

Access Brown County
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ACCESS BROWN COUNTY

Public Transportation

TITLE VI PLAN

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I. INTRODUCTION

Access Brown County COMMITMENT TO CIVIL RIGHTS

This update of Access Brown County Title VI Program has been prepared to ensure that the level and quality of Access Brown County demand response services are provided in a nondiscriminatory manner and that the opportunity for full and fair participation is offered to Access Brown County riders and other community members. Additionally, through this program, Access Brown County has examined the need for services and materials for persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English.

It is a matter of principle that Access Brown County is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or subjected to discrimination in the receipt of any of Access Brown County services on the basis of race, color, or national origin. The contents of this program have been prepared in accordance with Section 601 of Title VI of the Civil Rights Act of 1964 and Executive Order 13116 (Improving Access to Services for Persons with Limited English Proficiency) and other statutes and authorities that prohibit discrimination in any Federally assisted program or service.

Under the Civil Rights Act of 1964, and as a recipient of federal funding under the programs of the Federal Transit Administration (FTA) of the U.S. Department of Transportation (US DOT), Access Brown County has an obligation to ensure that:

- ◆ The benefits of its bus services are shared equitably throughout the service area;
- ◆ The level and quality of bus services are sufficient to provide equal access to all riders in its service area;
- ◆ No one is precluded from participating in Access Brown County's service planning and development process;
- ◆ Decisions regarding service changes or facility locations are made without regard to race, color, or national origin and that development and urban renewal benefitting a community as a whole not be unjustifiably purchased through the disproportionate allocation of its adverse environmental and health burdens on the community's minority population; and
- ◆ A program is in place for correcting any discrimination, whether intentional or unintentional.

II. GENERAL REQUIREMENTS

Notice to the Public

To make Access Brown County riders aware of its commitment to Title VI compliance, and their right to file a civil rights complaint, Access Brown County has presented the following information, in English, on its website, program brochure, and riders guide.

Your Civil Rights

Access Brown County operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act and other statutes and authorities that prohibit discrimination in Federally assisted programs and activities. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title IV may file a complaint with Access Brown County. For more information on Access Brown County's civil rights program and the procedures to file a complaint, please contact 812-988-9622; email kimrobinson@browncountymca.org or visit our administrative office at 105 Willow St., Nashville, IN 47448 from 7:30 am to 12:30 pm. A complaint may also be filed directly with the FTA, Office of Civil Rights, 1200 New Jersey Avenue SE, Washington DC 20590. For more information about Access Brown County programs and services, visit www.browncountymca.org . If information is needed in another language, please contact 812-988-9622.

Discrimination Complaint Procedures

Access Brown County has established a process for riders to file a complaint under Title VI. Any person who believes that she or he has been discriminated against on the basis of race, color, or national origin by Access Brown County may file a Title IV complaint by completing and submitting the agency's Consolidated Civil Rights Complaint Form available at our administrative offices or on our website www.browncoutymca.org

Access Brown County will notify INDOT of all formal complaints within five business days of receiving the complaint.

See Attachment A for the full form.

The Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Access Brown County may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Access Brown County investigates complaints received no more than 180 days after the alleged incident. Access Brown County will process complaints that are complete.

Once the complaint is received, Access Brown County will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

Access Brown County has 30 days to investigate the complaint. If more information is needed to resolve the case, the city may contact the complainant.

The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case.

If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, Access Brown County can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two (2) letters to the complainant: a closure letter or a letter of finding (LOF).

- ✓ A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

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

A person may also file a complaint directly with the Federal Transit Administration, at:

Federal Transit Administration

Office of Civil Rights

1200 New Jersey Avenue SE

Washington, DC 20590

Active Lawsuits, Complaints or Inquiries Alleging Discrimination

Access Brown County maintains a list of active investigations conducted by FTA and entities other than FTA, including lawsuits and complaints naming Access Brown County that allege discrimination on the basis of race, color, or national origin. This list includes the date that the transit-related Title VI investigation, lawsuit or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit or complaint, and actions taken by Access Brown County in response, or final findings related to the investigation, lawsuit, or complaint.

As of the writing of this program, there are zero complaints pending which allege discrimination on the grounds of race, color, or national origin, or any other form of discrimination.

III. Access Brown County PUBLIC PARTICIPATION PLAN

Key Principles

Access Brown County's Public Participation Plan (PPP) has been prepared to ensure that no one is precluded from participating in Access Brown County's service planning and development process. It ensures that:

- Potentially affected community members will have an appropriate opportunity to participate in decisions about a proposed activity that will affect their environment and/or health;
- The public's contribution can and will influence Access Brown County's decision making;
- The concerns of all participants involved will be considered in the decision-making process; and,
- Access Brown County will seek out and facilitate the involvement of those potentially affected.

Through an open public process, Access Brown County has developed a public participation plan to encourage and guide public involvement efforts and enhance access to Access Brown County's transportation decision-making process by minority and Limited English Proficient (LEP) populations. The public participation plan describes the overall goals, guiding principles and outreach methods that Access Brown County uses to reach its riders.

LEP refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all.

Limited English Proficient (LEP) Goals of the Public Participation Plan

The overarching goals of Access Brown County's PPP include:

- Clarity in Potential for Influence - The process clearly identifies and communicates where and how participants can have influence and direct impact on decision making.
- Consistent Commitment - Access Brown County communicates regularly, develops trust with riders and our community and builds community capacity to provide public input.
- Diversity - Participants represent a range of socioeconomic, ethnic and cultural perspectives, with representative participants including residents from low-income neighborhoods, ethnic communities and residents with Limited English Proficiency
- Accessibility - Every reasonable effort is made to ensure that opportunities to participate are physically, geographically, temporally, linguistically, and culturally accessible.
- Relevance - Issues are framed in such a way that the significance and potential effect is understood by participants.
- Participant Satisfaction - People who take the time to participate feel it is worth the effort to join the discussion and provide feedback.
- Partnerships - Access Brown County develops and maintains partnerships with communities through the methods described in its public participation plan.

- Quality Input and Participation - The comments received by Access Brown County are useful, relevant and constructive, contributing to better plans, projects, strategies and decisions.

Objectives of the Public Participation Plan

ACCESS BROWN COUNTY's Public Participation Plan is based on the following principles:

- Flexibility - The engagement process will accommodate participation in a variety of ways and be adjusted as needed.
- Inclusiveness - Access Brown County will reach out to and engage low income, minority and LEP populations from the Access Brown County service area.
- Respect - All feedback will be given careful and respectful consideration.
- Proactive and Timeliness - Participation methods will allow for early involvement and be ongoing.
- Clear, Focused and Understandable - Participation methods will have a clear purpose and use for the input and will be described in language that is easy to understand.
- Honest and Transparent - Information provided will be accurate, trustworthy and complete.
- Responsiveness – Access Brown County will respond and incorporate appropriate public comments into transportation decisions.
- Accessibility – Meetings will be held in locations which are fully accessible and welcoming to all area residents, including, but not limited to, low-income and minority members of the public and in locations relevant to the topics being presented and discussed.

ACCESS BROWN COUNTY will use its public participation plan when considering all fare changes, major modifications to routes and schedules, and other transit planning projects when:

- A fare increase/decrease or significant change in the method of fare payment is being considered;
- Advance reservation policy is reduced or increased;
- Area for deviating to pick up passengers is changed;
- A new route is established;
- An existing route is proposed for elimination;
- Considering the total discontinuance of service on any line or group of lines on any given day when service is currently offered;
- Any system-wide change in service hours that exceeds (plus or minus) **10%** of current total service hours;
- For minor schedule and service changes not rising to the level of those above, Access Brown County will post service change notices on appropriate buses and stops **thirty** days in advance of the change date.

IV. ACCESS BROWN COUNTY'S PUBLIC PARTICIPATION PROCESS

Outreach Efforts – Alerting Riders and Encouraging Engagement

Access Brown County PPP includes many mediums extending beyond the traditional approach which relied on legal notices and intermittent media coverage. While Access Brown County maintains these elements to its outreach program along with traditional seat-drop flyers, Access Brown County has availed itself of the communication methods more widely used by members of our community and riders.

While there may be minor variation in the outreach process from time-to-time, the outline below provides the general steps for engaging riders in the decision-making process using a fare or service change as an example.

1. A service/fare change proposal is developed internally or as a result of public comment;
2. Proposals are reviewed by Access Brown County's Transportation Advisory Committee(TAC);
3. A Title VI review of the proposal is conducted;
4. If required, authorization from the Access Brown County Board of Commissioners is sought to proceed to a public comment period;
5. Public outreach venues, dates and times are determined with consideration of the proposed changes and their impact on specific locations/populations within the Access Brown County service area;
6. Bilingual (English and Spanish) public outreach materials and a program are developed;
7. Outreach in advance of public information sessions is released may include:
 1. An Email is transmitted to Access Brown County community partners;
 2. Local newspaper PSAs
 3. The public comment period ends;
 4. An Access Brown County Board of Advisors meeting;
 5. The final service/fare change date is set;
 6. Outreach is conducted in advance of any service or fare change;
 7. Bilingual system timetable and website updated in advance of the proposed change.

Selection of Meeting Locations

When determining locations and schedules for public meetings, Access Brown County will:

- Schedule meetings at times and locations that are convenient and accessible for minority and LEP communities;
- Employ different meeting sizes and formats including virtual and town hall type meeting formats;
- Coordinate with community organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities;
- Consider social media or newspaper ads as well as emails that serve LEP populations;

- Ensure that transportation is available to and from the meeting if requested;
- Provide opportunities for public participation through means other than written communication, such as one-on-one interviews or use of audio or video recording devices to capture oral comments.

ACCESS BROWN COUNTY Mediums

- Print – Newspapers and other periodicals
- Outdoor – Advertising on-board buses interior
- Website – Access Brown County has assembled a comprehensive website
- Social Media – Access Brown County has used Facebook since 2009 to help engage community(500 fans)
- Email – Access Brown County to Community Partners
- On-board Flyers – Access Brown County uses flyers to provide riders with details of service changes and schedules of public meetings and hearings.
- Direct Email or Mail to Community Partners
- Public Information Sessions
- Public Hearings
- Legal Notices

Addressing Comments

The Incorporation of Public Comments into Decisions

All comments received through the public participation plan are given careful, thoughtful consideration. Because there are a number of different ways riders or members of the community can comment on proposed service or fare changes, by email or social media all comments are assembled into a single document for presentation to the Access Brown County Advisory Committee for consideration.

Identification of Stakeholders

Our Community Partners

Stakeholders are those who are either directly or indirectly affected by a plan, or the recommendations of the plan. Those who may be adversely affected, or who may be denied benefits of a plan's recommendation(s), are of particular interest in the identification of specific stakeholders. Stakeholders can come from a number of groups including general citizens/residents, minority and low-income persons, public agencies, and private organizations and businesses. While stakeholders may vary based on the plan or program being considered, Access Brown County has assembled a listing of stakeholders with whom we regularly communicate through email and direct mail. A complete list of Access Brown County's community stakeholders can be obtained by contacting Access Brown County.

Stakeholder List

Any community organization or person can be added to the **ACCESS BROWN COUNTY** stakeholder list and receive regular communications regarding service changes by contacting the **ACCESS BROWN COUNTY** admin office at 812-988-9622 or email access@browncountymca.org. Local organizations and businesses can also request that a speaker from **ACCESS BROWN COUNTY** attend their regular meeting at the same number and email.

V. DECISION MAKING BODIES

Non-Elected Committees and Councils

At Access Brown County, decisions regarding policy, service changes, fares, capital programming and facility locations are made by TAC. Access /Brown County YMCA Board of Directors is composed of 11 members representing Nashville and Brown county. Access Brown County also participates in the Transportation Advisory Committee (TAC). Meetings of the Brown County YMCA Board are held on the 3rd Monday at 5:00 pm Access Brown County TAC are held the 2nd Monday of the month at 9:00 am, held at the BCCYMCA.

Body	Caucasian	African American	Hispanic	Asian	Native American
Board of Directors	100%	0%	0%	0%	0%
TAC	100%	0%	0%	0%	0%

VI. SUMMARY OF CHANGES

Service Change Evaluations Since 2018

Since Access Brown County's 2018 Title VI Plan Submission there have been no changes in Access Brown County's fare structure. There have been no service changes.

These changes, the associated outreach and Title VI determination and Access Brown County Board Approval are available by contacting Access Brown County.

Program Specific Requirements

Title VI Monitoring (from 2018 Title VI Plan)

The results of the ongoing monitoring of service standards as defined in the Access Brown County's 2018 program can be obtained by contacting Access Brown County.

Demographic Service Profile

Because Access Brown County operates fewer than 50 buses in peak service, a demographic service profile was not prepared for this plan update.

VIII. GRANTS, REVIEWS AND CERTIFICATIONS

Pending Applications for Financial Assistance

n/a

Civil Rights Compliance Reviews in the Past 3 Years

Access Brown County has not been the subject of any such reviews.

Recent Annual Certifications and Assurances

Access Brown County executed its most recent Certifications and Assurances to the FTA in 2020 and is in the process of executing certifications and assurances.

Contact

For additional information on the Access Brown County Title VI Plan, or its efforts to comply with the Civil Rights Act of 1964 or Executive Order 13166 Improving Access to Services for Persons with Limited English Proficiency, please contact:

812-988-9622, Kim Robinson, CEO BCCYMCA, kimrobinson@browncountymca.org

IX. LANGUAGE ASSISTANCE PLAN

Improving Access for People with Limited English Proficiency (LEP)

In order to ensure meaningful access to programs and activities, Access Brown County uses the information obtained in a Four Factor Analysis to determine the specific language services that are appropriate. This analysis helps Access Brown County to determine if it communicates effectively with LEP persons and informs language access planning.

The Four Factor Analysis is a local assessment that considers:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by Access Brown County;
2. The frequency with which LEP persons come into contact with Access Brown County services and programs;
3. The nature and importance of Access Brown County's services and programs in people's lives; and
4. The resources available to Access Brown County for LEP outreach, as well as the costs associated with that outreach.

Factor 1 – Number of LEP Persons in Service Region

The first step in determining the appropriate components of a Language Assistance Plan is understanding the proportion of LEP persons who may encounter Access Brown County's services, their literacy skills in English and their native language, the location of their communities and neighborhoods and, more importantly, if any are underserved as a result of a language barrier.

To do this, Access Brown County evaluated the level of English literacy and to what degree people in its service area speak a language other than English and what those languages are. Data for this review is derived from the United States Census and the American Community Survey 2019 ACS 5 year Estimate Tables Data was reviewed by Access Brown County's management in its entirety.

Service Area Overview

Access Brown County's service area encompasses 320 square miles of Brown County and is home to a population speaking more than 2 different languages. Of the total service area population, the most populous groups in the category are shown below. Of the remaining populations, those reporting English "less than very well" range from _0_% to __.5_% of the total service area population.

Speak English “Less than very well”	Population in the Language Group	Percent of Total Population
Spanish	56	1.8%

The Locations of the LEP Community

The map in Exhibit A illustrates the distribution of population densities by Census Tract where individuals speak English “Less than Very Well.”

See Attachment B

Factor 2 – Frequency of LEP Use

There are many places where Access Brown County(ABC) riders and members of the LEP population can come into contact with ABC services including the use of demand response buses, calls to dispatchers, and ABC's outreach materials. An important part of the development of ABC's Language Access Plan is the assessment of major points of contact, including:

- The use of the bus service (on-board signage, announcements and driver language skills);
- Communication with Access Brown County's staff;
- Bus pass sales;
- Printed outreach materials;
- Web-based outreach materials;
- Demand response agents
- Public meetings; and
- Local news media (print);

Access Brown County distributed a language survey to its employees. The objective of the survey was to evaluate the needs of Access Brown County customers who are not able to communicate in English. The first question asked, In What Way(s) Do You Interact with Access Brown County riders? The chart below illustrates the results.

Method of Interaction	Percent of Responses
Telephone	100%
Face to Face	100%
Email	0%
Fax	0%

Next, the survey asked how often employees come into contact with LEP customers. The chart below outlines the results.

Frequency of Interaction	Percent of Responses
Often	0%
Sometimes	0%

Rarely	0%
Never	100%

Next, the survey asked employees to identify how often they interact with the following languages on a typical workday.

Frequency of LEP rider interactions	Percent of Interactions
Often	0%
Sometimes	0%
Rarely	00%
Never	100%

The survey asked, overall, how effective employees are in communicating with Limited English Proficient Access Brown County passengers. The results are summarized below.

Effectiveness	Percent of Total Responses
Very Effective	0%
Moderately Effective	0%
Less Effective	0%
Unable to Communicate	0%
No Answer	0%

Community Partners

ACCESS BROWN COUNTY PUBLIC TRANSPORTATION also canvassed its community partners to assess the extent to which they came into contact with LEP populations. Community partners were asked the following question:

Do you encounter Non-English speaking/reading clients needing services?
--

Centerstone	no
Stonebelt	no
DSI Services	no

Factor 3 – The Importance of Access Brown County Service to People’s Lives

Access to the services provided by Access Brown County are critical to the lives of many in the service area. Many depend on Access Brown County’s services for access to jobs and for access to essential community services like schools, shopping and medical appointments. Riders eligible for service under the American’s with Disabilities Act (ADA) require service for the same reasons. Because of the essential nature of the services and the importance of these programs in the lives of many of the region’s residents, there is a need to ensure that language is not a barrier to access.

If limited English proficiency is a barrier to using these services, then the consequences for the individual could limit their access to obtain health care, education or employment. Critical information from Access Brown County which can affect access includes:

- Route and schedule information
- Fare and payment information
- Information regarding making the best use of the system (How To)
- Service announcements
- Safety and security announcements
- Complaint and comment forms
- Outreach related to opportunity for public comments
- Information about demand response services under the ADA and other special programs
- What to do in an emergency (where to look for service change announcements)

The following notice is posted on all ACCESS BROWN COUNTY vehicles.

The Access Brown County ensures that no person shall, on the grounds of race, color, or national origin be excluded from participating in or denied benefits of or be subjected to discrimination as it relates to the provision of public transportation services provided by the ACCESS BROWN COUNTY.

Any person who wants additional information on Access Brown County's nondiscrimination obligation or believes that he or she individually or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, or national origin may file a complaint with the Access Brown County within 180 days of the date of the alleged discrimination.

To file a complaint contact Access Brown County at 812-988-0185, www.browncountymca/access.org or send a letter to 105 Willow St. Nashville, IN 47448. A complaint may also be filed directly with the FTA, Office of Civil Rights, 1200 New Jersey Avenue SE, Washington DC 20590.

La compañía ACCESS BROWN COUNTY PUBLIC TRANSPORTATION Transit garantiza que ninguna persona, por motivos de raza, color, o origen nacional estén excluida de la participación o negado de los beneficios o ser sujeto de discriminación en respecto a los servicios proveidos de la Autoridad del transporte público.

Cualquier persona que cree que él o ella a título individual o como miembro de una clase específica de personas, ha sido sujeto de discriminación por motivos de raza, color, o origen nacional puede presentar una queja a la compañía ACCESS BROWN COUNTY PUBLIC TRANSPORTATION dentro de los 180 días siguientes a la fecha de la supuesta discriminación.

Para presentar una queja al ACCESS BROWN COUNTY PUBLIC TRANSPORTATION, llame al 812-988-0185, www.browncountymca/access o escribe una calta y envía a 105 Willow St., Nashville, IN 47448. Se puede presentar una queja directamente ante el FTA, Oficina de Derechos Civiles, 1200 New Jersey Avenue SE, Washington DC 20590.

Factor 4 – Resources and Costs for LEP Outreach

ACCESS BROWN COUNTY PUBLIC TRANSPORTATION has committed resources to improving access to its services and programs for LEP persons.

Today, information is distributed in an extensive number of mediums including the following: Handouts and website

To date, the costs associated with these efforts fit within the ACCESS BROWN COUNTY PUBLIC TRANSPORTATION's marketing and outreach budget.

Costs are predominantly associated with translation services and material production, upon request.

Outcomes

New tools and alerting riders of language assistance

Following the “Four Factor Analysis”, Access Brown County concluded that, while there is currently extensive outreach and materials for the speaking LEP population of the service area, additional services would assist other LEP populations regardless of the total population in the region. Specifically, we will work to add GTranslate to the Access Brown County website WordPress platform with a target time of March 2022.

Access Brown County is considering other methods that become available.

Oversight

Monitoring, Evaluating and Updating the Language Assistance Plan and Public Participation Process

The monitoring of the Language Assistance Plan will include:

- ◆ Annual reviews of regional census data for changing patterns of LEP populations; ◆ Update the policy every three years;
- ◆ Ongoing collaboration with regional partners;
- ◆ Ongoing review of Google Translate requests at Access Brown County's website; and
- ◆ Post Event Assessments (PEA)

Post-Event Assessments

Following service changes, fare increases and planning projects, Access Brown County management assesses the effectiveness of public involvement against the goals established in this plan. This assessment will ask the questions:

- ◆ Did the public know there was an opportunity to participate?
- ◆ Was the purpose of the participation clearly articulated to the public?
- ◆ Did the public have access to appropriate resources and information to allow for meaningful participation?
- ◆ Did the decision making process allow for consideration and incorporation of public input?
- ◆ Were there complaints about the public engagement process?
- ◆ Were the public engagement efforts cost effective?
- ◆ What additional methods could have been employed to improve the process?
- ◆ Should the Public Participation Process or Language Assistance Plan be amended?

Training Employees

Access Brown County conducts annual and new employee training on how to use LEP translation services that are available to the public and how to inform passengers of services and documents available for LEP populations. Access Brown County also conducts training for office staff on how to use translation applications.

Translation of Vital Documents

Access Brown County will translate any vital documents into Spanish. The list of documents that are or will be translated is provided below:

- ◆ Civil Rights Complaint Form – Translated into Spanish in 2022
- ◆ On-board notices – Translated into Spanish in 2022
- ◆ Notification of free language services – New print and web-based Translated into Spanish in 2022
- ◆ Maps and schedules, rider information, news and event announcements -Translated into Spanish in 2022
- ◆ Service Complaint Forms – Translated into Spanish in 2022

Discrimination Complaint Form

Title VI and ADA

Section I:		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
Section II:		
Are you filing this complaint on your own behalf?	<input type="checkbox"/> Yes*	<input type="checkbox"/> No
<i>*If you answered "yes" to this question, go to Section III.</i>		
If not, please supply the name and relationship of the person for whom you are complaining.		
Please explain why you have filed for a third party:		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Section III:		
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
<input type="checkbox"/> Disability		
Date of Alleged Discrimination (Month, Day, Year): _____		
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.		

Section IV:		
Have you previously filed a Discrimination Complaint with this agency?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

If yes, please provide any reference information regarding your previous complaint.

Section V:

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: _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Title: _____

Agency: _____

Address: _____

Telephone: _____

Section VI:

Name of agency complaint is against: _____

Name of person complaint is against: _____

Title: _____

Location: _____

Telephone Number (if available): _____

You may attach any written materials or other information that you think is relevant to your complaint. Your signature and date are **required** below:

Signature

Date

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

**Access Brown County- Public Transportation
Kim Robinson, Title VI, Transit Manager
105 Willow St., Nashville, IN 47448
812-988-9622
KimRobinson@browncountymmca.org**

A copy of this form can be found online at www.browncountymmca.org/access

Attachment B

Rural Transit Rider Survey – Limited English Proficiency Populations Served

To help Access Brown County evaluate our effectiveness in meeting the needs of our riders who may not be able to communicate in English, we're asking all ABC riders to complete this brief survey.

What is your primary language spoken at home?

- English
- Spanish
- Other, list: _____

If your primary language spoken is NOT English, how do you describe your ability to speak English? (choose one)

- Very Well
- Less than Very Well

Attachment B

Encuesta para usuarios de transporte público rural - Poblaciones con dominio limitado del inglés atendidas

Para ayudar a Access Brown County a evaluar nuestra eficacia para satisfacer las necesidades de nuestros pasajeros que quizás no puedan comunicarse en inglés, les pedimos a todos los pasajeros de ABC que completen esta breve encuesta.

¿Cuál es su idioma principal que se habla en casa?

- inglés
- español
- Otro, enumere: _____

Si su idioma principal que habla NO es el inglés, ¿cómo describe su capacidad para hablar inglés? (elige uno)

- muy bien
- Menos que muy bien

¿Tiene alguna sugerencia sobre cómo ayudar a los pasajeros con dominio limitado del inglés a utilizar nuestros servicios?

**LANGUAGE SPOKEN AT HOME FOR THE POPULATION 5 YEARS
AND OVER**



Note: The table shown may have been modified by user selections. Some information may be missing.

DATA NOTES

TABLE ID: C16001
SURVEY/PROGRAM: American Community Survey
M:
VINTAGE: 2019
DATASET: ACSDT5Y2019
PRODUCT: ACS 5-Year Estimates Detailed Tables
UNIVERSE: Population 5 years and over
FTP URL: None
API URL: <https://api.census.gov/data/2019/acs/acs5>

USER SELECTIONS

TABLES: C16001
GEOS: Brown County, Indiana

EXCLUDED COLUMNS: None

APPLIED FILTERS: None

APPLIED SORTS: None

PIVOT & GROUPING: None

WEB ADDRESS: <https://data.census.gov/cedsci/table?q=Table%20C16001%20&g=0500000US18013>

TABLE NOTES: Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities, and towns and estimates of housing units for states and counties. Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Technical Documentation section.

Sample size and data quality measures (including coverage rates, allocation

statistical test is not appropriate.

* An "*****" entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.

* An "N" entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.

* An "(X)" means that the estimate is not applicable or not available.

COLUMN NOTES None

LANGUAGE SPOKEN AT HOME FOR THE POPULATION 5 YEARS AND OVER

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DATA NOTES

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DATASET: ACSDT5Y2019
PRODUCT: ACS 5-Year Estimates Detailed Tables
UNIVERSE: Population 5 years and over
FTP URL: None
API URL: <https://api.census.gov/data/2019/acs/acs5>

USER SELECTIONS

TABLES C16001
GEOS Nashville town, Indiana

EXCLUDED COLUMNS None

APPLIED FILTERS None

APPLIED SORTS None

PIVOT & GROUPING None

WEB ADDRESS <https://data.census.gov/cedsci/table?q=Table%20C16001%20&g=1600000US1852038>

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Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Source: U.S. Census Bureau, 2015-2019 American Community Survey 5-Year Estimates

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see ACS Technical Documentation). The effect of nonsampling error is not represented in these tables. In 2016, changes were made to the languages and language categories presented in tables B16001, C16001, and B16002. For more information, see: 2016 Language Data User note.

The 2015-2019 American Community Survey (ACS) data generally reflect the September 2018 Office of Management and Budget (OMB) delineations of metropolitan and micropolitan statistical areas. In certain instances, the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB delineation lists due to differences in the effective dates of the geographic entities.

Estimates of urban and rural populations, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

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Explanation of Symbols: * An "***" entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.

* An "-" entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution, or the margin of error associated with a median was larger than the median itself.

* An "-" following a median estimate means the median falls in the lowest interval of an open-ended distribution.

* An "+" following a median estimate means the median falls in the upper interval of an open-ended distribution.

* An "***" entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A

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COLUMN NOTES

None

