

Southern Indiana Development Commission



SIDC serving as the pass-through for DSI and their transportation program Ride Solution. Referred to here as DSI/Ride Solution throughout.

Title VI Plan

4/24/2023

Table of Contents

I. Introduction	2
dsi/Ride Solution’s Commitment to Civil Rights	2
II. General Requirements.....	4
Notice to the Public	4
Discrimination Complaint Procedures.....	4
Discrimination Complaint Form.....	5
Title VI and ADA	5
The Procedure.....	7
DSI/Ride Solution Title VI Complaint Procedure is made available in the following locations: (check all that apply).....	7
☐ Agency website, either as a reference in the Notice to Public or in its entirety.....	7
☐ Hard copy in the central office.....	7
☐ Available in appropriate languages (upon request) for LEP populations, meeting the Safe Harbor Threshold.	7
Active Lawsuits, Complaints or Inquiries Alleging Discrimination	8
III. DSI/Ride Solution’s Public Participation Plan.....	8
Key Principles.....	8
Limited English Proficient (LEP) Goals of the Public Participation Plan.....	9
Objectives of the Public Participation Plan	9

I. INTRODUCTION

DSI/RIDE SOLUTION’S COMMITMENT TO CIVIL RIGHTS

This update of DSI/Ride Solution’s Title VI Program has been prepared to ensure that the level and quality DSI/Ride Solution’s demand response, fixed route and 5310 specialized services are provided in a nondiscriminatory manner and that the opportunity for full and fair participation is offered to DSI/Ride Solution riders and other community members. Additionally, through this program, DSI/Ride Solution 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.

While it is a matter of principle that DSI/Ride Solution are ensuring that no person is excluded from participation in, or denied the benefits of, or subjected to discrimination in the receipt of any of DSI/Ride Solution 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), DSI/Ride Solution has an obligation to ensure that:

- ◆ The benefits of both the public bus services and the specialized services of DSI's 5310 program 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 DSI/Ride Solution'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 DSI/Ride Solution riders aware of its commitment to Title VI compliance, and their right to file a civil rights complaint, DSI/Ride Solution has presented the following information, in English on its website, brochure, & onboard vehicles. Spanish translation available upon request.

Your Civil Rights

DSI/Ride Solution operates its programs and services without regard to race, color, or national origin, in accordance DSI/Ride Solution 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 DSI/Ride Solution. For more information on DSI/Ride Solution's civil rights program and the procedures to file a complaint, please contact Ride Solution at 812-257-1101; email bbrowning@dsiservices.org or visit our administrative office at 1001 E. Main St., Washington, IN 47501 from 8:00 a.m. to 5:00 p.m. 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 DSI/Ride Solution programs and services, visit ridesolution.org. If information is needed in another language, please contact Ride Solution at 812-257-1101.

Discrimination Complaint Procedures

DSI/Ride Solution 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 DSI/Ride Solution may file a Title IV complaint by completing and submitting the agency's Title VI Complaint available at our administrative offices or on our website ridesolution.org

DSI/Ride Solution will notify INDOT of all formal complaints within five business days of receiving the complaint.

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	<input type="checkbox"/> Yes	<input type="checkbox"/> No

with this agency?		
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:

**Ride Solution
Beth Browning, Transportation Coordinator
1001 E Main St
P.O. Box 367
Washington, IN 47501**

A copy of this form can be found online at ridesolution.org

The Procedure

DSI/Ride Solution Title VI Complaint Procedure is made available in the following locations: (check all that apply)

- Agency website, either as a reference in the Notice to Public or in its entirety
- Hard copy in the central office
- Available in appropriate languages (upon request) for LEP populations, meeting the Safe Harbor Threshold.

If you believe that you have received discriminatory treatment by the DSI/Ride Solution on the basis of race, color, or national origin you have the right to file a complaint with the DSI/Ride Solution's Title VI Coordinator.

Methods of filing a complaint:

Complete the Complaint Form, and send it to:

Beth Browning, Title VI Coordinator
PO Box 367
1001 E. Main St.
Washington, IN 47501

Verbal complaints are accepted and transcribed by the Coordinator, Beth Browning. To make a verbal complaint, call 812-257-1101 and ask for Beth Browning.

DSI/Ride Solution investigates complaints received no more than 180 days after the alleged incident. DSI/Ride Solution will process complaints that are complete. Once the complaint is received, DSI/Ride Solution will review it and the complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by DSI/Ride Solution.

DSI/Ride Solution has up to sixty days to investigate the complaint. If more information is needed to resolve the case, DSI/Ride Solution may contact the complainant. The complainant has ten days from the date of the letter to send requested information to the investigator assigned to the case.

If DSI/Ride Solution's investigator is not contacted by the complainant or does not receive the additional information within 10 days, DSI/Ride Solution 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, one of two letters will be issued 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 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 ten 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

DSI/Ride Solution maintains a list of active investigations conducted by FTA and entities other than FTA, including lawsuits and complaints naming DSI/Ride Solution 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 DSI/Ride Solution in response, or final findings related to the investigation, lawsuit, or complaint.

As of the writing of this program, there are [0] complaints pending which allege discrimination on the grounds of race, color, or national origin, or any other form of discrimination.

Active Lawsuits, Complaints or Inquiries Alleging Discrimination

Type (Investigation, Lawsuit, Complaint)	Date	Summary of Complaint	Status	Action(s) Taken

III. DSI/RIDE SOLUTION’S PUBLIC PARTICIPATION PLAN

Key Principles

DSI/Ride Solution’s Public Participation Plan (PPP) has been prepared to ensure that no one is precluded from participating in DSI/Ride Solution’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 DSI/Ride Solution's decision making;
- The concerns of all participants involved will be considered in the decision-making process; and,
- DSI/Ride Solution will seek out and facilitate the involvement of those potentially affected.

Through an open public process, DSI/Ride Solution has developed a public participation plan to encourage and guide public involvement efforts and enhance access to DSI/Ride Solution'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 DSI/Ride Solution 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 DSI/Ride Solution'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 - DSI/Ride Solution 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 - DSI/Ride Solution develops and maintains partnerships with communities through the methods described in its public participation plan.
- Quality Input and Participation - Those comments received by DSI/Ride Solution are useful, relevant and constructive, contributing to better plans, projects, strategies and decisions.

Objectives of the Public Participation Plan

DSI/Ride Solution 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 – DSI/Ride Solution will proactively reach out to and engage low income, minority and LEP populations from the DSI/Ride Solution 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 – DSI/Ride Solution 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.

DSI/Ride Solution 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;
- Routing on any given route or group of routes that affects more than 25% of the riders using the affected route(s); or
- Schedules are changed on any given route or group of routes that reduces the total number of one-way bus trips by more than 25% of the current number of bus trips.
- For minor schedule and service changes not rising to the level of those above, DSI/Ride Solution will post service change notices on appropriate buses and stops sixty days in advance of the change date.



**SIDC/Ride Solution/WATS
Title VI Plan**

Adopted on:	<i>June 8, 2023</i>
Adopted by:	<i>Four Rivers Board</i>
Revised on:	
This policy is hereby adopted and signed by:	
Name/Title:	<i>Allan Hazelrigg / President</i>
Signature	<i>Allan Hazelrigg</i>