments via the Lextran website,
- Submitting comments via Lextran’s Customer Service team by phone or in person,
- Feedback via social media channels such as Facebook, Twitter, and Instagram.

Other mechanisms for commenting may be utilized, if necessary, to gain a more complete overview of the public’s opinion on the proposed change. These may include onboard surveys, phone surveys, or other methods identified as appropriate.

Strategies to provide notice of meetings or upcoming public comment periods are intentionally broad to increase the reach of Lextran’s messaging. Public communication strategies are as follows:

- Lextran’s social media outlets and website. Lextran is active on Facebook ([facebook.com/lextran](https://facebook.com/lextran)), Twitter ([twitter.com/lextran](https://twitter.com/lextran)), and Instagram (@\_lextran) providing continuous updates and commentary. Our website sources Google Translate to allow members of ELL populations access to the same information.
- Interior notifications on all Lextran buses (printed and/or digital) – Printed passenger alerts are posted onboard all Lextran buses. Digital announcements (audio and text scroll) may also be used if space is available in English and in Spanish.
- Use of digital signage at the Lextran Transit Center in English and Spanish
- Communications with local elected officials

- Communications with community-based organizations and/or special interest groups such as the Mayor’s Commission for People with Disabilities, Senior Services Commission, Urban League of Lexington, and so forth.
- When appropriate, Lextran will live stream meetings via social media and provide video updates of the proposed changes, allowing community members unable to attend meetings to ask questions in real time and provide the information with questions and answers for others to view at their convenience.

#### PUBLIC MEETINGS FOR PROPOSED FARE INCREASES AND MAJOR SERVICE CHANGES

For fare increases and major service changes, Lextran will hold public meetings with the intent of gathering the broadest public comments about proposed changes. At a minimum, at least two public meetings are held, with at least two weeks advance notice when major service or fare changes are proposed. Every effort will be made to hold public meetings at locations impacted by the proposed changes and at a variety of times to best accommodate the public. Public meetings in the event of major service changes or fare increases would vary in format. Lextran would strategically format a public meeting based on the size of the audience and the magnitude of the proposed changes.

All Lextran public meetings for major service changes and fare increases will meet the following criteria:

- Lextran staff will always be available to explain the proposed changes and allow the public to ask questions.
- All public comments will be captured for the record, either electronically or through written transcript.
- Meeting materials will be available in ADA-compliant formats, such as Braille or audio-recording, and Spanish language translation on request of at least one week in advance of the meeting.
- A sign language interpreter or Spanish language interpreter will be available at the public meeting, on request of at least one week in advance of the meeting.
- Lextran will schedule the public meeting in an ADA-accessible location within the affected Lextran service area.

Major service changes are defined as a change that impacts 25 percent or more of the service miles or hours on any route. More information can be found below in the chapter titled “Requirement to evaluate service and fare changes.”

## CONSIDERATION OF PUBLIC COMMENTS

All comments, both positive and negative, concerning fare increases and major service changes received through the public participation process will be compiled and summarized by the Planning, Technology & Community Relations department and provided to the Director of Planning, Technology & Community Relations and the General Manager for review. After review of public comment, the proposed changes may be revised. Any changes made based on public comment will be itemized.

Following the review of comments and revision of changes (if necessary), a summary report will be provided to the General Manager and Board of Directors for discussion and consideration. All summaries of the public participation process will faithfully represent both positive and negative comments. All public comments will be available, unedited, for review by the Lextran Board of Directors, the General Manager, and the public.

## RESPONSIBILITIES

The primary responsibility for the public participation process for fare increases and major service changes rests with Lextran's Director of Planning, Technology & Community Relations (service changes and public participation) and Lextran's General Manager (fare increases), assisted by administrative staff.

For service changes, the Planning, Technology & Community Relations Department will:

- Develop plans and make decisions concerning proposed changes.
- Conduct equity analyses as appropriate, including disparate impact and disproportionate burden analyses.
- Convene the public participation team to assist in the solicitation of public comments.
- Attend and participate in public meetings regarding proposed service changes.
- Review comments.
- Revise the major service change proposals based on public comments, if appropriate.
- Communicate the results to the General Manager for consideration and submission to the Board of Directors.

For fare increases, the General Manager will:

- Under the direction of the Board of Directors, work with Lextran's Management Team to make plans and decisions concerning proposed fare increases.
- Convene the public participation team to assist in the solicitation of public comments.
- Attend and participate in all public meetings regarding proposed fare increases.

- Review comments and revise the proposed fare increase based on public comments, if appropriate.
- Communicate the results to the Lextran Board of Directors for consideration and approval.
- Communicate the information to the Lexington-Fayette Urban County Council.

The Planning, Technology & Community Relations Department will:

- Make all arrangements for the public meetings.
- Determine the best format for the public meeting to elicit the broadest public participation.
- Maintain all documentation related to the public participation process.
- Use the communications and outreach methods outlined above, including onboard bus announcements and Lextran website notices, to notify the public of all public meetings and proposed service changes or fare increases.
- Prepare a fact sheet to be used with the public, employees and media concerning the proposed change.
- Create accessible format or Spanish translation materials and/or retain interpreters, if requested at least one week in advance.
- Arrange for the official record of the meeting (digital electronic recording or note-taker), including sign-in sheets.
- Attend all public meetings.
- Summarize and compile all public comments received at the public meetings, through U.S. mail and electronic mail, and/or by phone.

#### SUMMARY OF RECENT PUBLIC INVOLVEMENT AND OUTREACH EFFORTS

Since the 2016 Title VI Program Plan update, Lextran has proposed 19 service improvements and zero fare increases. There were no proposed major service changes. A total of 12 public meetings were held throughout the community and in areas with low income and minority populations. Approximately 56 people attended the meetings hosted in local libraries, and Lextran's Headquarters. Locations were chosen based on low income, minority population, access to transit, and accessibility for people with disabilities.

Meeting Date	Time	Location	Description/Topic	Attendees
10.12.16	6 p.m.	Central Branch Public Library	Community Forum	6
02.08.17	6 p.m.	Central Branch Public Library	Rider Technology & Communications	4
03.01.17	3 p.m.	Central Branch Public Library	April 2017 Service Improvements	4
03.06.17	Noon	Central Branch Public Library	April 2017 Service Improvements	4
07.26.17	6pm	Lextran Headquarters	August 2017 Service Improvements	5
08.01.17	12 p.m.	Central Branch Public Library	August 2017 Service Improvements	10
03.19.18	12 p.m.	Eastside Branch Public Library	April 2018 Service Improvements	1
03.26.19	6 p.m.	Central Branch Public Library	April 2018 Service Improvements	3
06.18.18	11 a.m.	Lextran Headquarters	5310 Bus Stop Improvements	12
06.18.18	6 p.m.	Lextran Headquarters	5310 Bus Stop Improvements	5
12.05.18	6 p.m.	Lextran Headquarters	December 2018 Service Improvements	1
12.06.18	1 p.m.	Village Branch Public Library	2018 Service Improvements	0
07.30.19	11 a.m.	Lexington Senior Center	Title VI Program	6
07.31.19	6 p.m.	Lextran Headquarters	Title VI Program	0

Table 3: Public Meetings 2016-2019

## REQUIREMENT TO PROVIDE MEANINGFUL ACCESS TO LIMITED ENGLISH PROFICIENCY PERSONS

Under this Title VI Program Plan, limited English proficient (LEP) persons are defined as individuals who are limited in their ability to read, write, speak, or understand English. In Lexington-Fayette County, Kentucky, about five percent of the population greater than five years old speak English less than “very well” according to the 2017 American Community Survey. The population of LEP individuals includes people who speak English as a first

language and people who speak a language other than English as a first language. Citizenship does not determine LEP status, as English fluency is not required for citizenship in the United States. Access to services under Title VI applies to United States citizens, documented non-citizens, and undocumented non-citizens.

The basis for LEP falls under the Civil Rights Act of 1964 and Executive Order 13166, signed into order by President Bill Clinton on August 11, 2000. Under the Civil Rights Act of 1964, failure to ensure that LEP individuals can participate in federally assisted programs can constitute discrimination based on national origin under Title VI. Executive Order 13166 clarified requirements under Title VI and required that public agencies implement a system through which LEP individuals can access federally funded services.

Lextran follows the USDOT's *Policy Guidance Concerning Recipient's Responsibilities to Limited English Proficient (LEP) Persons* (Federal Register: December 14, 2005 Volume 70, Number 239) in ensuring meaningful access to transit service and programs by LEP persons. As such, the following components of USDOT's LEP policy guidance are detailed here:

- Four-factor analysis
- Language Access Plan (LAP)
- Channels for Language Assistance

#### FOUR-FACTOR ANALYSIS

The USDOT's *Policy Guidance Concerning Recipient's Responsibilities to Limited English Proficient Persons* (2005) set forth a four-factor analysis as a component of an LEP program. The four factors are:

1. The number of, or proportion of, LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient
2. The frequency with which the LEP persons come in contact with the program
3. The nature and importance of the program, activity, or service provided by the recipient to peoples' lives; and,
4. The resources available to the recipient and costs.

#### NUMBER OF LEP PERSONS ELIGIBLE TO BE SERVED OR LIKELY ENCOUNTERED BY LEXTRAN

The 2017 American Community Survey estimated the population of Fayette County five years of age and older as 295,480. About 5.7 percent, or 16,733 people, speak English less than "very well." Assuming that Lextran will not encounter the entirety of the population five years and older who speak English less than "very well," a reasonable and plausible estimate of 15,000 LEP people are eligible to be served or likely to be encountered by Lextran.

Subject in Fayette County, Kentucky 2010-2014	Estimate	Percent
Population 5 years and over	295,480	100%
Speak English only	258,818	86.1%
Language other than English	36,662	12.4%
Speak English less than "very well"	16,733	5.7%

Table 4: English Speaking Proficiency in Lexington-Fayette County (American Community Survey 2017)

### **THE FREQUENCY WITH WHICH THE LEP PERSONS COME IN CONTACT WITH THE PROGRAM**

Lextran commissioned RLS & Associates to conduct surveys of current riders in 2015, which showed about 4 percent of Lextran riders responded less than “very well” when asked about their English proficiency. There are two key points of potential interaction between LEP persons and Lextran, through the delivery of transit service and in a customer service setting.

In the delivery of transit service, LEP persons can encounter Lextran during normal operating hours, 7 days per week. Lextran’s customer service is open Monday through Friday from 6 AM to 6 PM, Saturday and Sunday from 8 AM to 4 PM at the downtown Transit Center. Customer service items including customer feedback portals, pass purchasing, and route information can be accessed online at any time.

### **THE NATURE AND IMPORTANCE OF THE PROGRAM, ACTIVITY OR SERVICE PROVIDED BY THE RECIPIENT TO PEOPLES’ LIVES**

Lextran’s service provides access to mobility that many people in Lexington and beyond rely on in their daily lives. Typical use of Lextran’s fixed-route service includes commuting to and from work, access to universities and colleges, non-emergency medical trips, recreation, and so forth. About 71 percent of Lextran’s riders use the service daily (RLS 2015), indicating the high importance of Lextran’s service to the community.

### **RESOURCES AVAILABLE AND COST**

Lextran will support this LEP plan through both financial and staff resources. Financial resources are available such that document translation services can be procured as needed. Lextran relies on a third-party phone translation service for any real-time translation needs and financial resources will be available for operations and customer service staff to utilize their service as needed. Lextran staff will be trained to ensure LEP policies and procedures are followed. Further resources will be considered upon discovery that additional measures are needed to provide equitable service to LEP customers.

## LIMITED ENGLISH PROFICIENCY PLAN

**IDENTIFYING LEP INDIVIDUALS WHO NEED LANGUAGE ASSISTANCE**

Determining the number of LEP individuals who need language assistance follows from the Four-Factor Analysis in that Lextran estimates 15,000 people are eligible to be served or might come in contact with our fixed-route service. Lextran adheres to the Department of Justice’s Safe Harbor Provision that stipulates written translation of vital documents for each eligible LEP language group that constitutes five percent, or 1,000 persons, whichever is less that Lextran might encounter in service. Spanish speakers make up over half of the people in Lexington who speak English less than “very well.” Chinese was the second largest population of people who speak English less than “very well” in Lexington, consisting of about 1,340 people. Vital documents are therefore translated into both Spanish and Chinese.

Language	People who Speak English Less than "very well"	Percent of total population
Spanish	8,772	2.97%
Chinese	1,340	0.45%
Arabic	845	0.29%
French	504	0.17%
Korean	409	0.15%
Other Languages	4,863	1.21%
<b>Total</b>	<b>16,733</b>	<b>5.66%</b>

Table 5: Languages of Persons who Speak English Less than "Very Well" (American Community Survey 2017)

Lextran will monitor LEP persons through their customer service and satisfaction surveys conducted triennially. The most recent survey was conducted by RLS & Associates and found that over 90 percent of riders reported their national origin as the United States, and about 4 percent of riders spoke English less than “very well.”

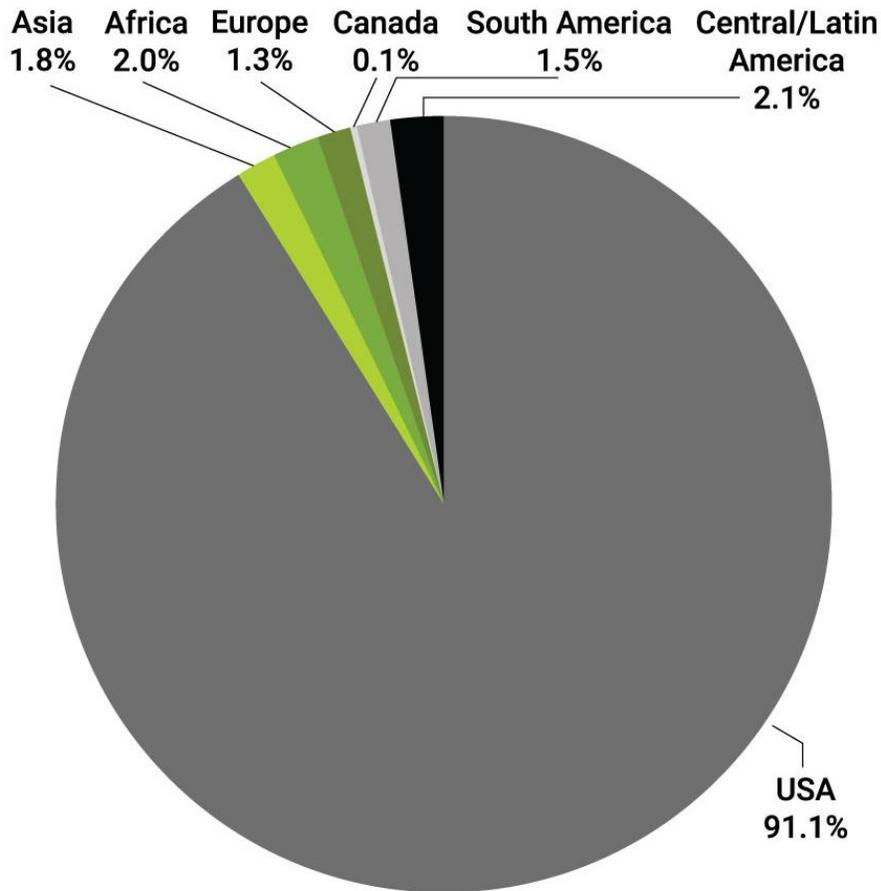


Figure 1: National Origin of Lextran Survey Respondents (RLS 2015)

## LANGUAGE ASSISTANCE MEASURES

Assistance to LEP customers is provided through various methods on board a bus, in a customer service setting, and through translation of vital documents by administrative staff.

On-board, Lextran buses are equipped with voice enunciators and light-emitting diode (LED) signage that can provide audio and visual information in both English and Spanish. For initial interaction with LEP passengers, Lextran coach operators carry U.S. Census Bureau’s I-Speak cards. Lextran coach operators have radio access to central dispatch and can request bi-lingual transportation supervisor support or other language-based assistance when necessary.

For face-to-face customer service, Lextran’s customer service staff are equipped with U.S. Census Bureau’s I-Speak cards for initial interaction with LEP customers. Lextran’s customer service staff also have access to telephone-based translation services through Language Services Associates. Online customer service through [www.lextran.com](http://www.lextran.com) can be conducted in multiple language through Google Translate’s web extension, configured as a pull-down menu on Lextran’s website.

Lextran translates vital documents into Spanish and Chinese and makes those documents available online and through customer service. Upon request, Lextran will make a reasonable effort to translate any document into any language. All route schedules and the Title VI complaint form are available on Lextran’s website in English, Spanish, and Chinese.

### **TRAINING STAFF**

Lextran provides LEP-focused training to both coach operators through the Operations Department and to customer service staff through the Planning, Technology & Community Relations Department. LEP training for coach operators and customer service staff is conducted with each new hire and historically, tri-annually. An annual refresher was implemented in 2016 and will continue.

Transportation dispatchers and roadside transportation supervisors will be briefed on best practices and procedures for LEP customer interaction during regularly occurring training or orientation for new employees.

### **PROVIDING NOTICE TO LEP PERSONS**

Lextran informs LEP persons about the availability of language-based assistance through various media. Placard displays are posted on each bus, in Spanish, that indicate how to request LEP services. Lextran has placed announcements and information about LEP services in local newspapers in Spanish. Notifications are on display throughout Lextran’s Transit Center that provide information on how to request LEP service. LEP assistance placards are found on each customer service window at the Transit Center.

### **MONITORING AND UPDATING THE LEP PLAN**

Lextran will routinely update this LEP plan to ensure effective engagement and equitable service to LEP customers. Each encounter between Lextran coach operators and LEP customers will be documented through daily operations reports. Requests for language services, such as translation of documents or other language assistance will also be recorded and analyzed for future improvement of this LEP plan. Use of Lextran’s third-party translation service will be collected, analyzed, and adjusted as needed.

### **CHANNELS FOR LANGUAGE ASSISTANCE**

Customers needing language assistance can contact Lextran through three primary channels, through customer service, online through Lextran’s website, and directly to the Lextran Title VI Coordinator.

### **CUSTOMER SERVICE**

Lextran’s downtown Transit Center is located at 220 Vine Street in Lexington. Currently, customer service staff are available at the Transit Center 7 days per week, from 6 AM to 6 PM

Monday through Friday and from 8 AM to 4 PM on Saturday and Sunday. Customers can reach a customer service representative at (859) 253-4636.

Lextran’s administrative offices are located at 200 W. Loudon Avenue in Lexington and are open from Monday through Friday, 8 AM to 5 PM.

## **WEBSITE**

Information about Lextran’s Title VI Program Plan and instructions for how to request further assistance can be found at [www.lextran.com/about/titlevi](http://www.lextran.com/about/titlevi). Title VI complaints can be emailed to [title.vi.complaint@lextran.com](mailto:title.vi.complaint@lextran.com) for prompt assistance.

## **MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES**

There are no currently active transit-related, non-elected planning boards, advisory councils or committees, or similar committees that are selected by Lextran. For the duration of this Title VI Program Plan, Lextran shall not deny a person the opportunity to participate on a planning or advisory body on the grounds of race, color, or national origin.

## **PROVIDING ASSISTANCE TO SUBRECIPIENTS**

Lextran does not have subrecipients that meet the reporting requirements of Title VI. If and when Lextran does, Title VI requirements will be included in the contract language concerning compliance, operations, monitoring, and reporting.

## **MONITORING SUBRECIPIENTS**

Lextran does not have subrecipients that meet the reporting requirements of Title VI. If and when Lextran does, Title VI requirements will be included in the contract language concerning compliance, operations, monitoring and reporting.

## **DETERMINATION OF SITE OR LOCATION OF FACILITIES**

There has been no eligible location of facilities relevant to Title 49 CFR Section 21.9(b)(3) for the triannual period prior to this Title VI Program Plan. There is no planned facilities project for the future duration of this Title VI Program Plan. If an eligible facilities project is initiated, Lextran will complete a Title VI equity analysis during the planning stages of any relevant project; give attention to other facilities with similar impacts in the area to determine cumulative adverse impacts; and determine the disparate impact on the basis of race, color, and national origin of the facility.

## **REQUIREMENT TO PROVIDE ADDITIONAL INFORMATION UPON REQUEST**

Lextran agrees to provide additional information upon request to fulfil this requirement. Additional information is outlined on the website at: <http://www.lextran.com/about/titlevi>

## REQUIREMENT TO SET SYSTEM SERVICE STANDARDS AND POLICIES

Lextran has developed service standards that guide the planning and operation of fixed-route service in Fayette County. The fixed-route system was designed and is maintained with the following broad guidelines:

- Routes shall be separated into functional categories to guide level of service and to match the route schedule with contextual land uses.
- When possible, routes will be bi-directional in nature and will avoid large one-way loops.
- Travel times and transfers will be considered between major origins and destinations.

Individual routes in Lextran’s system are governed and monitored as one of three categories: core routes, circulator routes, and limited service routes. Each category of route shares similar operating characteristics and was planned to serve specific needs. Core routes are the originate from Lextran’s central downtown Transit Center and travel outward to suburban Lexington. Core routes are radial in nature and operate seven days per week. Circulator routes do not serve the Transit Center and are typically bi-directional loops in areas of high population and commercial density. Limited service routes fill the gaps created by Lexington’s hub-and-spoke transportation network. Limited service routes are typically less frequent and are scheduled specifically to the attractions and destinations on each route. Lextran defines its service area as one-quarter of a mile from a fixed-route.

### SERVICE STANDARDS

#### VEHICLE LOADS

Loading standards for vehicles ensure that most passengers will have a seat for at least most of their trip. Load factors are calculated by dividing the maximum load by the number of seats on the vehicle. Lextran routes should average no more than a load factor of 1.2 during weekday peak periods and should average no more than a load factor of 1.0 during all other periods. Individual trips can exceed loading standards due to irregularly high demand. Load factors on individual trips should not exceed 1.2 for intervals greater than 10 minutes.

Vehicle Type	Passenger Capacities			
	Seated	Standing	Total	Maximum Load Factor
Cutaway	14	0	14	1.00
29' Standard Bus	18	12	30	1.67
29' Low Floor	28	25	53	1.89
35' Low Floor	32	28	60	1.88
40' Standard Bus	40	35	75	1.88
40' Low Floor	40	35	75	1.88

### VEHICLE HEADWAY

Route headways are determined based on demand and operational capacity. Lextran aims for 35-minute headways during peak period and 70-minute headways during non-peak periods for core routes. Headways for circulator routes are tailored to the time-of-year and location of the specific route. Headway on circulator routes near the University of Kentucky campus depend on UK's academic calendar, 7-10 minutes during the fall and spring academic semesters. Limited service routes range in headway from 35 minutes during peak period to 70 minutes during non-peak service. Lextran aims to have no longer than 70-minute headway on any route during any day of the week.

### ON-TIME PERFORMANCE

On-time performance is defined as an arrival no more than seven minutes late and a departure no more than one minute early. Lextran continuously monitors on-time performance and system results are published and posted as part of monthly performance reports covering all aspects of operations. For all functional route classifications, routes with on-time performance greater than 90 percent are considered in good standing. Increased operational analysis and observation will be conducted for routes that consistently fall below 80 percent on-time. Lextran's long-term goal is for all routes to be above 95 percent on-time.

Category	Percent On-Time
Good	Greater than 90 percent
Satisfactory	Between 80 and 90 percent
Unsatisfactory	Less than 80 percent

### SERVICE AVAILABILITY

Lextran operates routes primarily along major and minor arterials with some deviation along residential collector streets that are suitable for operation. Bus routing on limited-access highways should be kept to a minimum and should only occur where no other feasible alternative exists. Lextran service coverage is defined as the area within 1/3 of a mile of each

bus stop. To the extent feasible, Lextran will serve all major employers, hospitals, schools, and public housing within the Lexington urban area.

### **HOURS OF OPERATION**

The hours of operation should be based on demand and relate to the route's function. The maximum span of service is from 5:00 a.m. to 12:30 a.m. on weekdays and Saturdays, and from 5:00 a.m. to 9:30 p.m. on Sundays.

### **SERVICE LEVELS**

Service levels are defined as peak service and off-peak service. Peak service is generally between the hours of 6:00 a.m. and 9:00 a.m., and between 3:00 p.m. and 6:00 p.m. Off-peak service is provided at all other times including the mid-day period between 9:00 a.m. and 3:00 p.m. and in the evenings and weekends. While every effort is made to provide feasible coverage during off-peak periods, Lextran reserves the right to reduce service and routes because ridership is typically lower during off-peak periods.

### **SERVICE POLICIES**

#### **PASSENGER STOPS**

Lextran formally designates bus stops with signs to provide a safe environment for passenger boarding and alighting. Bus stops are located by the Planning, Technology & Community Relations Department and the Risk Management Department. Bus stops are installed by the Maintenance Department. Bus stops are located and installed following all local ordinances, state laws, and federal laws. The spacing of bus stops will be roughly 0.2 miles apart, with consideration of contextual land-use and pedestrian infrastructure.

#### **PASSENGER AMENITIES**

Bus stops with more than 25 boarding passengers per day will be identified as a potential location for a bus shelter. Bus stops with between 15 and 25 passengers per day will be identified as potential locations for passenger benches. Waste receptacles are included with shelters and benches. Passenger amenities will be considered at all major transfer locations.

Location and provision of passenger amenities is subject to funding availability and right-of-way considerations. Lextran will, to every extent feasible, provide passenger amenities at all locations that satisfy the above criteria.

#### **VEHICLE ASSIGNMENT**

Lextran assigns buses daily on a rotating basis so that buses are assigned to routes evenly. The following operational limitations guide bus assignments on certain routes:

- 40' buses are required on the following routes due to load capacity:

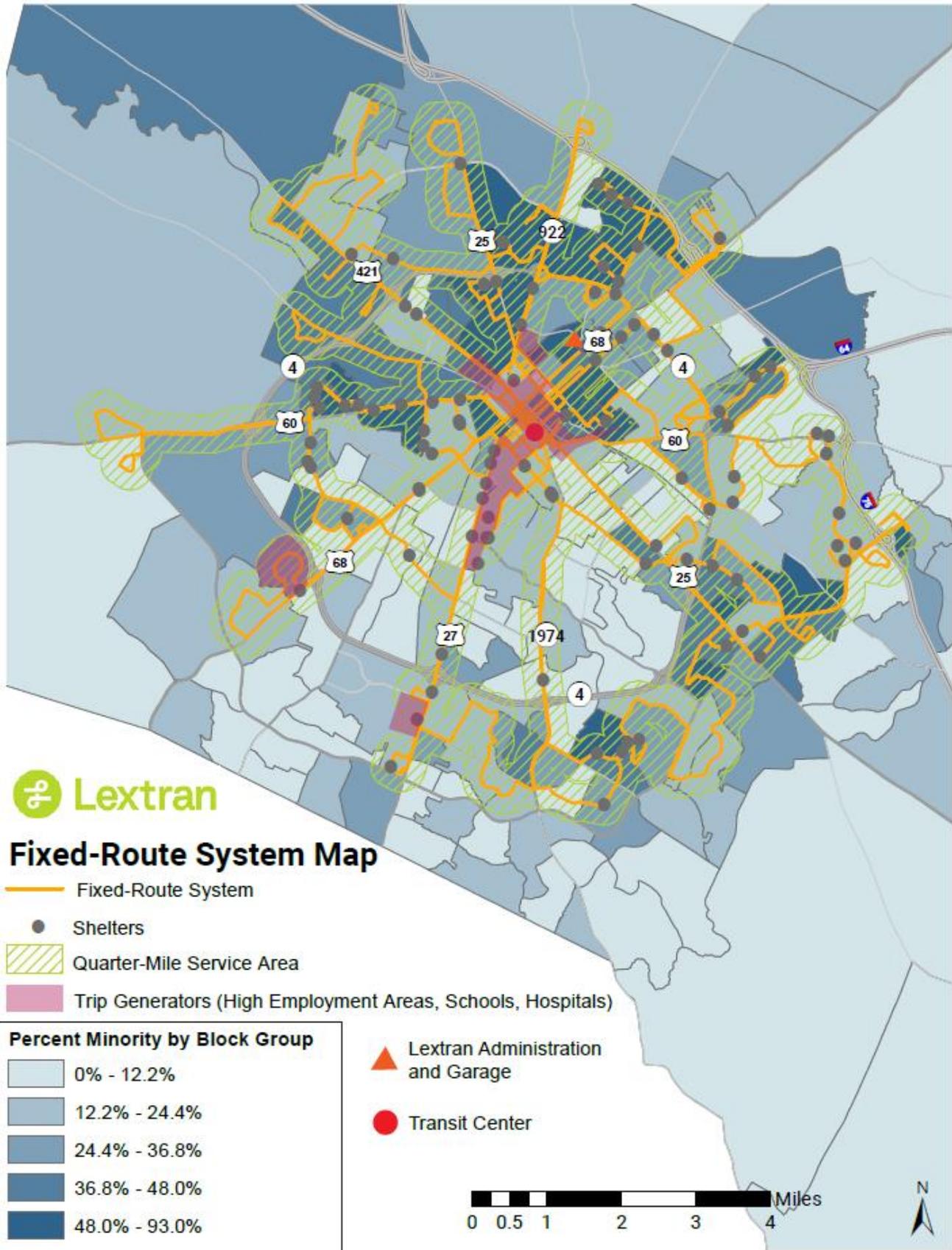
- Route 3 Tates Creek
  - Route 5 Nicholasville Road
  - Route 6 North Broadway
  - Route 7 North Limestone
  - Route 8 Versailles Road
  - Route 10 Hamburg Pavilion
  - Route 14 Blue
  - Route 14 White
  - Route 15 Red Mile
- Route 2 Georgetown Road requires a 35' bus because of maneuverability on the route.
  - Fast-charge electric buses are assigned to routes that allow for the maximum number of electric vehicles in service while accommodating charging requirements with minimal impact on operations.

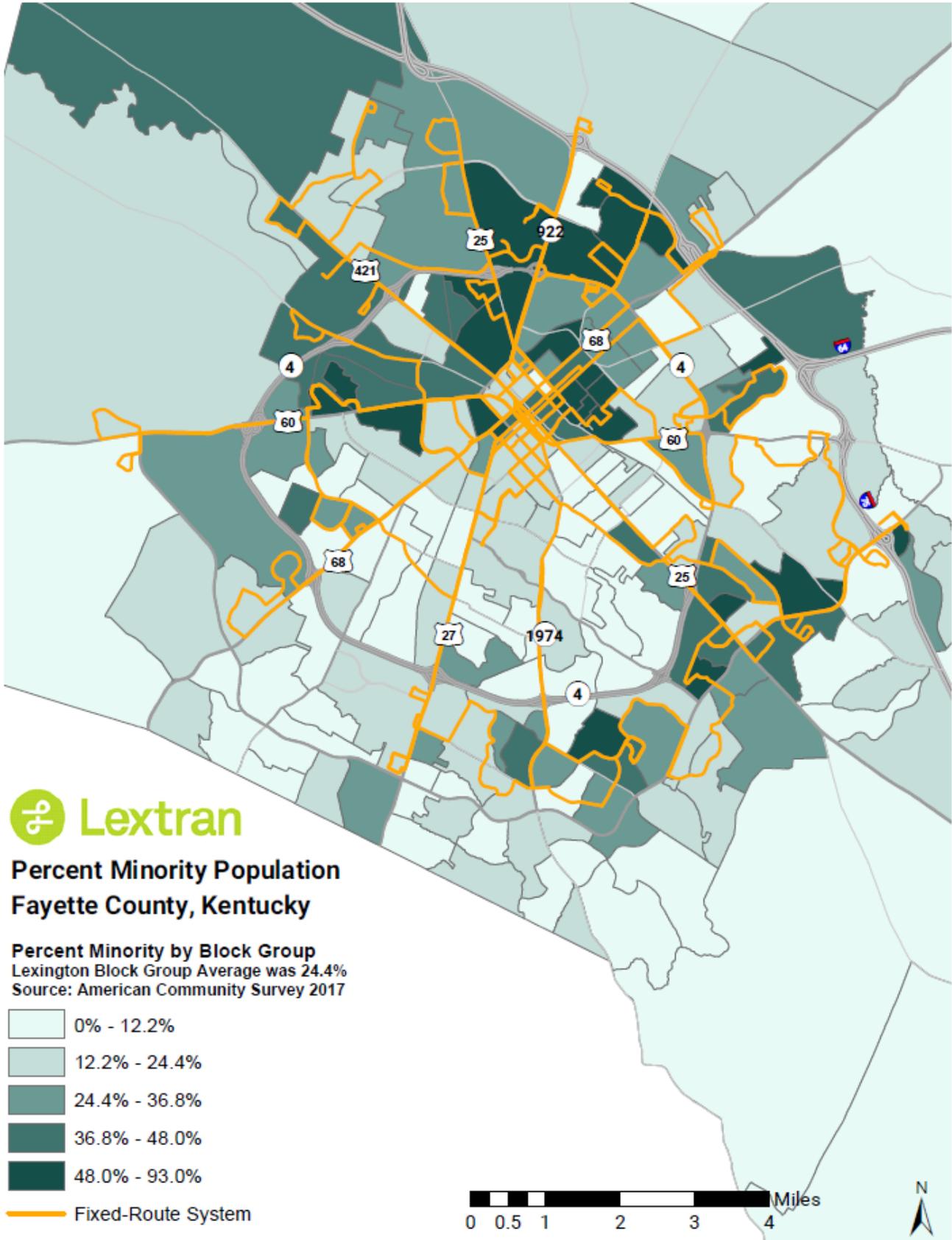
## REQUIREMENT TO COLLECT AND REPORT DEMOGRAPHIC DATA

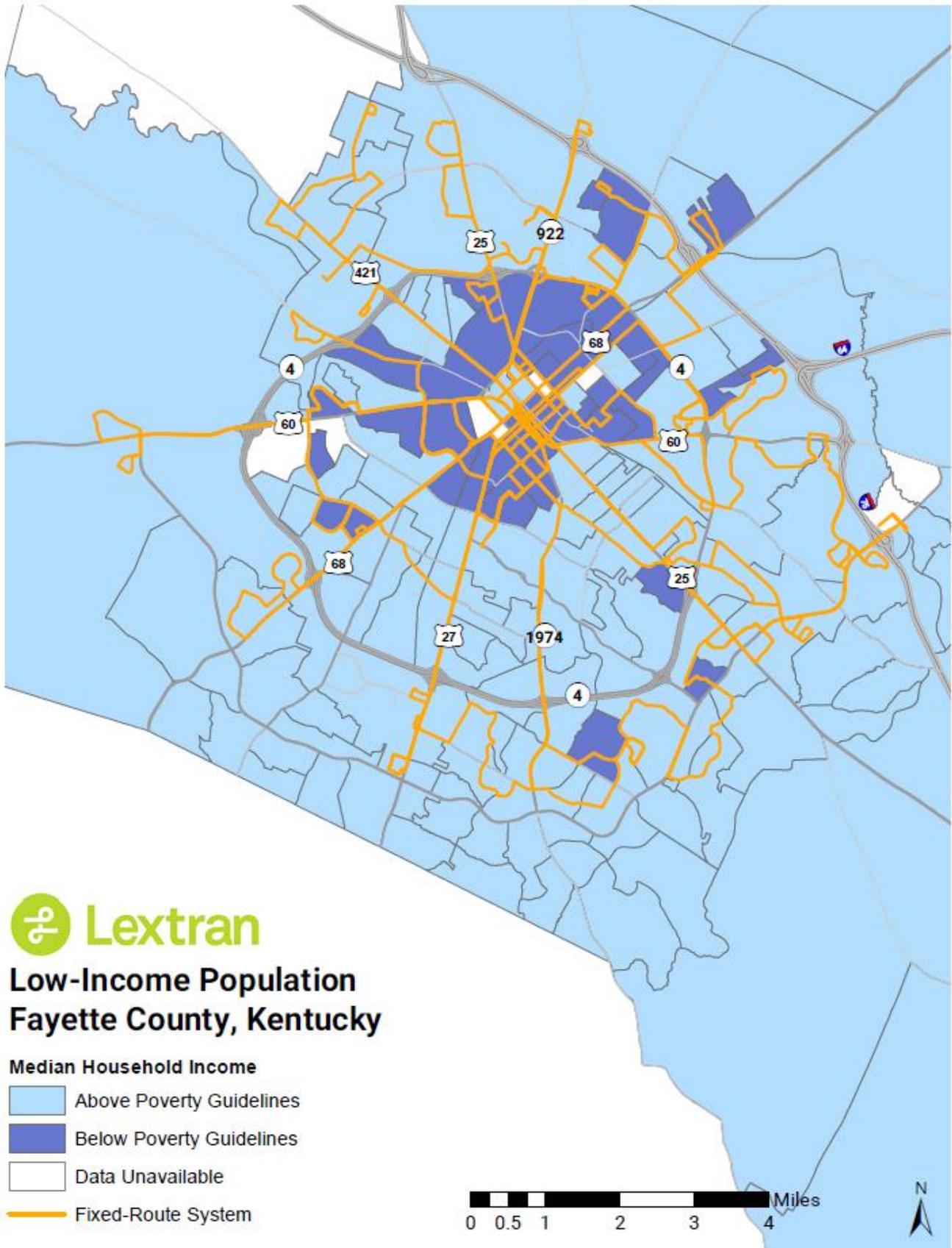
### DEMOGRAPHIC AND SERVICE PROFILE MAPS

As a fixed-route operator with more than 50 vehicles in peak service and greater than 200,000 people in Lexington-Fayette County, Lextran adheres to the requirement to collect and report demographic data. Lextran will prepare demographic and service profile maps and charts after each decennial census and prior to any proposed service reductions or eliminations. As an example, a base map of Lextran's service area, transit facilities, and major activity centers was included below. Maps of Lexington-Fayette County's minority and low-income populations were also included. All analyses were conducted using geographic information systems software and data from the 2017 American Community Survey.

RLS Consultants was commissioned by Lextran in 2015 to produce a report titled *Lextran Service & Fare Equity Analysis*. The full report can be found on Lextran's website at [www.lextran.com/about/titlevi](http://www.lextran.com/about/titlevi). In conducting their report, RLS collected responses from 1,549 riders through intercept surveys. Those survey responses informed the report and the following graphics. RLS found that "Lextran offers service to all populations, specifically including minority, non-minority, and low-income populations. This service is offered without regard to race, color, or national origin and is, therefore, in compliance with the Title VI and Environmental Justice regulations."







## DEMOGRAPHIC RIDERSHIP AND TRAVEL PATTERNS

Demographic ridership and travel pattern data was also collected by RLS. About 44 percent of the survey responses came from African Americans, which represented the largest plurality of the survey.

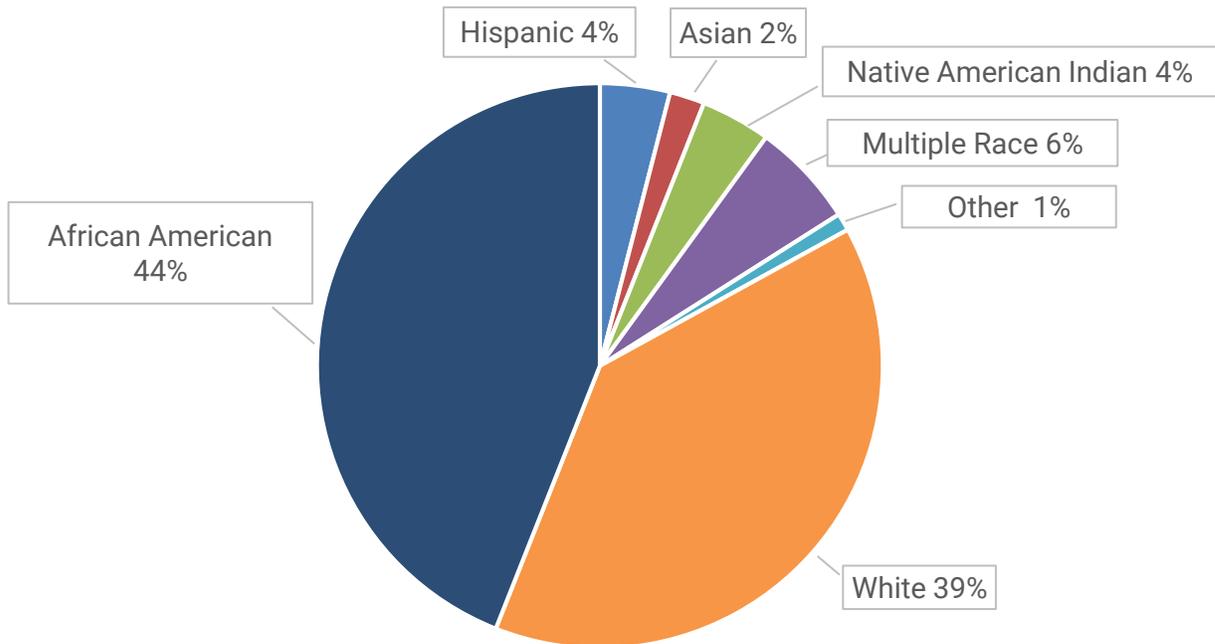


Figure 2: Demographic Ridership (RLS 2015)

The majority of Lextran riders use the fixed-route service for commuting to and from work. About 71 percent of survey responses indicated that Lextran riders used service daily. More than half of minority and non-minority riders cited work as their primary trip purpose.

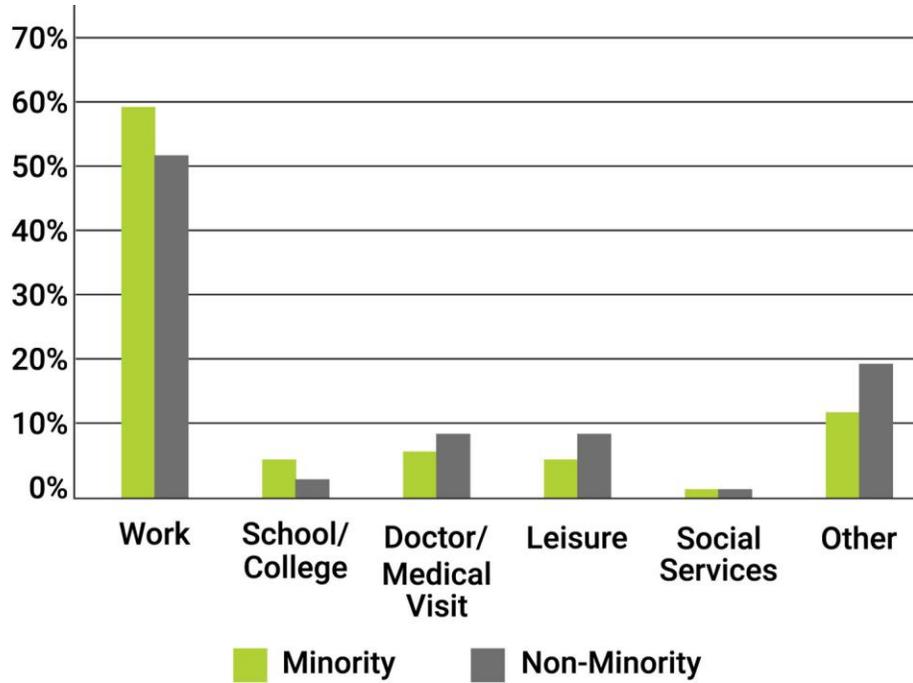


Figure 3: Trip Purpose (RLS 2015)

A larger share of minority riders indicated a travel time of less than 45 minutes than non-minority riders, while a larger share of non-minority riders indicated a travel time of greater than 60 minutes than minority riders.

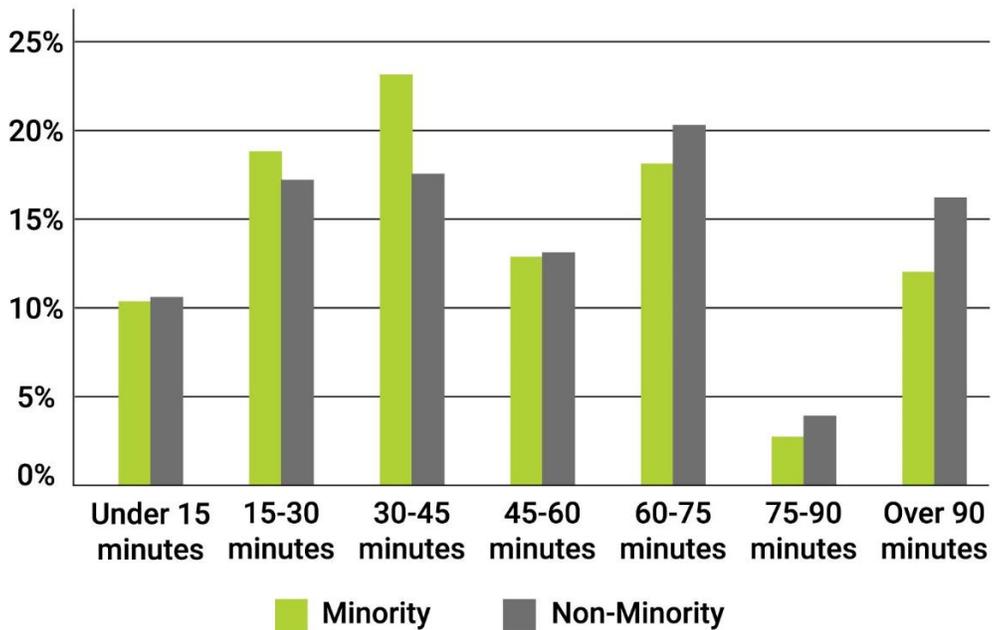


Figure 4: Trip Time (RLS 2015)

## REQUIREMENT TO MONITOR TRANSIT SERVICE

### ROUTE MONITORING PROGRAM

Lextran regularly evaluates the performance of individual routes by route functional classifications. Route performance includes ridership as well as more detailed measures of efficiency and effectiveness. Particular attention is paid to the number of passengers per hour, the number of passengers per mile, the farebox recovery ratio, and the net cost per passenger. Routes that consistently score as unsatisfactory will be further evaluated for ways to improve operational efficiency and effectiveness.

Metric	Route Functional Classification		
<b>Passengers per Revenue Hour</b>	<b>Core</b>	<b>Circulator</b>	<b>Limited</b>
Good	More than 22	More than 15	More than 10
Satisfactory	Between 11 - 22	Between 7 - 15	Between 4 - 10
Unsatisfactory	Less than 11	Less than 7	Less than 4
<b>Passengers per Revenue Mile</b>	<b>Core</b>	<b>Circulator</b>	<b>Limited</b>
Good	More than 1.5	More than 1.2	More than 1
Satisfactory	Between 0.7 - 1.5	Between 0.4 - 1.2	Between 0.3 - 1
Unsatisfactory	Less than 0.7	Less than 0.4	Less than 0.3
<b>Farebox Recovery Ratio</b>	<b>Core</b>	<b>Circulator</b>	<b>Limited</b>
Good	More than 15%	More than 10%	More than 8%
Satisfactory	Between 11 - 15%	Between 4 - 10%	Between 4 - 8%
Unsatisfactory	Less than 11%	Less than 4%	Less than 4%
<b>Net Cost per Passenger</b>	<b>Core</b>	<b>Circulator</b>	<b>Limited</b>
Good	Below Average	Below Average	Below Average
Satisfactory	Equal to or Above	Equal to or Above	Equal to or Above
Unsatisfactory	1 Std. Dev. Above	1 Std. Dev. Above	1 Std. Dev. Above

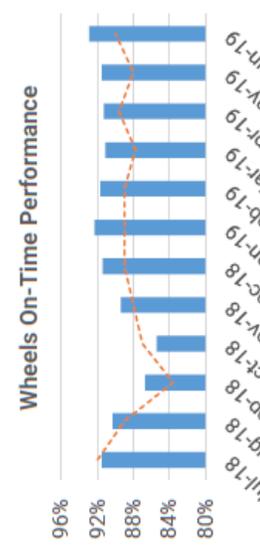
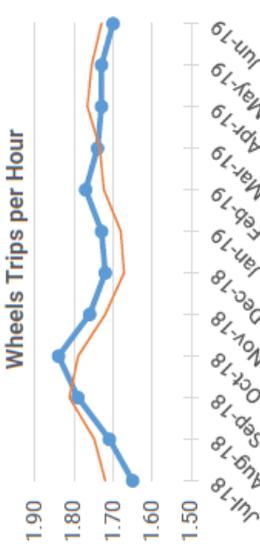
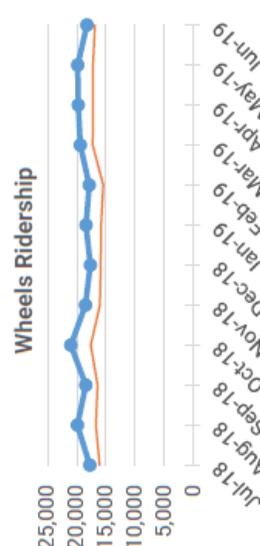
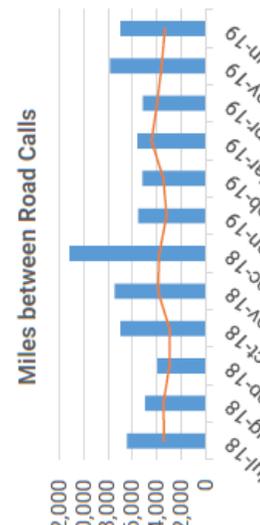
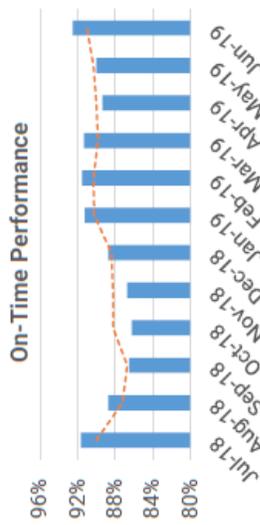
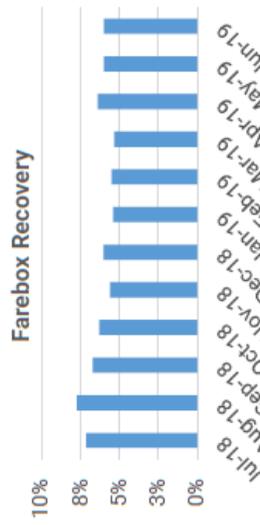
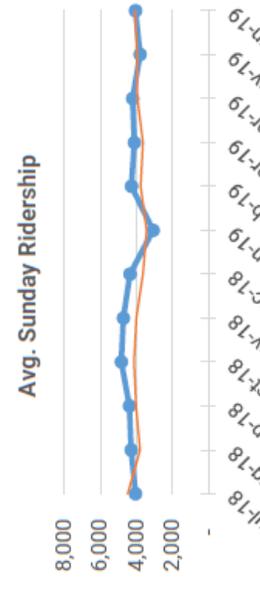
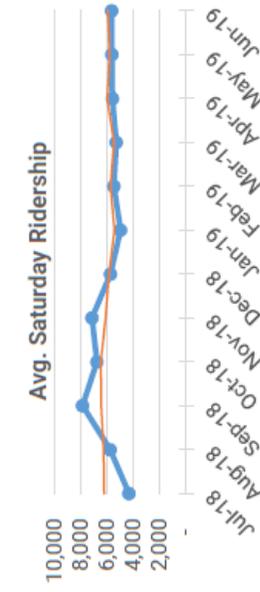
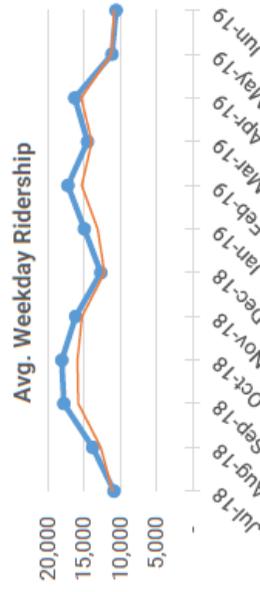
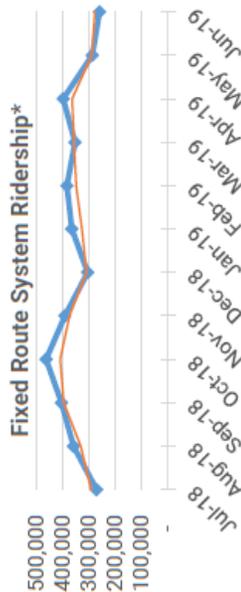
Table 6: Lextran Service Standards by Route Functional Classification

System and route monitoring are conducted monthly and included in Lextran's Board of Directors meeting packets, which are available publicly at [www.lextran.com](http://www.lextran.com).



Key Performance Indicators  
Page 1 of 5

Performance Indicator	Lextran Fixed Route System		Wheels	
	This Month	FY19 YTD	FY18 YTD	FY18 YTD
Total Ridership	260,601	4,244,179	3,933,347	213,830
Total Revenue Miles	139,690	1,839,231	1,712,430	1,635,660
Total Revenue Hours	14,496	195,171	194,649	127,399
Pass. per Mile	1.87	2.31	2.30	0.13
Pass. per Hour	17.98	21.75	20.21	1.68



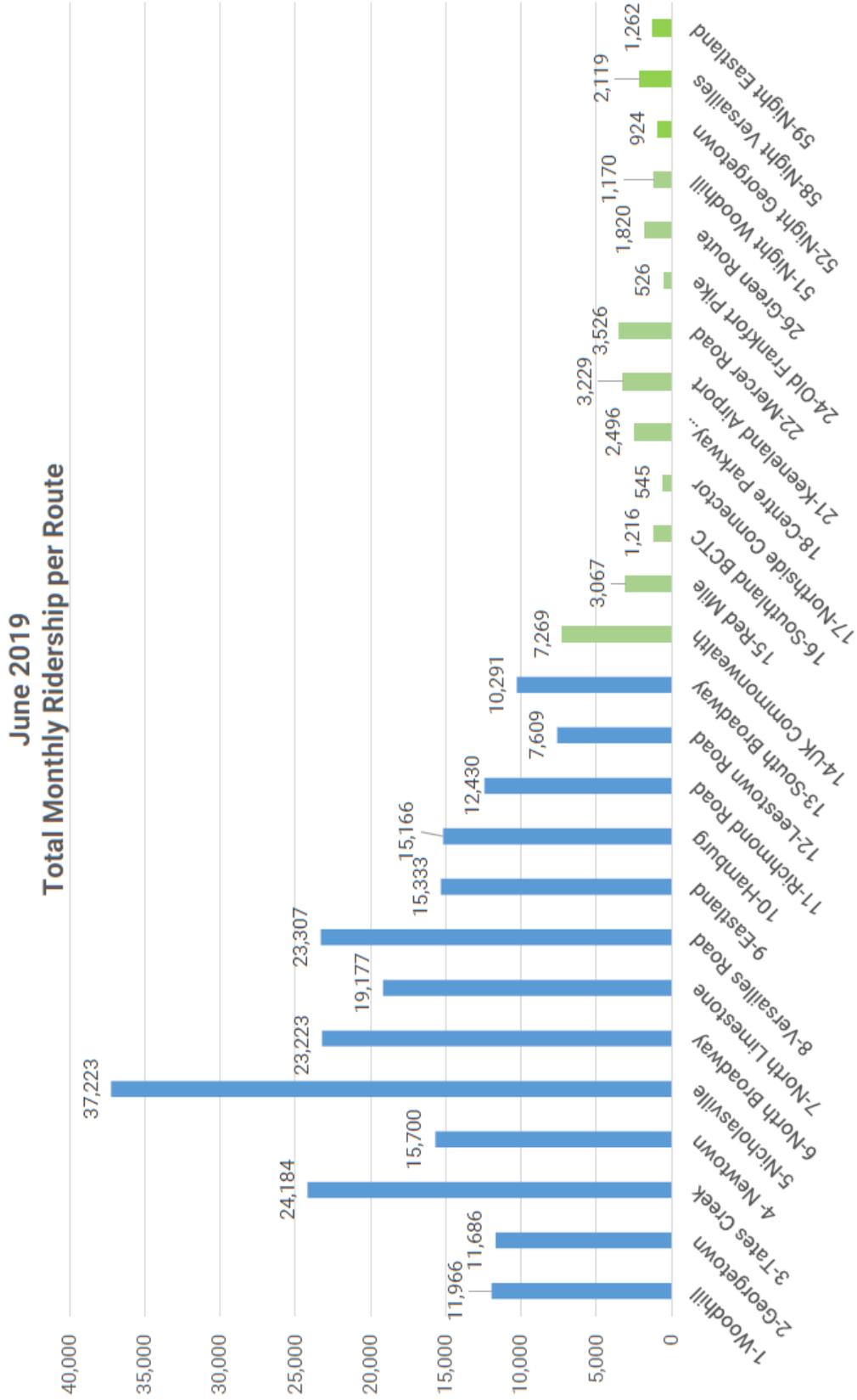
— Monthly average for the previous four years.  
- - - Monthly median for the previous four years.

\*Ridership for April and October used a mixture of farebox and automatic passenger count data.



Route Performance Indicators									
Route Name	Total Cost	Net Cost	Net Total Cost per Hour	Passengers per Mile	Passengers per Hour	Net Cost per Passenger	Farebox Recovery Rate	On-Time Performance	
8-Versailles Road	\$86,499	\$75,211	\$105.60	3.38	32.72	\$3.23	13.0%	97.2%	
6-North Broadway	\$92,400	\$81,810	\$104.65	3.37	29.71	\$3.52	11.5%	92.1%	
7-North Limestone	\$85,509	\$77,090	\$106.63	3.00	26.52	\$4.02	9.8%	95.7%	
5-Nicholasville	\$178,031	\$165,837	\$108.48	2.91	24.35	\$4.46	6.8%	95.3%	
9-Eastland	\$79,667	\$73,791	\$104.26	2.96	21.66	\$4.81	7.4%	97.5%	
4-Newtown	\$96,835	\$90,978	\$115.16	1.99	19.87	\$5.79	6.0%	89.9%	
1-Woodhill	\$88,319	\$83,263	\$115.60	1.66	16.61	\$6.96	5.7%	96.3%	
13-South Broadway	\$70,191	\$66,314	\$116.60	1.77	18.09	\$6.44	5.5%	95.3%	
11-Richmond Road	\$86,279	\$80,540	\$115.76	1.72	17.87	\$6.48	6.7%	98.9%	
3-Tates Creek	\$177,048	\$166,418	\$119.00	1.57	17.29	\$6.88	6.0%	90.4%	
2-Georgetown	\$85,426	\$80,735	\$114.03	1.74	16.51	\$6.91	5.5%	87.3%	
10-Hamburg	\$139,273	\$132,164	\$115.93	1.35	13.30	\$8.71	5.1%	87.9%	
12-Leestown Road	\$81,684	\$78,730	\$125.65	1.01	12.14	\$10.35	3.6%	95.2%	
26-Green Route	\$26,601	\$26,601	\$113.19	1.03	7.74	\$14.62	0.0%	NA	
14-UK Commonwealth	\$103,736	\$103,736	\$110.71	1.14	7.76	\$14.27	0.0%	NA	
18-Centre Parkway Connector	\$49,461	\$47,657	\$130.93	0.51	6.86	\$19.09	3.6%	97.2%	
17-Northside Connector	\$21,135	\$20,478	\$130.43	0.26	3.47	\$37.57	3.1%	90.0%	
15-Red Mile	\$33,334	\$32,719	\$112.44	1.34	10.54	\$10.67	1.8%	92.4%	
58-Night Versailles	\$10,172	\$9,259	\$129.96	1.94	29.74	\$4.37	9.0%	87.2%	
59-Night Eastland	\$8,824	\$8,288	\$116.33	1.72	17.71	\$6.57	6.1%	96.2%	
51-Night Woodhill	\$9,267	\$8,685	\$121.90	1.37	16.42	\$7.42	6.3%	79.5%	
52-Night Georgetown	\$9,564	\$9,063	\$131.82	0.94	13.44	\$9.81	5.2%	85.0%	
22-Mercer Road	\$35,695	\$34,149	\$120.24	1.15	12.42	\$9.68	4.3%	93.2%	
21-Keeneland Airport	\$40,714	\$38,303	\$123.96	0.84	10.45	\$11.86	5.9%	94.2%	
16-Southland BCTC	\$29,879	\$29,203	\$117.28	0.53	4.88	\$24.02	2.3%	92.4%	
24-Old Frankfort Pike	\$19,447	\$18,928	\$114.71	0.37	3.19	\$35.98	2.7%	93.0%	
<b>Total</b>	<b>\$1,744,991</b>	<b>\$1,639,949</b>	<b>\$114.08</b>	<b>1.85</b>	<b>17.84</b>	<b>\$6.39</b>	<b>6.0%</b>	<b>92.5%</b>	

Note: Route 14 UK Commonwealth, Route 26 Green Route, and Route 27 Yellow Route do not collect fares.



## **REQUIREMENT TO EVALUATE SERVICE AND FARE CHANGES**

All proposed service changes are subject to equity analyses. Lextran conducts equity analyses on service change ideas to help guide those ideas into becoming proposed service changes. When proposed service changes are deemed significant to be major service changes, the major service change policy goes into effect.

### **MAJOR SERVICE CHANGE POLICY**

Any service change that impacts 25 percent of the revenue service miles or hours of a route is defined as a major service change. A proposed major service change requires a service equity analysis, including a disparate impact analysis and a disproportionate burden analysis.

Any proposed fare increase is considered a major service change and must also undergo a service equity analysis, including a disparate impact analysis and a disproportionate burden analysis.

### **DISPARATE IMPACT POLICY**

Any and all proposed major service changes must include a disparate impact analysis. A disparate impact analysis determines whether members of a race, color, or national origin are affected more than members of another race, color, or national origin. A disparate impact occurs when a major service change impacts a minority population more than plus or minus 20 percent of the non-minority population.

### **DISPROPORTIONATE BURDEN POLICY**

Any and all proposed major service changes must include a disproportionate burden analysis. A disproportionate burden analysis determines whether members of a low-income group are affected more than the rest of the population. A disproportionate burden occurs when a major service change impacts a low-income group more than plus or minus 20 percent of the non-low-income population.

### **FINDING A DISPARATE IMPACT OR DISPROPORTIONATE BURDEN**

It is Lextran's policy to avoid, minimize, and mitigate any service changes that are found to be in violation of the disparate impact or disproportionate burden policies. Any proposed service change that violates the disparate impact or disproportionate burden policies will be revised and reevaluated to determine equitable alternatives. Lextran may proceed with a major service change that causes a disparate impact or disproportionate burden if there is substantial legitimate justification for the proposed service change and there are no alternatives that would decrease the disparate impact or disproportionate burden while accomplishing the goals of the service change.

## **CONDUCTING A DISPARATE IMPACT OR DISPROPORTIONATE BURDEN ANALYSIS**

To determine a disparate impact or disproportionate burden, Lextran will follow guidelines set forth in FTA Circular 4702.1B using data from the United States Census Bureau and ridership data. Data analysis will be conducted in a geographic information systems platform and reported through maps and tables.

## **DEFINITIONS OF MINORITY POPULATIONS**

For the purposes of disparate impact and disproportionate burden, Lextran follows the FTA Circular 4702.1B in defining minority populations. Low-income populations follow the poverty guidelines set forth by the Department of Health and Human Services (DHHS). The low-income threshold is 150 percent of the poverty guideline established by the DHHS.

## **SERVICE EXPANSION POLICY**

Expansion of the Lextran fixed-route system can stem from the following:

- Lextran Comprehensive Operations Analysis,
- Lexington Area Metropolitan Planning Organization Long Range Transportation Plan,
- Requests for service request,
- New generator locations, origins, and destinations.

## **ON-GOING EVALUATION**

In addition to the monthly review of individual routes, an annual comprehensive system review is conducted to identify trends in route performance. Routes that perform exceptionally or poorly are then reviewed in depth to determine action items to be considered that might include route expansion, consolidation, or alteration. Other actions can be taken to improve an underperforming route, such as increased and targeted marketing or minor service tweaks.

APPENDIX A – BOARD RESOLUTION APPROVING THE TITLE VI PROGRAM PLAN



Resolution 2019-20

Page 2 of 2

RESOLUTION

TRANSIT AUTHORITY OF THE LEXINGTON-FAYETTE  
URBAN COUNTY GOVERNMENT

MOTION: Rick Christman SECOND: Elias Haddad

DATE: August 21, 2019 RESOLUTION NO.: 2019-20

**WHEREAS**, the Federal Transit Administration (FTA) requires that all direct and primary recipients document their compliance with DOT'S Title VI regulations by submitting a Title VI Program to their FTA regional civil rights officer once every three years or as otherwise directed by FTA, and;

**WHEREAS**, Lextran, The Transit Authority of the Lexington Fayette Urban County Government is a direct and primary recipient of FTA funds and is a transit provider that operates 50 or more fixed route vehicles in peak service and is located in a UZA of 200,000 or more in population, and;

**WHEREAS**, the Title VI Program must be approved by the recipient's board of directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA, and;

**WHEREAS**, A copy of board meeting minutes or a resolution demonstrating the board's or governing entity or official(s)'s consideration, awareness, and approval of the major service change policy, disparate impact policy, and equity analysis for any service or fare changes are required components of the Title VI Program submission, and;

**WHEREAS**, Results of the monitoring program of service standards and policies and any action taken, including documentation to verify the board's or governing entity or official(s)'s consideration, awareness, and approval of the monitoring results; is a required component of the Title VI Program submission.

**NOW, THEREFORE BE IT RESOLVED**, that the Board of Directors of the Transit Authority of the Lexington-Fayette Urban County Government hereby approves the Title VI program, major Service change policy, disproportionate burden policy, disparate impact policy and Title VI service monitoring program which are attached hereto and incorporated herein by reference.

~~Christian Motley~~ - Chairperson  
Peggy Henson  
acting chair

8/21/19  
Date

APPENDIX B – CERTIFICATIONS AND ASSURANCES

Transit Authority of Lexington, Fayette County | LEXINGTON LEXTRAN | 1104

Summary Applications/Awards TrAMS Users Locations Designated Recipient Sub allocations News Related Actions

Certifications & Assurances | FY 2019 C&A Affirmations

Recipient Details

Recipient ID  
1104

Recipient Name  
Transit Authority of Lexington, Fayette County

Certification and Assurance Information

Fiscal Year 2019  
Assigned Date 3/13/2019  
Due Date 6/11/2019

Original Certification Date 3/22/2019  
Latest Certification Date 3/22/2019

Published Certifications and Assurances

FTA CERTIFICATIONS AND ASSURANCES

Certifications and Assurances

Certification History

Certification Date: 3/22/2019 | Official: Carrie Butler | Attorney: Carrie Butler



Category	Title	Certified
01	Certifications and Assurances Required of Every Applicant	✓
02	Tax Liability and Felony Convictions	✓
03	Lobbying	✓
04	Private Sector Protections	✓
05	Transit Asset Management Plan	✓
06	Rolling Stock Buy America Reviews and Bus Testing	✓
07	Urbanized Area Formula Grants Program	✓
08	Formula Grants for Rural Areas	✓
09	Fixed Guideway Capital Investment Grants and the Expedited Project Delivery for Capital Investment Grants Pilot Program	✓
10	Grants for Buses and Bus Facilities and Low or No Emission Vehicle Deployment Grant Programs	✓
11	Enhanced Mobility of Seniors and Individuals with Disabilities Programs	✓
12	State of Good Repair Grants	✓
13	Infrastructure Finance Programs	✓

Category	Title	Certified
14	Alcohol and Controlled Substances Testing	
15	Rail Safety Training and Oversight	
16	Demand Responsive Service	
17	Interest and Financing Costs	
18	Construction Hiring Preferences	
		1 - 18 of 18

## Documents

### Existing Documents

Document	Description	Uploaded By	Date
No items available			

## Affirmation of Applicant

Affirmation of Applicant **BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all federal laws, regulations, and requirements, follow applicable federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in federal fiscal year 2019, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.**

**FTA intends that the Certifications and Assurances the Applicant selects on the other side of this document should apply to each Award for which it now seeks, or may later seek federal assistance to be awarded during federal fiscal year 2019.**

**The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. § 3801 et seq., and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR part 31, apply to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. § 1001 apply to any certification, assurance, or submission made in connection with a federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute**

**In signing this document, I declare under penalties of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate.**

Official's Name **Carrie Butler**

**I accept the above**

Certification Date **Mar 22, 2019**

## Affirmation of Attorney

Affirmation of Applicant's Attorney **As the undersigned Attorney for the above-named Applicant, I hereby affirm to the Applicant that it has authority under state, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.**

**I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA assisted Award.**

Attorney's Name **Carrie Butler**

**I accept the above**

Certification Date **Mar 22, 2019**

## APPENDIX C – TITLE VI COMPLAINT FORM-ENGLISH, SPANISH, AND CHINESE

<b>Lextran Title VI Complaint Form</b>					
<b>Section I:</b>					
Name:					
Address:					
Telephone (Home)			Telephone (Work)		
Telephone (Cell)					
Email:					
Accessible Format Requirements	<input type="checkbox"/>	Large Print	<input type="checkbox"/>	Audio	<input type="checkbox"/>
	<input type="checkbox"/>	TDD	<input type="checkbox"/>	Other	<input type="checkbox"/>
<b>Section II:</b>					
Are you filing this complaint out on your own behalf?			<input type="checkbox"/>	* Yes	<input type="checkbox"/>
			<input type="checkbox"/>	No	<input type="checkbox"/>
* If you answered "yes" to this question go to Section III.					
If not, please supply the name and the 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.			<input type="checkbox"/>	* Yes	<input type="checkbox"/>
			<input type="checkbox"/>	No	<input type="checkbox"/>
<b>Section III:</b>					
I believe the discrimination I experienced was based on (check all that apply):					
<input type="checkbox"/>	Race	<input type="checkbox"/>	Color	<input type="checkbox"/>	National Origin
Date of Alleged Discrimination (Month, Day, Year): _____					
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all person who were involved. Include the name and contact information of the person(s) who discriminated against you(if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.					
<b>Section IV:</b>					
Have you previously filed a Title VI complaint with this agency?			<input type="checkbox"/>	Yes	<input type="checkbox"/>
			<input type="checkbox"/>	No	<input type="checkbox"/>
<b>Section V:</b>					
Name of agency complaint is against:					
Contact person:					
Title:					
Telephone number:					
You may attach any written materials or other information that you think is relevant to your complaint. Signature and date required below					
_____ Signature			_____ Date		

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

Lextran Title VI Coordinator • 200 West Loudon Avenue • Lexington KY 40508

<b>Título vi Lextran formulario de reclamación</b>					
<b>Sección I:</b>					
Nombre:					
Dirección:					
Teléfono (casa)			Teléfono (trabajo)		
Teléfono (celular )					
Correo electrónico:					
Requisitos de formato accesible		letras de imprenta		de audio	
		Dispositivo de telecomunicaciones para sordos		otro	
<b>Sección II:</b>					
¿Es usted de presentación de la reclamación en su propio nombre				* Sí	No
* Si usted contestó "sí" a esta pregunta ir a sección iii					
si no es así, por favor proporcione el nombre y la relación de la persona para la que usted se representando:					
Por favor, explique por qué se han presentado para un tercero					
por favor, confirme que ha obtenido el permiso de la parte perjudicada si va a presentar en nombre de un tercero.				* Sí	No
<b>Sección III:</b>					
creo que la discriminación que he experimentado fue basado en (marque todo lo que aplique):					
<input type="checkbox"/>	Raza	<input type="checkbox"/>	Color	<input type="checkbox"/>	Origen Nacional
Date of Alleged Discrimination (Month, Day, Year): _____					
explicar lo más claramente posible lo que ocurrió y por qué usted cree que se discrimina contra. describir todas las personas que han participado. incluir el nombre y la información de contacto de la persona o personas que discriminan a usted si se conoce así como los nombres y la información de contacto de los testigos. si se necesita más espacio, utilice la parte de atrás de este formulario					
<b>Sección IV:</b>					
¿ha anteriormente ha presentado un título vi denuncia con esta agencia				Sí	No
<b>Sección V:</b>					
Nombre del organismo denuncia es contra:					
persona de contacto:					
Título:					
número de teléfono :					
puede adjuntar cualquier material escrito o de otro tipo de información que considere relevante para su reclamación y adjuntar cualquier material escrito o de otro tipo de información que considere relevante para su reclamación.					

Firma y fecha requerida a continuación

\_\_\_\_\_

Firma

\_\_\_\_\_

Fecha

Por favor, envíe este formulario en persona en la dirección indicada más abajo, o este documento por correo a:

Título vi Lextran coordinador • 109 West Loudon Avenida • Lexington Ky 40508

<b>Lextran第六篇申诉表</b>					
<b>第1部分:</b>					
姓名:					
地址:					
电话 (住家)			电话 (工作)		
电话 (手机)					
电子邮件:					
无障碍格式要求	大号字体			音频	
	听障设备 (TDD)			其他	
<b>第2部分:</b>					
您是否代表自己填写此项申诉?			<input type="checkbox"/>	*是	<input type="checkbox"/>
否					
* 如果回答"是", 请转到第3部分。					
若回答"否", 请提供您要申诉之人员的姓名及关系:					
请说明您为何要针对第三方提出申诉:					
_____					
如果您是代表第三方提出申诉, 请确认您已经取得受害方的许可。			<input type="checkbox"/>	*是	<input type="checkbox"/>
否					
<b>第3部分:</b>					
我认为我因下列原因而遭到歧视 (勾选所有适用项)					
<input type="checkbox"/>	种族	<input type="checkbox"/>	肤色	<input type="checkbox"/>	国籍
声称遭到歧视的日期 (年 / 月 / 日): _____					
尽量说清楚发生的情形, 以及您为何认为自己遭到歧视的原因。说明所有涉及的人员。包含歧视您的人员的联系信息 (如知道) 以及任何证人的姓名及联络信息。如果需要更多空间, 请使用此表单的背面填写内容。					
_____					
<b>第4部分:</b>					
您之前是否曾经向此机关提出过第六篇申诉?			<input type="checkbox"/>	是	<input type="checkbox"/>
否					
<b>第5部分:</b>					
对其提出申诉的机关名称					
联系人:					
标题:					
电话号码:					

您可以附加您认为与所申诉事项相关的任何书面材料或其他信息。  
需要在下面签名并标注日期

\_\_\_\_\_  
签名

\_\_\_\_\_  
日期

请亲自将此表单提交至以下地址, 或将此表单邮寄至:

Lextran Title VI Coordinator • 200 West Loudon Avenue • Lexington KY 40508