

# Sedgwick County Department of Aging and Disabilities - Transportation



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## Title VI Complaint Form

Sedgwick County Department of Aging and Disabilities has a policy and process in place for filing a Title VI complaint. Policy states that Sedgwick County Transportation (SCT) will not discriminate against any person on the basis of race, color, national origin, age, sexual orientation or disability in accordance with Title VI of the Civil Rights Act. Civil rights complaints must be filed with the transit agency within 180 days following the discriminatory action.

## Title VI Complaint Form

Items with an asterisk (\*) next to them are required fields to be completed.

\*Last Name: \_\_\_\_\_, \*First Name: \_\_\_\_\_ M.I.: \_\_\_\_\_  
(Print) (Print)

\*Address: \_\_\_\_\_ Apt# \_\_\_\_\_, \*City: \_\_\_\_\_ \*Zip Code: \_\_\_\_\_

\*Daytime Phone or Cell: \_\_\_\_\_ \*Email: \_\_\_\_\_

Accessible Format Requirements?  Large Print  TDD  Audio Tape  Other \_\_\_\_\_

Are you filling the complaint on your own behalf? Yes [ ] No [ ] If yes, go to question 1 (one).

If no, please supply name of person for whom you are complaining \_\_\_\_\_  
(Print First & Last Name)

\*Phone: \_\_\_\_\_ \* Relationship of 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 the third party. Yes [ ] No [ ]

\*1. Date of alleged discrimination: \_\_\_\_\_ (Month/Day/Year) Time: \_\_\_\_\_ am [ ] pm [ ]

Location: \_\_\_\_\_

\* 2. Check discrimination experienced: Race [ ] Color [ ] National Origin [ ] Age [ ] Disability [ ] Other [ ] \_\_\_\_\_

\* 3. Have you previously filed a Title VI complaint with this agency? Yes \_\_\_\_\_ No \_\_\_\_\_

\* 4. Have you filed this complaint with any other Federal, State or local agency, or with any Federal or State court? Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, check all that apply:

Federal Agency \_\_\_\_\_ Federal Court \_\_\_\_\_ State Agency \_\_\_\_\_ State Court \_\_\_\_\_ Local Agency \_\_\_\_\_



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## Title VI Complaint Procedure

### Title VI Complaint Procedures

The following pertains only to Title VI complaints regarding the services of Sedgwick County Transportation.

Title VI, 42 U.S.C. §200 et seq., was enacted as part of the Civil Rights Act of 1964. At the heart of the regulation is the statement 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 subjected to discrimination under any program or activity receiving Federal financial assistance.*

Sedgwick County Transportation has in place a Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in Chapter III of the Federal Transit Administration Circular 4702.1B, dated October 1, 2012. If you believe that Sedgwick County's federally funded program has discriminated your civil rights on the basis of race, color, or national origin you may file a written complaint by following the procedure outlined below:

### 1. Submission of Complaint

Any person who feels they have, individually or as a member of any class of persons, on the basis of race, color or national origin has been excluded from or denied the benefits of, or subjected to discrimination caused by Sedgwick County Transportation program, may file a written complaint with the Sedgwick County Transportation, Department of Aging and Disabilities Director. A copy of the complaint form is included above and available in hard copy at the offices of Sedgwick County Transportation and for download at [www.sedgwickcounty.org/aging](http://www.sedgwickcounty.org/aging). Upon request, the Sedgwick County Transportation program will mail the complaint form.

**Such complaints must be filed within 180 calendar days after the date the discrimination occurred.**

Assistance in the preparation of any complaints may be provided to a person upon request and as appropriate. If information is needed in another language, please contact Kandace Bonnesen, (316) 660-5150.

Complaints should be mailed to or submitted by hand to:

Sedgwick County Department of Aging and Disabilities  
Attn: Director  
271 W 3<sup>rd</sup> St. N., Suite 500  
Wichita, KS 67202

### 2. Referral to Review Officer

Upon receipt of the complaint, the Sedgwick County Department of Aging and Disabilities Director shall appoint one or more staff to review, as appropriate, to evaluate and investigate the complaint. If necessary, the Complainant shall meet with the staff reviewer(s) to further explain their complaint. The staff reviewer(s) shall complete their review no later than 45 calendar days after the date the agency received the complaint. If more time is required, the Sedgwick County Department of Aging and Disabilities Director *shall* notify the Complainant of the estimated timeframe for completing the review. Upon completion of the review, the staff reviewer(s) shall make a recommendation regarding the merit of the



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complaint and whether remedial actions are available to provide redress. Additionally, the staff reviewer(s) may recommend improvements to the Sedgwick County Department of Aging and Disabilities processes relative to Title VI, as appropriate. The staff reviewer(s) shall forward their recommendations to the Sedgwick County Department of Aging and Disabilities Director for concurrence. If the Sedgwick County Department of Aging and Disabilities Director concurs, they shall issue to the Sedgwick County Department of Aging and Disabilities' written response to the complainant. The final report should include a summary of the investigation, all findings with recommendations, and corrective measures where appropriate.

**Note: Upon receipt of a complaint, Sedgwick County Department of Aging and Disabilities shall forward a copy of this complaint and the resulting written response to the appropriate KDOT and FTA Region 7 contacts.**

### **3. Request for Reconsideration**

If the Complainant disagrees with the Sedgwick County Department of Aging and Disabilities Director's response, they may request reconsideration by submitting the request, in writing, to the Sedgwick County Department of Aging and Disabilities Director within 10 calendar days after receipt of the Sedgwick County Department of Aging and Disabilities Director's response. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the Director. The Sedgwick County Department of Aging and Disabilities Director will notify the Complainant of their decision in writing either to accept or reject the request for reconsideration within 10 calendar days. In cases where the Sedgwick County Department of Aging and Disabilities Director agrees to reconsider, the matter shall be returned to the staff reviewer(s) to reevaluate in accordance with Paragraph 2 above.

### **4. Appeal**

If the request for reconsideration is denied, the Complainant may appeal the Sedgwick County Department of Aging and Disabilities Director's response by submitting a written appeal to the Sedgwick County Director of Public Services no later than 10 calendar days after receipt of the Sedgwick County Department of Aging and Disabilities Director's written decision rejecting reconsideration. The Sedgwick County Director of Public Services will then make a determination to either request re-evaluation by the staff reviewer(s) or forward the complaint to KDOT for further investigation.

### **5. Submission of Complaint to Kansas Department of Transportation**

If the complainant is not satisfied with the Sedgwick County Department of Aging and Disabilities' resolution of the complaint, they may also submit a written complaint within 180 days after the alleged date of discrimination to the State of Kansas Department of Transportation for further investigation.

KDOT Office of Bureau of Transportation Planning/Contract Compliance  
Dwight D. Eisenhower State Office Building  
700 SW Harrison St, 3<sup>rd</sup> Floor West  
Topeka, KS 66603-3754

### **6. Submission of Complaint to Appropriate Federal Agency**

The complainant may also submit a written complaint to the federal agency listed below. Complaints must be filed no later than 180 days after the alleged date of discrimination.

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



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# Sedgwick County Department of Aging and Disabilities - Transportation



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## List of Title VI Investigations, Lawsuits and Complaints

	<b>Date Submitted/Filed (Month, Day, Year)</b>	<b>Summary of Allegation (Include Basis of Complaint: Race, Color or National Origin)</b>	<b>Status</b>	<b>Resolution / Action Taken</b>
<b>Investigations</b>				
1.				
2.				
<b>Lawsuits</b>				
1.				
2.				
<b>Complaints</b>				
1.				
2.				



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# Sedgwick County Department of Aging and Disabilities - Transportation



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## Transit Public Participation Plan Outline

### 1. Brief description of providers activities and services

*Sedgwick County Department of Aging and Disabilities provides rural general public transportation for medical, work, social services and personal rides within Sedgwick County.*

### 2. Brief description of activities that would warrant public participation (i.e. fare changes, changes to service hours, route adjustments, service area changes).

*Sedgwick County Department of Aging and Disabilities would notify the public of any open meetings regarding proposed fare or service changes in order to obtain input from the public.*

### 3. Brief description of the proactive public participation strategies that would be used.

*All public notifications would be planned as follow:*

- *Public hearings/meetings/workshops to be held at convenient times and accessible locations*
- *Various advertising platforms could be utilized (newspapers, social media, Sedgwick County website)*
- *A database of contacts to include: interested members of the public, elected officials, local government staff, KDOT Public Transit staff, local media)*
- *Direct mailings*

### 4) Brief description of outreach methods to engage minority and Limited English Proficiency (LEP) individuals (i.e. translation of public meeting materials, providing translation services if requested, targeted media messages in low income neighborhoods of service area, work with existing neighborhood and advocacy organizations.

*Sedgwick County Department of Aging and Disabilities will identify stakeholders in the rural communities for public participation. For written materials to be converted for translation please provide two weeks' notice for processing and printing and requests for an interpreter or translator please provide a weeks' notice prior to the event by calling (316) 660-5150.*

### 5) Brief description of the desired outcomes of the agency's participation efforts.

- *The agency desires to actively engage seniors, disabled and low income persons in the decision making process.*
- *The agency strives to give adequate public notice of public transportation activities and allowed proper time for public review and comment at key decision points.*
- *The agency desires to provide timely information about transportation issues and processes to transit riders, stakeholders and members of the general public.*
- *The agency will provide responses to all public input, as appropriate.*
- *The agency will establish a timetable for review of the Public Participation Process to ensure it provides full and open access to all.*



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## 6) Brief summary of recent outreach efforts over the past three years.

*Sedgwick County Department of Aging and Disabilities offered satisfaction surveys to riders, and act upon the concerns shown in the survey responses. Participate in Public Open Houses at various locations working with local MPO to obtain input on General Public Transportation and the Coordinated Transit Plan. We attend human service networking meetings and participate in count and community fairs disseminating information. Information of services are available through websites and social media platforms offered by Sedgwick County, Central Plains Area Agency on Aging and Kansas Rides and KUTC.*

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## Sedgwick County Department of Aging and Disabilities - Transportation



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### Limited English Proficiency Plan

Using the above information collected develop a plan to provide necessary assistance to LEP persons.

#### Identified LEP individuals

There are no specific population groups that meet the criteria of more than 5% and more than 50 individuals in the rural communities serviced by SCT.

#### Language Assistance Measures

SCT would utilize an interpreter as available to help with communication and scheduling of rides for those who have a language barrier. SCT could use online translation tools, Braille services, TYY or TDD services, sign language interpreters as well as utilization of Propio interpreting phone services for individuals or conferencing capabilities.

#### Training Staff

The information of the Propio interpreting phone services is provided to all staff in the event translation is needed for communicating ride information. The drivers will communicate as best as possible with the riders during the route as needed.

#### Providing Notice

The LEP Plan will be posted on agencies website, [www.sedgwickcount.org/aging](http://www.sedgwickcount.org/aging). The LEP Plan will be provided to any person or agency requesting a copy. The person of contact in regards to the LEP Plan is Kandace Bonnesen and may be reached at (316) 660-5150.

#### Monitoring and Updating the LEP Plan

Sedgwick County Department of Aging and Disabilities will update the plan according to the Title VI update schedule, which is currently every three years per KDOT policies. The Plan will also be updated any time changes in the demographics of the agency service area are deemed significant in regards to LEP persons.



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## Language Assistance Plan Limited English Proficiency Plan (LEP) Preview

The purpose of developing an LEP, as a recipient of federal funds, is to identify the extent of LEP individuals and identify ways that the transit agency can reduce or eliminate barriers to LEP individuals.

### Four Factor Analysis

#### 1) Identify the number of or proportion of LEP individuals that can utilize the service provided by Sedgwick County Department on Aging and Disabilities.

Based on Sedgwick County's services, LEP persons interact with the County in the following ways:

- Participating in meetings or accessing services offered by the County or contacting a County office for assistance.
- Contact with Sedgwick County employees by way of emergency service, law enforcement, mental health workers, senior care workers or others who make home/vehicle/personal contacts.
- Accessing Sedgwick County website at [www.sedgwickcounty.org](http://www.sedgwickcounty.org) to obtain information about Sedgwick County or its services.

SCT's service area is outside of the City of Wichita limits within Sedgwick County. Thus, language population numbers below do not include City of Wichita population (language) numbers as totaled in the most recent American Community Survey (ACS) on year estimates (2022) for Sedgwick County. SCT areas, Table 1, shows that Spanish is the most common language spoken at home other than English, at 4.1 percent of the population covered by SCT; other Indo-European languages as less than 0.06%; Asian and Pacific Island languages are 1% and other languages are less than 0.05%.

Table 1: LEP Population in Areas Served by Sedgwick County Transportation (SCT)

Spanish	4740
Other Indo-European Languages	729
Asian and Pacific Island languages	2009
Other Languages	293

Source: U.S. Census Bureau

Sedgwick County will continue to monitor LEP population statistics when new ACS datasets or other sources of information become available.

Sedgwick County operates a fairly minimal amount of service in areas with large percentages of LEP populations. Sedgwick County does not believe that LEP persons are underserved due to language barriers. In Sedgwick County, where Sedgwick County Government operates the majority of its service, the percentage of individuals that would be affected by a language barrier is minimal.

When LEP persons do access Sedgwick County services, there are resources to assist them, as described in the Language Assistance Plan



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## 2) Identify the frequency in which LEP individuals come in contact with the service.

Sedgwick County Transportation staff has not experienced any language barriers to date as English is the common form of speaking when the public inquiries on the service, scheduling rides and during transports. Other SCDOAD programs (non-transportation) have experienced Spanish to be the most commonly-spoken language. According to Sedgwick County staff that regularly interact with the public, contact with LEP individuals is infrequent and unpredictable. Due to this infrequent contact, there has not been a demand for multi-language translations or other language assistance measures, except by request.

Through direct communication with the public, employers, contractors and service providers, Sedgwick County staff periodically communicates with Non-English-speaking individuals that use Sedgwick County's services.

## 3) Identify the importance of the service to the LEP community.

SCDOA Transportation program (SCT) provides trips to the rural general public and non-Wichita urban communities to elderly and disabled individuals for education, medical, nutritional, personal reasons, and work. As needed SCT will obtain an interpreter (staff, volunteers; Propio interpretation assistance line and any other means) to assist with communication and help schedule rides for individuals who speak English less than very well.

Sedgwick County currently utilizes the following types of documents to disseminate information on services, to name just a few:

- The county website, all divisions are represented on the website; most documents offered on the website can be translated upon request.
- Fliers and/or brochures
- CPAAA website [www.cpaaa.org](http://www.cpaaa.org) that links to Sedgwick County Department of Aging and Disabilities webpage

## 4) Identify the resources available and the respective costs of these resources.

SCT has made available in English and Spanish the Title VI documentation, ridership information forms used to create ridership accounts and access to internet scheduling, welcome letter and rider guide. Cost for the translation of these documents was \$537.40. No other language to date has been requested. Due to the relatively low number of LEP individuals in the SCT service area of Sedgwick County, and the low frequency of contact with Sedgwick County staff, it is not currently warranted to provide full multi-language translations of written materials but rather upon request. Due to budget constraints, Sedgwick County cannot provide 100% translation of materials.

Sedgwick County understands the need to provide resources to LEP individuals when the need arises. Therefore, the County utilizes the following resources to provide meaningful access to Limited English Proficient (LEP) Persons:

- Brochures and written documents can be (and have been) made available in Spanish upon request or upon identification of the needs in advance of a meeting, service change, or other event. Some written documents have been made available in other languages as requested.
- Sedgwick County's Public Services department offers a variety of language assistance services that can be utilized for Sedgwick County events and materials as needed. Sedgwick County keeps an updated list of contracted interpreters to fulfill needs that cannot be met internally.

Noted in public notices, Sedgwick County Departments state that language assistance services may be made available at public meetings with advance notice.



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**Table Depicting Race per Census and Human Resources.**

<b>Body</b>	<b>White Alone</b>	<b>Hispanic or Latino Alone</b>	<b>Black or African American Alone</b>	<b>American Indian &amp; Alaska Native Alone</b>	<b>Asian Alone</b>	<b>Native Hawaiian &amp; Other Pacific Islander Alone</b>	<b>Some Other Race Alone</b>	<b>Two or More Races</b>
<b>Population within SCT service area</b>	81.2%	7.8%	2.3%	0.8%	1.7%	0.1%	0.3%	5.8%
<b>Director of the Division of Health &amp; Human Services</b>	100%	0%	0%	0%	0%	0%	0%	0%
<b>Agency Staff</b>	71%	7%	21%	1%	0%	0%	0%	0%
<b>Governing Board of Commissioners</b>	80%	20%	0%	0%	0%	0%	0%	0%



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