



GO bg Transit

## **Title VI Program**

December 7, 2021

## Authorization

Revised on: November 11, 2021

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Adopted by: City of Bowling Green  
Board of Commissioners

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Original Title  
VI Program

Adopted on: December 7, 2021

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*This plan is hereby adopted and signed by:*

**City of Bowling Green**

Todd Alcott,  
Chairman of Board of  
Commissioners:



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As a recipient of USDOT Federal Transit Administration (FTA) funding, per FTA Circular 4702.1B the **City of Bowling Green** is required to prepare a Title VI Program including the following elements:

- Evidence of Policy Approval
- Policy Statement, Log of Policy Updates, Contact Information/Program Administration
- Notice of Nondiscrimination (**Appendix 1**)
- Complaint Procedure (**Appendix 2**)
- Complaint/Comment Form (**Appendix 3**)
- Recording and Reporting Civil Rights Investigations, Complaints and, and Lawsuits (**Appendix 4**)
- Public Participation Plan (**Appendix 5**)
- Limited English Proficiency (LEP) Plan (**Appendix 6**)
- Service Standards Policy (**Appendix 7**)
- City of Bowling Green Board of Commissioners Approval & Acceptance (**Appendix 11**)
- Additional information, as required.

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### **Policy Updates – Activity Log**

The City of Bowling Green will review its policy on an annual basis to determine if modifications are necessary. To be in compliance with FTA regulations and requirements under Title VI, the program administrator is hereby approved to make administrative changes to this document as needed without prior board approval from the City of Bowling Green Board of Commissioners. Furthermore, if there are major service changes to routes or the fare structure the City of Bowling Green Board of Commissioners will review for adoption and approval if needed.

The City of Bowling Green will use the table below to record reviews/revisions made to the program.

As applicable, the City of Bowling Green will discuss the Title VI Program requirements with its third-party transit contractors on an annual basis to ensure compliance with Title VI Program requirements.

<b>Date</b>	<b>Activity (Review/Update/Addendum/ Adoption/Distribution)</b>	<b>Person Responsible</b>	<b>Notes</b>
12/07/2021	Adoption/Distribution	Robert Gil/Nick Cook	
10/30/2021	Review/Update	Robert Gil/Nick Cook	
09/15/2020	Adoption	Nick Cook	
05/16/2017	Adoption	Nick Cook	

## **Policy Statement**

The City of Bowling Green is committed to ensuring that no person is excluded from, participation in, denied the benefits of, or otherwise subjected to discrimination on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficiency (LEP) in any and all programs, activities or services administered by the City of Bowling Green in accordance with Title VI of the Civil Rights Act of 1964<sup>1</sup> and related nondiscrimination authorities.

The GO bg Transit System is a direct recipient with no subrecipients and operated by contracted services on behalf of the City of Bowling Green. Service is provided on multiple fixed routes, and complementary paratransit services. Since City of Bowling Green does not have any subrecipients there are no monitoring procedures or processes used to aid subrecipients included for compliance in this document.

The City of Bowling Green provides the community equal access to its public transportation services and is committed to enforcing its non-discrimination policy within all lines of business. It is the City's policy to utilize its best efforts to make citizens aware of their rights as provided by Title VI of the Civil Rights Act of 1964.

To this effect, it is the City of Bowling Green's objective to:

- Ensure that the level and quality of public transportation service is provided without regard to race, color, or national origin;
- 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;
- Promote the full and fair participation of all affected populations in transportation decision making;
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations;
- Ensure meaningful access to programs and activities by persons with limited English proficiency

The City of Bowling Green's Transit Manager (Transit Management Contractor) and the Transit Operations Contractor share the responsibility for carrying out the City's commitment to Title VI. They are responsible for the day-to-day operation of the program and investigate all Title VI complaints that come through the complaint procedures process.

The City of Bowling Green receives federal financial assistance to provide transportation service within the City Limits of the City of Bowling Green and to purchase vehicles to provide rides to elderly and persons with disabilities.

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<sup>1</sup> **Title VI of the Civil Rights Act of 1964** states "No person in the United States shall, on the grounds of race, color or national origin, be excluded from, participation in, denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." – [Title 42 USC Section 2000d](#)

### **Purpose**

The purpose of this Title VI Program is necessary to carry out U.S. Department of Transportation (“DOT” or “the Department”) Title VI regulations (49 CFR part 21) and to integrate into City of Bowling Green’s public transportation program and activities, considerations expressed in the Department’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (“LEP”) Persons (70 FR 74087, December 14, 2005).

### **Authority**

- a. Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d et seq.
- b. Federal Transit Laws, Title 49, United States Code, Chapter 53.
- c. 49 CFR § 1.51.
- d. 49 CFR part 21.
- e. 28 CFR § 42.401 et seq.

### **Contact Information/Program Administration**

Neighborhood & Community Services Director

The City of Bowling Green’s Neighborhood & Community Services Director will ensure compliance with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d) and the U.S. Department of Transportation implementing regulations.

<b>Name:</b>	Brent Childers
<b>Email:</b>	<a href="mailto:brent.childers@bgky.org">brent.childers@bgky.org</a>
<b>Phone:</b>	(270) 393-3000

Transit Manager

The City of Bowling Green’s Transit Manager ensures Title VI Program compliance in accordance with the City of Bowling Green’s federally funded transportation activities. The Transit Manager has other duties and responsibilities in addition to the Title VI Program compliance. This position has a direct reporting relationship and access to the City of Bowling Green’s Neighborhood & Community Services Director.

<b>Name:</b>	Robert Gil III
<b>Email:</b>	<a href="mailto:robert.gil@ratpdev.com">robert.gil@ratpdev.com</a>
<b>Phone:</b>	(270) 393-3695

The Transit Manager is responsible for initiating, monitoring, and ensuring compliance of the City of Bowling Green’s nondiscrimination requirements, including the following activities:

- ✓ Program Administration
  - Ensure compliance with federal Title VI Program requirements
  - Develop and implement the City of Bowling Green’s Title VI Program
  - Update and maintain Title VI Program policies and procedures
- ✓ Complaints
  - Review, track, investigate and close Title VI Program complaints
- ✓ Employee Training



- Educate staff on Title VI Program requirements and procedures
- ✓ Reporting
  - Prepare and submit Title VI Program reports per state and federal regulations
- ✓ Public Dissemination
  - Notify the public of the City of Bowling Green's Public Transit Nondiscrimination requirements via the City of Bowling Green's public transportation area, on its website, in vehicles, etc.
- ✓ Oversight
  - Ensure contractors and lessees adhere to Title VI Program requirements

### **Notice of Nondiscrimination**

FTA Title VI Circular 4702.1B requires the City of Bowling Green as a recipient of federal financial assistance to notify the public of its obligations under U.S. Department of Transportation (DOT) Title VI regulations and the protections against discrimination afforded to them by Title VI.

Title VI regulations require the City of Bowling Green to inform the public of their rights under Title VI by posting a *Notice of Nondiscrimination*. The *Notice of Nondiscrimination* should be posted in the following locations: agency website, public areas of the agency office, and as applicable, inside vehicles, rider guides/schedules, and transit shelters/facilities.

The public notice must include a statement of nondiscrimination, information on how to request additional information about the agency's Title VI obligations, including information on how to file a complaint, the location of the complaint form, etc., and information on how to request Title VI information in another language.

The City of Bowling Green's *Notice of Nondiscrimination* is provided in the following locations:

- ✓ Agency website [www.bgky.org/transit](http://www.bgky.org/transit)
- ✓ Public area of the agency office (Lobby)
- ✓ Inside vehicles
- ✓ Rider Guides/Schedules
- ✓ Transit Shelters and stations

On English versions of the *Notice of Nondiscrimination*, a sentence is included in Spanish and Hmong to contact the City of Bowling Green at (270) 393-3695 if additional information is needed in another language.

To view a copy of the City of Bowling Green's *Notice of Nondiscrimination*, please see **Appendix 1**.

### **Definitions**

**Direct recipient** means an entity that receives funding directly from FTA.

**Discrimination** refers to any action or inaction, whether intentional or unintentional, in any program or activity of a Federal aid recipient, subrecipient, or contractor that results in disparate

treatment, disparate impact, or perpetuating the effects of prior discrimination based on race, color, or national origin.

**Disparate impact** refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

**Disproportionate burden** refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.

**Disparate treatment** refers to actions that result in circumstances where similarly situated persons are intentionally treated differently (i.e., less favorably) than others because of their race, color, or national origin.

**Fixed route** refers to public transportation service provided in vehicles operated along pre-determined routes according to a fixed schedule.

**Limited English Proficient (LEP)** persons 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.

**Low-income person** means a person whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines.

- Recipients are encouraged to use a locally developed threshold, such as the definition found in 49 U.S.C. 5302 as amended by MAP-21: "refers to an individual whose family income is at or below 150 percent of the poverty line (as that term is defined in Section 673(2) of the Community Services Block Grant Act (42 U.S.C 9902(2)), including any revision required by that section) for a family of the size involved" or another threshold, provided that the threshold is at least as inclusive as the HHS poverty guidelines.

**Low-income population** refers to any readily identifiable group of low-income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed FTA program, policy, or activity.

**Metropolitan planning organization (MPO)** means the policy board of an organization created and designated to carry out the metropolitan transportation planning process.

**Minority persons** include the following:

- a. American Indian and Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
- b. Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
- c. Black or African American, which refers to people having origins in any of the Black racial groups of Africa.
- d. Hispanic or Latino, which includes persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
- e. Native Hawaiian or Other Pacific Islander, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

**Minority population** means any readily identifiable group of minority persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient populations (such as migrant workers or Native Americans) who will be similarly affected by a proposed DOT program, policy, or activity.

**Minority transit route** means a route that has at least 1/3 of its total revenue mileage in a Census block or block group, or traffic analysis zone(s) with a percentage of minority population that exceeds the percentage of minority population in the transit service area. A recipient may supplement this service area data with route-specific ridership data in cases where ridership does not reflect the characteristics of the census block, block group, or traffic analysis zone.

**National origin** means the particular nation in which a person was born, or where the person's parents or ancestors were born.

**Noncompliance** refers to an FTA determination that the recipient is not in compliance with the DOT Title VI regulations and has engaged in activities that have had the purpose or effect of denying persons the benefits of, excluding from participation in, or subjecting persons to discrimination in the recipient's program or activity on the basis of race, color, or national origin.

**Non-profit organization** A corporation or association determined by the Secretary of the Treasury to be an organization described by 26 U.S.C. 501(c) which is exempt from taxation under 26 U.S.C. 501(a) or one which has been determined under State law to be non-profit and for which the designated State agency has received documentation certifying the status of the non-profit organization.

**Predominantly minority area** means a geographic area, such as a neighborhood, Census tract, block or block group, or traffic analysis zone, where the proportion of minority persons residing in that area exceeds the average proportion of minority persons in the recipient's service area.

**Provider of fixed route public transportation (or "transit provider")** means any entity that operates public transportation service, and includes States, local and regional entities, and public and private entities. This term is used in place of "recipient" in chapter IV and is inclusive of

direct recipients, primary recipients, designated recipients, and subrecipients that provide fixed route public transportation service.

**Public transportation** means regular, continuing shared-ride surface transportation services that are open to the general public or open to a segment of the general public defined by age, disability, or low income; and does not include Amtrak, intercity bus service, charter bus service, school bus service, sightseeing service, courtesy shuttle service for patrons of one or more specific establishments, or intra-terminal or intra- facility shuttle services. Public transportation includes buses, subways, light rail, commuter rail, monorail, passenger ferry boats, trolleys, inclined railways, people movers, and vans. Public transportation can be either fixed route or demand response service.

**Recipient** as used in this document means any public or private entity that receives Federal financial assistance from FTA, whether directly from FTA or indirectly through a primary recipient. This term includes subrecipients, direct recipients, designated recipients, and primary recipients. The term does not include any ultimate beneficiary under any such assistance program.

**Subrecipient** means an entity that receives Federal financial assistance from FTA through a primary recipient.

**Title VI Program** refers to a document developed by an FTA recipient to demonstrate how the recipient is complying with Title VI requirements. Direct and primary recipients must submit their Title VI Programs to FTA every three years. 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.

### **Environmental Justice**

Executive Order 12898, "Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations," was signed by President Clinton on February 11, 1994. Subsequent to issuance of the Executive Order, the U.S. Department of Transportation (DOT) issued a DOT Order for implementing the Executive Order on environmental justice (EJ). The DOT Order (Order 5610.2(a), "Actions to Address Environmental Justice in Minority Populations and Low-Income Populations," 77 FR 27534, May 10, 2012) describes the process the Department and its modal administrations (including FTA) will use to incorporate EJ principles into programs, policies, and activities.

The Presidential memorandum accompanying EO 12898 identified Title VI of the Civil Rights Act of 1964 as one of several Federal laws that should be applied "to prevent minority communities and low-income communities from being subject to disproportionately high and adverse environmental effects." According to the U.S. Department of Justice, "...the core tenet of environmental justice—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—flows directly from the underlying principle of Title VI (*See* Title VI Legal Manual, U.S. Department of Justice Civil Rights Division (2001), page 59).

Title VI prohibits discrimination by recipients of Federal financial assistance on the basis of race, color, and national origin, including the denial of meaningful access for limited English proficient (LEP) persons. Under DOT’s Title VI regulations, recipients of Federal financial assistance are prohibited from, among other things, using “criteria or methods of administering its program which have the effect of subjecting individuals to discrimination based on their race, color, or national origin.” For example, facially neutral policies or practices that result in discriminatory effects or disparate impacts violate DOT's Title VI regulations, unless the recipient can show the policies or practices are substantially justified and there is no less discriminatory alternative. In addition, Title VI and DOT regulations prohibit recipients from intentionally discriminating against people on the basis of race, color, and national origin.

Key Aspects of the Authorities	Title VI	Environmental Justice
<b>What is the basis for the authority?</b>	Title VI is a Federal statute and provides that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.	The basis for addressing environmental justice is an Executive Order: EO 12898 directs each Federal agency to “make achieving environmental justice part of its mission.” The EO is intended to improve the internal management of the executive branch and not to create legal rights enforceable by a party against the U.S.
<b>What is the purpose of the authority?</b>	Title VI prohibits recipients of Federal financial assistance (e.g., states, local governments, transit providers) from discriminating on the basis of race, color, or national origin in their programs or activities, and it obligates Federal funding agencies to enforce compliance.	EO 12898 calls on each Federal agency to achieve "environmental justice...by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, policies, and activities on minority populations and low- income populations. "
<b>To whom does the authority apply?</b>	Title VI is a Federal law that applies to recipients and subrecipients of Federal financial assistance (e.g., States, local governments, transit providers), and not to DOT itself.	EO 12898 applies to Federal agency actions, including DOT’s and FTA’s actions. Title VI is one of the tools used by Federal agencies to implement this directive.

<b>What does the authority require, and of whom?</b>	Under Title VI, DOT has the responsibility to provide oversight of recipients and to enforce their compliance with Title VI, to ensure that recipients do not use DOT funds to subsidize discrimination based on race, color, or national origin.	EO 12898 is a directive from the President of the United States to Federal agencies intended to improve the internal management of the Federal government. DOT issued its own Order implementing EO 12898 and updated the Order in May 2012 (Order 5610.2(a)).
<b>What does the authority say with regard to negative effects or impacts?</b>	In accordance with 49 CFR part 21 and Title VI case law, if an otherwise facially neutral program, policy, or activity will have a discriminatory impact on minority populations, that program, policy, or activity may only be carried out if (1) the recipient can demonstrate a substantial legitimate justification for the program, policy, or activity; (2) there are no comparably effective alternative practices that would result in less-disparate impacts; and (3) the justification for the program, policy or activity is not a pretext for discrimination.	In accordance with EO 12898 and the DOT Order on EJ, if a DOT program, policy, or activity will have a disproportionately high and adverse effect on minority or low-income populations, that program, policy, or activity may only be carried out if further mitigation measures or alternatives that would reduce the disproportionately high and adverse effects are not practicable. In determining whether a mitigation measure or an alternative is “practicable,” the social, economic (including costs) and environmental effects of avoiding or mitigating the adverse effects will be considered.
<b>Key Aspects of the Authorities</b>	<b>Title VI</b>	<b>Environmental Justice</b>
<b>Does the authority create any rights or remedies?</b>	Title VI allows persons alleging discrimination based on race, color, or national origin by recipients of Federal funds to file administrative complaints with the Federal departments and agencies that provide financial assistance. Persons alleging intentional discrimination (i.e., disparate treatment) may bring a court action seeking to enforce Title	EO 12898 establishes the Executive Branch policy on environmental justice; it is not enforceable in court and does not create any rights or remedies.

	VI but cannot do so with regard to allegations of discrimination based on agency disparate impact regulations. Disparate impact claims may be filed with the Federal agency.	
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### **Program Overview and FTA Requirements**

#### Program Objectives

The direction, guidance and procedures in this document will help FTA recipients to:

- a. Ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner;
- b. Promote full and fair participation in public transportation decision-making without regard to race, color, or national origin;
- c. Ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.

#### Statutory Authority

Section 601 of Title VI of the Civil Rights Act of 1964 states the following:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

Therefore, compliance with this Circular does not relieve a recipient from the requirements and responsibilities of the DOT Title VI regulation at 49 CFR part 21, or any other requirements under other Federal agencies' Title VI regulations, as applicable. This Circular only provides guidance on the transit-related aspects of an entity's activities. Recipients are responsible for ensuring that all of their activities follow Title VI. In other words, a recipient may engage in activities not described in the Circular, such as ridesharing programs, roadway incident response programs, or other programs not funded by FTA, and those programs must also be administered in a nondiscriminatory manner.

### Regulatory Authority

The U.S. Department of Justice (“DOJ”) Title VI regulations can be found at 28 CFR § 42.401 et seq., and 28 CFR § 50.3. The U.S. Department of Transportation (“DOT”) Title VI implementing regulations can be found at 49 CFR part 21.

All programs receiving financial assistance from FTA are subject to Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d) and DOT’s implementing regulations. In addition, DOJ’s regulations require agencies such as DOT to issue guidelines to recipients to provide detailed information on the requirements of Title VI. In order to assist recipients in carrying out the provisions of DOT’s Title VI regulations, each of the requirements in this Circular includes a reference to the corresponding provision of 49 CFR part 21.

### Additional Documents

In addition to the above-listed statute and regulations the following documents incorporate Title VI principles:

- a. The Department’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient Persons (“DOT LEP Guidance”), 70 FR 74087, (December 14, 2005). This guidance is based on the prohibition against national origin discrimination in Title VI of the Civil Rights Act of 1964, as it affects limited English proficient persons.
- b. Section 12 of FTA’s Master Agreement, which provides, in pertinent part, that recipients agree to comply, and assure the compliance of each subrecipient, lessee, third party contractor, or other participant at any tier of the Project, with all provisions prohibiting discrimination on the basis of race, color, or national origin of Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. §§ 2000d et seq., and with U.S. DOT regulations, “Nondiscrimination in Federally-Assisted Programs of the Department of Transportation—Effectuation of Title VI of the Civil Rights Act,” 49 CFR part 21. Except to the extent FTA determines otherwise in writing, recipients agree to follow all applicable provisions of the most recent edition of FTA Circular 4702.1B, “Title VI Requirements and Guidelines for Federal Transit Administration Recipients,” and any other applicable Federal directives that may be issued. Unless FTA states otherwise in writing, the Master Agreement requires all recipients to comply with all applicable Federal directives.

### Reporting Requirements

Title 49 CFR Section 21.9(b) requires recipients to “keep such records and submit to the Secretary timely, complete, and accurate compliance reports at such times, and in such form and containing such information, as the Secretary may determine to be necessary to enable him to ascertain whether the recipient has complied or is complying with [49 CFR part 21].” FTA requires that all direct and primary recipients document their compliance by submitting a Title VI Program to their FTA regional civil rights officer once every three years. The Title VI Program must be approved by the direct or primary recipient’s board of directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA. FTA will review and concur or request the recipient provide additional information.

Chapters III, IV, V, and VI and appendices of FTA C4702.1b detail the specific information that shall be included in Title VI Programs, based on recipient characteristics.



### Applicability To Contractors

Contractors and subcontractors are responsible for complying with the Title VI Program of the recipient with whom they are contracting. Contractors are not required to prepare or submit Title VI Programs. Recipients are responsible for ensuring that contractors are following the Title VI Program and complying with Title VI.

### **Title VI Complaint Procedure and Complaint Form**

The City of Bowling Green, as a recipient of federal financial assistance must develop a procedure for investigating, tracking, and resolving Title VI Program and LEP complaints and make the procedures available to the public upon request.

Any person, group or firm that believes they've been discriminated against on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficiency (LEP) by the City of Bowling Green may file a civil rights complaint.

### Scope of Civil Rights Complaints

The scope of civil rights complaints covers all internal and external City of Bowling Green activities. Adverse impacts resulting in civil rights complaints can arise from many sources including the delivery of programs and services, or advertising, bidding and contracts.

Complaints can originate as a result of project and program impacts on individuals or groups. Examples include social and economic impacts such as access to programs, activities and services, failure to maintain facilities and vehicles, traffic, noise, air quality, and accidents. Complaints can also originate from individuals or firms alleging inability to bid upon or obtain a contract with City of Bowling Green for the furnishing of goods and services. Examples include advertising for bid proposals; prequalification or qualification requirements; bid awards; selection of contractors, subcontractors, material and equipment suppliers, lessors, vendors, consultants, etc.

The City of Bowling Green's complaint procedure is shown in **Appendix 2** and made available in the following locations:

- ✓ Agency website, either as a reference in the *Notice of Nondiscrimination* or in its entirety
- ✓ Agency office (Lobby)

A copy of the City of Bowling Green's *Complaint Form* is shown in **Appendix 3**.

### Civil Rights Investigations

Recipients of federal financial assistance are required to maintain a list of any complaints alleging discrimination. The list shall include the date the civil rights complaint, investigation, or lawsuit was filed, a summary of the allegation(s), the status of the complaint, investigation, or

lawsuit, actions taken by the recipient in response, and final findings related to the complaint, investigation, or lawsuit.

**Appendix 4** is the City of Bowling Green's procedure and tracking mechanism to investigate, track and resolve complaints.

Since the last update of this Title VI Program, there has been no transportation related civil rights investigations, complaints, or lawsuits filed with the City of Bowling Green.

### **Public Participation Plan**

Recipients of federal financial assistance are required to develop a public participation plan that includes outreach strategies and participation techniques to engage the public including minority, low-income, and limited English proficient (LEP) populations, as well as a summary of outreach efforts made since the last Title VI Program.

While traditional means of seeking public participation may not reach all individuals, or might not allow for meaningful avenues of input, the intent of this effort is to take reasonable actions to provide opportunities for historically under-served populations to participate in transportation decision making efforts.

A copy of the City of Bowling Green's *Public Participation Plan* is shown in **Appendix 5**.  
**Limited English Proficiency (LEP) Plan**

As a recipient of federal USDOT funding, the City of Bowling Green is required under Title VI of the Civil Rights Act of 1964 and Executive Order 13166 to develop and implement a plan to ensure accessibility to its programs and services for persons who are not proficient in the English Language.

A copy of the City of Bowling Green's *Limited English Proficiency (LEP) Plan* is shown in **Appendix 6**.

The LEP plan outlines the policies and procedures the City of Bowling Green will use to address the needs of persons with limited English proficiency (LEP) that wish to participate in City of Bowling Green programs and services.

**APPENDIX 1 Title VI - Notice of Nondiscrimination to the Public - ENGLISH**

**Notice of Nondiscrimination**

**BE AWARE of YOUR RIGHTS as PROTECTED UNDER TITLE VI OF THE CIVIL RIGHTS ACT OF 1964**

**City of Bowling Green**

- ✓ The City of Bowling Green is committed to ensuring that no person is excluded from, participation in, denied the benefits of, or otherwise subjected to discrimination on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficiency (LEP) in any and all programs, activities or services administered by the City of Bowling Green in accordance with Title VI of the Civil Rights Act of 1964 and related nondiscrimination authorities.
- ✓ Any person who believes they've been aggrieved by any unlawful discriminatory practice may file a complaint with the City of Bowling Green. Filing a Title VI complaint is easy, just go to [www.bgky.org/transit](http://www.bgky.org/transit) and locate the Title VI Complaint Form under documents, download it, fill it out, mail, email, or submit the form in person to the office below. Title VI Complaint Forms are available at the address below at suite 1 or 2, or by asking a transit employee to include bus drivers.
- ✓ For additional information on the City of Bowling Green's civil rights program, and the procedures to file a complaint, contact:

**Contact:**

Robert Gil  
304 E 11<sup>th</sup> Ave,  
Suite 2, Bowling Green, Kentucky 42101.  
(270) 393-3695 or (270) 782-3163  
TTY: (270) 782-3162  
KY Relay Service Dial 7-1-1  
email [robert.gil@ratpdev.com](mailto:robert.gil@ratpdev.com)

For more information, visit [www.bgky.org/transit](http://www.bgky.org/transit)

- ✓ To file a discrimination complaint, the written complaint must be filed to the address above within 180 days of the alleged discrimination. To accommodate limited English proficient individuals, oral complaints to be documented and/or translated may also be given at the above address.
- ✓ 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 (270) 393-3695.  
Si se necesita informacion en otro idioma de contacto, (270) 393-3695.

## APPENDIX 1 Title VI - Notice of Nondiscrimination to the Public – ARABIC

### إشعار عدم التمييز

#### كن على دراية بحقوقك المحمية بموجب الباب السادس من قانون الحقوق المدنية لعام 1964

مدينة بولينغ غرين

- ✓ تلتزم مدينة بولينغ غرين بضمان عدم استبعاد أي شخص من أي وجميع البرامج أو الأنشطة أو الخدمات التي تديرها مدينة بولينغ غرين أو المشاركة فيها أو حرمانه من فوائدها أو التعرض للتمييز على أساس العرق، أو اللون، أو الأصل القومي، أو الإعاقة، أو الجنس، أو العمر، أو الدين، أو حالة الدخل، أو إجابة محدودة اللغة الإنجليزية (LEP) وفقاً للمادة السادسة من قانون الحقوق المدنية لعام 1964 وسلطات عدم التمييز ذات الصلة.
- ✓ يجوز لأي شخص يعتقد أنه تعرض للظلم من أي ممارسة تمييزية غير قانونية تقديم شكوى إلى مدينة بولينغ غرين. يعد تقديم شكوى بموجب الباب السادس أمراً سهلاً، فما عليك سوى الانتقال إلى [www.bgky.org/transit](http://www.bgky.org/transit) وتحديد موقع نموذج شكوى الباب السادس ضمن المستندات أو تنزيله أو تعبئته أو إرساله بالبريد الإلكتروني أو عبر البريد أو تقديم النموذج شخصياً إلى المكتب أدناه. تتوفر نماذج شكوى الباب السادس على العنوان أدناه في الجناح 1 أو 2، أو عن طريق مطالبة موظف النقل بتضمين سائقي الحافلات.

- ✓ للحصول على معلومات إضافية حول برنامج الحقوق المدنية التابع لمدينة بولينغ غرين، وإجراءات تقديم شكوى، اتصل بما يلي:

جهة الاتصال:

Robert Gil

304 E 11<sup>th</sup> Ave,

Suite 2, Bowling Green, Kentucky 42101.

(270) 3695-393 أو (270) 3163-782

الهاتف النصي: (270) 3162-782

خدمة الترحيل الهاتفية في كنتاكي 1-7-1

البريد الإلكتروني [robert.gil@ratpdev.com](mailto:robert.gil@ratpdev.com)

للمزيد من المعلومات، تفضل بزيارة [www.bgky.org/transit](http://www.bgky.org/transit)

- ✓ لتقديم شكوى تتعلق بالتمييز، يجب تقديم الشكوى المكتوبة إلى العنوان أعلاه في غضون 180 يوماً من حالة التمييز المزعومة. لاستيعاب عدد محدود من الأفراد الذين يتقنون اللغة الإنجليزية، يمكن أيضاً تقديم الشكاوى الشفوية المراد توثيقها و/أو ترجمتها على العنوان أعلاه.

- ✓ يجوز لمقدم الشكوى تقديم شكوى مباشرة إلى إدارة النقل الفيدرالية عن طريق تقديم شكوى إلى مكتب الحقوق المدنية، عناية: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

- ✓ إذا كانت المعلومات مطلوبة بلغة أخرى، فاتصل بالرقم (270) 3695-393. Si se necesita informacion en otro idioma de contacto, (270) 393-3695.

## **Obaveštenje o Nediskriminaciji**

### **BUDITE SVJESNI SVOJIH PRAVA PROPISANIH PREMA POGLAVLJU VI ZAKONA O GRAĐANSKIM PRAVIMA IZ 1964.**

Grad Bowling Green

- ✓ Grad Bowling Green nastoji da svakoj osobi zajamči prava i sve pogodnosti povezane s korištenjem usluga javnog prevoza i onemogućiti diskriminaciju na osnovu rase, boje kože ili narodnosti, invaliditeta, pola, dobi, religije, statusa prihoda ili ograničenog poznavanja engleskog jezika (eng. LEP) u bilo kojem ili svim programima, aktivnostima ili uslugama kojima upravlja Grad Bowling Green u skladu sa Poglavljem VI Zakona o građanskim pravima iz 1964. i srodnim propisima o sprečavanju diskriminacije.
- ✓ Svaka osoba koja smatra da je oštećena bilo kakvim nezakonitim diskriminacijskim postupkom može podnijeti žalbu Gradu Bowling Green. Podnošenje žalbe u skladu s Poglavljem VI je jednostavno, samo idite na [www.bgky.org/transit](http://www.bgky.org/transit) i pronađite u sekciji za dokumenta formular za žalbe prema Poglavlju VI, preuzmite ga, popunite, pošaljite poštom, e-poštom ili lično dostavite obrazac u ured na adresu navedenu u nastavku. Formulari za žalbe prema Poglavlju VI dostupni su na adresi u nastavku u uredu 1 ili 2, ili ih možete zatražiti od zaposlenika prevoznog poduzeća uključujući i vozače autobusa.
- ✓ Za dodatne informacije o programu građanskih prava Grada Bowling Greena i procedurama za podnošenje žalbe, obratite se:

Kontaktne informacije:

Robert Gil  
304 E 11<sup>th</sup> Ave,  
Suite 2, Bowling Green, Kentucky 42101.  
(270) 393-3695 ili (270) 782-3163  
TTY: (270) 782-3162  
KY Relay Service Dial 7-1-1  
e-pošta [robert.gil@ratpdev.com](mailto:robert.gil@ratpdev.com)

Za više informacija posjetite [www.bgky.org/transit](http://www.bgky.org/transit)

- ✓ Da biste podnijeli tužbu zbog diskriminacije, pisana žalba se mora podnijeti na gore navedenu adresu u roku od 180 dana od navodne diskriminacije. Kako bi se prilagodili ograničenom broju pojedinaca koji poznaju engleski jezik, usmene pritužbe koje treba dokumentirati i/ili prevesti također se mogu podnijeti na gornju adresu.
- ✓ Podnosilac žalbe može uložiti žalbu direktno Federalnoj tranzitnoj upravi podnošenjem pritužbe Uredu za građanska prava. Pažnja: Poglavlje VI Koordinator programa, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- ✓ Ako su potrebne informacije na drugom jeziku, obratite se na (270) 393-3695. Si se necesita informacion en otro idioma de contacto, (270) 393-3695.

## ခွဲခြားဆက်ဆံမှုမရှိရေး အသိပေးချက်

1964 ခုနှစ် နိုင်ငံသားအခွင့်အရေးများအက်ဥပဒေ ခေါင်းစဉ် VI အရ ကာကွယ်ပေးထားသည့်  
သင့်အခွင့်အရေးများကို သတိပြုပါ

ဘိုးလင်းဂရင်းမြို့

- ✓ ဘိုးလင်းဂရင်းမြို့သည် 1964 ခုနှစ် နိုင်ငံသားအခွင့်အရေးများအက်ဥပဒေ ခေါင်းစဉ် VI အရ ခွဲခြားဆက်ဆံမှုမရှိရေးအတွက် သက်ဆိုင်ရာ အာဏာပိုင်များနှင့် ဘိုးလင်းဂရင်းမြို့တို့က ဦးစီးဆောင်ရွက်သည့် အစီအစဉ်၊ လှုပ်ရှားမှု သို့မဟုတ် ဝန်ဆောင်မှု မှန်သမျှနှင့် အားလုံးတွင် မည်သူတစ်ဦးတစ်ယောက်ကိုမျှ လူမျိုး၊ အသားအရောင်၊ မွေးရပ်ဇာတိ၊ မသန်စွမ်းမှု၊ လိင်အမျိုးအစား၊ အသက်၊ ကိုးကွယ်ယုံကြည်မှု၊ ဝင်ငွေအခြေအနေ သို့မဟုတ် အင်္ဂလိပ်စာ ကျွမ်းကျင်မှု အားနည်းခြင်း (LEP) တို့အပေါ် အခြေခံ၍ ဖယ်ကျဉ်ခြင်း၊ ပါဝင်ခွင့်ပေးခြင်း၊ အကျိုးခံစားခွင့်များ ငြင်းပယ်ခြင်း သို့မဟုတ် အခြားတစ်နည်းနည်းဖြင့် ခွဲခြားဆက်ဆံခြင်းမရှိကြောင်း သေချာစေရန် သန္နိဋ္ဌာန်ပြုပါသည်။
- ✓ ဥပဒေမဲ့ ခွဲခြားဆက်ဆံမှုတစ်ခုခုကြောင့် နစ်နာသည်ဟု ယူဆသူ မည်သူမဆိုသည် ဘိုးလင်းဂရင်းမြို့တော်သို့ တိုင်ကြားချက် တင်သွင်းနိုင်သည်။ ခေါင်းစဉ် VI တိုင်ကြားချက်ကို အလွယ်တကူ တင်သွင်းနိုင်သည်။ [www.bgky.org/transit](http://www.bgky.org/transit) သို့ သွား၍ စာရွက်စာတမ်းများအောက်တွင် ခေါင်းစဉ် VI တိုင်ကြားချက်ပုံစံကို ရှာဖွေကာ ဒေါင်းလုဒ်လုပ်ပါ။ ၎င်းကို ဖြည့်စွက်ပြီး အောက်ဖော်ပြပါ ရုံးခန်းသို့ စာတိုက်မှတစ်ဆင့်ဖြစ်စေ၊ အီးမေးလ်ဖြင့်ဖြစ်စေ သို့မဟုတ် လူကိုယ်တိုင် သွားရောက်၍ဖြစ်စေ ပေးပို့ပါ။ ခေါင်းစဉ် VI တိုင်ကြားချက်ပုံစံများကို suite 1 သို့မဟုတ် 2 တွင် အောက်ပါလိပ်စာမှတစ်ဆင့် ရရှိနိုင်ပါသည်။ သို့မဟုတ် ဘတ်စ်ကား ယာဉ်မောင်းများကို တိုင်ကြားရန် သယ်ယူပို့ဆောင်ရေး ဝန်ထမ်းတစ်ဦးကို မေးမြန်းခြင်းဖြင့် ယင်းတိုင်ကြားချက်ပုံစံကို ရရှိနိုင်ပါသည်။
- ✓ ဘိုးလင်းဂရင်းမြို့၏ နိုင်ငံသားအခွင့်အရေးအစီအစဉ်အကြောင်း နောက်ထပ်အချက်အလက်များနှင့် တိုင်ကြားချက်တင်သွင်းမှု လုပ်ငန်းစဉ်များအကြောင်း သိရှိရန် အောက်ပါအတိုင်း ဆက်သွယ်ပါ-

ဆက်သွယ်ရန်-

Robert Gil  
304 E 11<sup>th</sup> Ave,  
Suite 2, Bowling Green, Kentucky 42101.  
(270) 393-3695 သို့မဟုတ် (270) 782-3163

TTY - (270) 782-3162  
KY ထပ်ဆင့် ဝန်ဆောင်မှု နံပါတ် 7-1-1

အီးမေးလ် [robert.gil@ratpdev.com](mailto:robert.gil@ratpdev.com)

နောက်ထပ်အချက်အလက်များ သိရှိရန် [www.bgky.org/transit](http://www.bgky.org/transit) ကို ဝင်ရောက်ကြည့်ရှုပါ

- ✓ ခွဲခြားဆက်ဆံမှုဆိုင်ရာ တိုင်ကြားချက်ကို တင်သွင်းရန်၊ စွပ်စွဲထားသော ခွဲခြားဆက်ဆံမှုပြီးနောက် ရက်ပေါင်း 180 အတွင်း အထက်ပါလိပ်စာသို့ တိုင်စာရေးသားပေးပို့ရပါမည်။ အင်္ဂလိပ်ဘာသာစကား ကျွမ်းကျင်မှု အားနည်းသည့် ပုဂ္ဂိုလ်များကို ထည့်သွင်းစဉ်းစားသည့်အနေဖြင့် နှုတ်ဖြင့်တိုင်ကြားမှုများကို မှတ်တမ်းတင်ရန် နှင့်/သို့မဟုတ် ဘာသာပြန်ဆိုရန်လည်း အထက်ပါလိပ်စာသို့ ပေးပို့နိုင်ပါသည်။
- ✓ တိုင်ကြားသူတစ်ဦးသည် နိုင်ငံသားအခွင့်အရေးဆိုင်ရာရုံးသို့ အောက်ပါအတိုင်း လိပ်မူ၍ တိုင်ကြားစာ တင်ခြင်းဖြင့် ဖက်ဒရယ် သယ်ယူပို့ဆောင်ရေး အစိုးရထံ တိုက်ရိုက်တိုင်ကြားနိုင်သည်။ သို့- Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- ✓ အခြားဘာသာစကားဖြင့် အချက်အလက်များ လိုအပ်ပါက (270) 393-3695 ကို ဆက်သွယ်ပါ။  
Si se necesita informacion en otro idioma de contacto, (270) 393-3695.



# တၢ်တအိၣ်ဒီးတၢ်ကွၢ်တလီၤအတၢ်ဘိးဘၣ် သ့ၣ်ညါ

အိၣ်ဒီးတၢ်သ့ၣ်ညါန့ၣ်ပၤဘၣ်သးဒီးနွံးယၢ်ဒ်အမ့ၢ်တၢ်ဒီသဒါလၢအအိၣ်ဖဲ  
TITLE VI ထံဖိကီၢ်ဖိခွဲးယၢ်အတၢ်သိၣ်တၢ်သီ 1964 (TITLE VI OF THE  
CIVIL RIGHTS ACT OF 1964) အဖီလၢအဂ့ၢ်

## ဂ့ၢ် Bowling Green

- ✓ ဂ့ၢ် Bowling Green ဂၢ်ကျၢၤဝဲလၢအတၢ်မၤလီၤတံၢ်ဝဲဒၣ်တၢ်တဘၣ်တြီၤပုၤနီတဂၤခီဖျိလၢ  
အတၢ်န့ၣ်လီၤမၤသကိး, တၢ်သမၤအတၢ်န့ၣ်ဘျုးတဖၣ်, မ့တမ့ၢ်  
ဘၣ်တၢ်ကွၢ်တလီၤအီၤခီဖျိအကလုာ်တၢ်လီၤစၢၤ, ဖဲးဘၣ်အလွဲၢ်, ထံကီၢ်လၢဟဲဝဲ, နီၢ်ခိကွၢ်ဂီၤတလၢပဲၤ,  
မုၢ်ခွါသွံၣ်ထံး, သးနီၣ်, တၢ်ဘျုးတၢ်ဘါ, တၢ်ဟဲန့ၣ်အတၢ်အိၣ်သး မ့တမ့ၢ်  
တၢ်ဟံပနီၣ်တၢ်သ့အဲကလံးကျိၣ်ဂ့ၢ်ဂ့ၢ်ဘၣ်ဘၣ် (limited English proficient (LEP))  
ဖဲတၢ်တိၢ်ကျဲၤတမံၤလၢလၢ, တၢ်ဟူးတၢ်ဂဲၤ မ့တမ့ၢ် တၢ်မၤစၢၤလၢအဘၣ်တၢ်သးကျဲၤအီၤခီဖျိဂ့ၢ်  
Bowling Green ဒ် Title VI of the Civil Rights Act of 1964  
အတၢ်သိၣ်တၢ်သီအိၣ်ဟံဝဲအသိးဒီးဘၣ်ထွဲဒီးပုၤဘၣ်မူဘၣ်ဒါတဖၣ်တအိၣ်ဒီးတၢ်ကွၢ်တလီၤတၢ်သိးန့ၣ်  
လီၤ.
- ✓ ပုၤတဂၤလၢလၢလၢအန့ၣ်ဝဲလၢအသ့ၣ်တမံၤသးတမံၤခီဖျိလၢတၢ်အိၣ်ဒီးတၢ်ကွၢ်တလီၤတၢ်တဖိးသဲစးတ  
မံၤလၢလၢဆၢထီၣ်အတၢ်ဆိုးထီၣ်အဂ့ၢ်ဒီးဂ့ၢ် Bowling Green သ့ဝဲန့ၣ်လီၤ. တၢ်တၢ်န့ၣ်မၤပုၤ Title VI  
တၢ်ဆိုးထီၣ်တၢ်ဂ့ၢ်အလံာ်တကိၣ်ဒိမ့ၢ်တၢ်လၢအညီ, ထဲဒၣ်န့ၣ်လီၤဖဲ [www.bgky.org/transit](http://www.bgky.org/transit) ဒီးသုကွၢ်  
Title VI တၢ်ဆိုးထီၣ်တၢ်ဂ့ၢ်အလံာ်တကိၣ်ဒိလၢအအိၣ်ဖဲလံာ်တီလံာ်မိတဖၣ်အဖီလၢ,  
ဟံးန့ၣ်ထုးထီၣ်အီၤ, ထၢန့ၣ်မၤပုၤအီၤ, ဝံၤဆၢဒီးတၢ်ပရၢ, အံမ့(လ), မ့တမ့ၢ်  
ဆၢလံာ်တကိၣ်ဒိဒီးပုၤတဂၤဂၤဆူဝဲၤဒီးအမံၤဖျါလၢလၢအံၤအအိၣ်သ့ဝဲန့ၣ်လီၤ. Title VI  
တၢ်ဆိုးထီၣ်တၢ်ဂ့ၢ်အလံာ်တကိၣ်ဒိအိၣ်ဖျါဝဲဖဲလီၤအိၣ်ဆိးထံးဒ်လၢအံၤ ဖဲအကရူၢ် 1 မ့တမ့ၢ် 2 အပူၤ,  
မ့တမ့ၢ် သံကွၢ်ဝံစိတီဆၢပုၤမၤတၢ်ဖိလၢတၢ်ဒုးပၣ်ဃုာ်ပုၤနီၣ်သိလုာ်ဘၢး(စ)အဂီၢ်တက့ၢ်.



- ✓ လာတင်သွန်ညါအါထီဉ်တၢ်ဂ့ၢ်တၢ်ကျိၤဖဲဝဲၣ် Bowling Green အထံဖိကီၢ်ဖိခွဲးယၢ်တၢ်တိာ်ကျဲၤ၊ ဒီးတၢ်မၤကျိၤကျဲၤလာတၢ်ဆၢထီဉ်တၢ်ပတံထီဉ်တၢ်အဂ့ၢ်၊ ဆဲးကျိး-

ဆဲးကျိး-

Robert Gil  
304 E 11<sup>th</sup> Ave,  
Suite 2, Bowling Green, Kentucky 42101.  
(270) 393-3695 မ့တမ့ၢ် (270) 782-3163  
TTY: (270) 782-3162  
KY Relay Service Dial 7-1-1  
အံမ့(လ)[robert.gil@ratpdev.com](mailto:robert.gil@ratpdev.com)

လာတင်သွန်ညါအါထီဉ်တၢ်ဂ့ၢ်တၢ်ကျိၤအဂီၢ်၊ န့ၣ်လီၤကွၢ်ဖဲ [www.bgky.org/transit](http://www.bgky.org/transit)

- ✓ လာတၢ်ဆိးထီဉ်တၢ်ကွၢ်တလီၤတၢ်အဂ့ၢ်၊ တၢ်ကွဲးဆိးထီဉ်တၢ်ဂ့ၢ်တၢ်ကဘၣ်ဆၢဝဲဆူ လီၢ်အိၣ်ဆိးထံးဒ်အဖျါလၢထးအသိးဖဲတၢ်ဟံထီဉ်တၢ်ကမၣ် လာတၢ်ကွၢ်တလီၤတၢ်အနံၤဖဲ 180 သီအတီၢ်ပူၤန့ၣ်လီၤ. လာတၢ်တိၣ်စၢၤမၤစၢၤဝဲဒၣ်ပုၤလၢအသ့အဲကလံးကျိၣ်ဖဲအကြၢး, လၢအတၢ်ဆိးထီဉ်တၢ်ဂ့ၢ်လၢတၢ်ကတိၤ ဒီးတၢ်ကမၤနီၣ်မၤယါ မ့တမ့ၢ် တၢ်ကွဲးကျိးထံဝဲအဂီၢ်တၢ်ဟ့ၣ်သ့စ့ၢ်ကီးဝဲဖဲလီၢ်အိၣ်ဆိးထံးဒ်ထးအသိးန့ၣ်လီၤ.
- ✓ ပုၤဆိးထီဉ်တၢ်ဖိဆၢထီဉ်အတၢ်ဆိးထီဉ်အဂ့ၢ်လီၤလီၤဆူ ကီၢ်စၢၤဖျိတၢ်သးကျဲၤဝဲစိာ်တီဆၢအလီၢ် (Federal Transit Administration), လာတၢ်ဆၢထီဉ်အီၤသ့ခီဖျိထံဖိကီၢ်ဖိခွဲးယၢ်အဝဲၤဒၢး, တၢ်လာတၢ်ကဘၣ်ဟံသ့ၣ်ဟံသးအီၤ- Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor- TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- ✓ တၢ်မ့ၢ်လိာ်ဘၣ်တၢ်ဂ့ၢ်တၢ်ကျိၤလၢကျိၣ်အဂ့ၢ်တဖၣ်, ဆဲးကျိးဘၣ်ဖဲ (270) 393-3695 တက့ၢ်. Si se necesita informacion en otro idioma de contacto, (270) 393-3695.





## **Taarifa ya Kutobagua**

### **FAHAMU HAKI ZAKO kama ZINAVYOLINDWA CHINI YA KIFUNGU CHA 6 CHA SHERIA YA HAKI ZA KIRAIA YA 1964.**

Jiji la Bowling Green

- ✓ Jiji la Bowling Green limejitolea kuhakikisha kuwa hakuna mtu anayetengwa kutoka kwa, kushiriki, kunyimwa manufaa ya, au kubaguliwa kwa misingi ya mbari, rangi ya ngozi, asili ya kitaifa, ulemavu, jinsia, umri, dini, hali ya mapato, au ufasaha mdogo wa Kiingereza (LEP) katika mipango, shughuli au huduma zozote na zote zinazosimamiwa na Jiji la Bowling Green kwa mujibu wa Kifungu cha 6 cha Sheria ya Haki za Kiraia ya 1964 na mamlaka zinazohusiana za kutobagua.
- ✓ Mtu yeyote anayeamini kuwa amesikitishwa na tabia yoyote isiyo halali ya ubaguzi anaweza kuwasilisha malalamiko katika Jiji la Bowling Green. Mchakato wa kuwasilisha malalamiko kuhusiana na Kifungu cha 6 ni rahisi, nenda tu kwenye [www.bgky.org/transit](http://www.bgky.org/transit) na utafute Fomu ya Malalamiko ya Kifungu cha 6 chini ya hati, ipakue, ijaze, itume kwa barua, barua pepe, au uwasilishe fomu hiyo wewe binafsi katika ofisi iliyo hapo chini. Fomu za Malalamiko ya Kifungu cha 6 zinapatikana katika anwani iliyo hapo chini kwenye chumba cha 1 au 2, au kwa kumwomba mfanyakazi wa usafiri ajumuishe madereva wa basi.
- ✓ Kwa maelezo zaidi kuhusu mpango wa haki za kiraia wa Jiji la Bowling Green, na taratibu za kuwasilisha malalamiko, wasiliana na:

Anwani:

Robert Gil

304 E 11<sup>th</sup> Ave,

Suite 2, Bowling Green, Kentucky 42101.

(270) 393-3695 au (270) 782-3163

TTY: (270) 782-3162

Simu ya Huduma ya Uelekezaji wa Simu ni 7-1-1

barua pepe [robert.gil@ratpdev.com](mailto:robert.gil@ratpdev.com)

Kwa maelezo zaidi, tembelea [www.bgky.org/transit](http://www.bgky.org/transit)

- ✓ Ili kuwasilisha malalamiko ya ubaguzi, malalamiko ya maandishi lazima yawasilishwe kwa anwani iliyo hapo juu ndani ya siku 180 baada ya kutokea kwa ubaguzi unaodaiwa. Ili kushughulikia watu wenye ufasaha mdogo wa Kiingereza, malalamiko ya maneno yatakayoandikwa na/au kutafsiriwa yanaweza pia kutolewa kwenye anwani iliyo hapo juu.
- ✓ Malalamishi anaweza kuwasilisha malalamiko moja kwa moja kwa Usimamizi wa Usafiri wa Nchi kwa kuwasilisha malalamiko kwa Ofisi ya Haki za Kiraia, Kuzingatia: Mratibu wa Mpango wa Kifungu cha 6, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- ✓ Ikiwa maelezo yanahitajika katika lugha nyingine, wasiliana na (270) 393-3695. Si se necesita informacion en otro idioma de contacto, (270) 393-3695.



**APPENDIX 1 Title VI - Notice of Nondiscrimination to the Public – SPANISH**

**Aviso de no discriminación**

**CONOZCA SUS DERECHOS PROTEGIDOS POR EL TÍTULO VI DE LA LEY  
DE DERECHOS CIVILES DE 1964**

Ciudad de Bowling Green

- ✓ La ciudad de Bowling Green se compromete a garantizar que a ninguna persona le sea excluida la participación, se le nieguen los beneficios o se le someta a discriminación por motivos de raza, color, origen nacional, discapacidad, género, edad, religión, nivel de ingresos o dominio limitado de inglés (limited English proficiency, LEP) en todos y cada uno de los programas, actividades o servicios administrados por ella de acuerdo con el Título VI de la Ley de Derechos Civiles de 1964 y las autoridades de no discriminación relacionadas.
- ✓ Cualquier persona que se considere perjudicada por una práctica discriminatoria ilegal puede presentar una queja ante la ciudad de Bowling Green. Presentar una queja en virtud del Título VI es fácil, solo tiene que ir a [www.bgky.org/transit](http://www.bgky.org/transit) y ubicar el formulario de queja del Título VI en la sección Documents (documentos), descargarlo, rellenarlo, enviarlo por correo o correo electrónico o presentarlo en persona en la oficina que aparece a continuación. Los formularios de queja del Título VI están disponibles en la dirección que figura a continuación, en la suite 1 o 2, o por medio de una solicitud a un empleado de tránsito que incluye a los conductores de autobuses.
- ✓ Para obtener más información sobre el programa de derechos civiles de la ciudad de Bowling Green y los procedimientos para presentar una queja, póngase en contacto con:

Contacto:

Robert Gil

304 E 11<sup>th</sup> Ave,

Suite 2, Bowling Green, Kentucky 42101.

(270) 393-3695 o (270) 782-3163

TTY: (270) 782-3162

Servicio de Retransmisión de KY, marque 7-1-1

Correo electrónico [robert.gil@ratpdev.com](mailto:robert.gil@ratpdev.com)

Para obtener más información, visite [www.bgky.org/transit](http://www.bgky.org/transit)

- ✓ Para presentar una queja por discriminación, debe enviarla por escrito a la dirección indicada más arriba en un plazo de 180 días a partir de la presunta discriminación. Para atender a las personas con un dominio limitado del inglés, las quejas orales que se documenten o se traduzcan también pueden presentarse en la dirección indicada.
- ✓ Un demandante puede presentar una queja de manera directa ante la Administración Federal de Tránsito al presentarla ante la Oficina de Derechos Civiles, a la atención de: 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 (270) 393-3695.  
En caso de necesitar información en otro idioma, comuníquese al (270) 393-3695.

## **APPENDIX 2 Complaint Procedure - ENGLISH**

The City of Bowling Green is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities for the delivery of equitable and accessible transportation services. It is the City's policy to utilize its best efforts to assure that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its program of transit service delivery and related benefits.

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, for alleged discrimination in any program or activity administered by the City.

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. 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.

The City of Bowling Green's Complaint Procedure is made available in the following locations:

- ✓ Agency website, [www.bgky.org/transit](http://www.bgky.org/transit) either as a reference in the *Notice of Nondiscrimination* or in its entirety
- ✓ Agency office located at 304 E 11<sup>th</sup> Ave, Suite 1 & 2, Bowling Green, KY 42101 in the lobby and common areas

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Any person who believes they've been discriminated against on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficient (LEP) by the City of Bowling Green may file a complaint by completing and submitting the City of Bowling Green's Complaint Form found on [www.bgky.org/transit](http://www.bgky.org/transit) under documents. The form can be submitted by email at [robert.gil@ratpdev.com](mailto:robert.gil@ratpdev.com), mail at the address here or in person at the 304 E 11<sup>th</sup> Ave, Suite 1 or Suite 2, Bowling Green, KY 42101 addressed to the Transit Manager.

The Complaint Form may also be used to submit general complaints to the City of Bowling Green.

The City of Bowling Green investigates complaints received no more than **180** calendar days after the alleged incident. The City of Bowling Green will process complaints that are complete.

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 or description of alleged discriminating respondent, basis of complaint (race, color, or national origin), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.

The City of Bowling Green strongly encourages the use of the official Title VI Complaint Form when filing official complaints. Reasonable measures will be undertaken to preserve any information that is confidential.

The preferred method is to file your complaint in writing using the Title VI Complaint Form, and sending it to:

City of Bowling Green  
Transit Manager  
Robert Gil  
304 East Eleventh Ave.  
Suite 2  
Bowling Green, KY 42101

In the case where a Complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Transit Manager of the City of Bowling Green. Under these circumstances, the Complainant will be interviewed, and the Transit Manager will assist the Complainant in converting the verbal allegations to writing. The City will provide appropriate assistance to complainants who are limited in their ability to communicate in English.

Once the complaint is received, the City of Bowling Green will review the complaint and work to resolve the complaint informally, if possible.

If the complaint warrants a formal civil rights complaint process, the City of Bowling Green will follow the steps listed in this complaint procedure. The City of Bowling Green may also use this formal procedure to address general complaints. If the City of Bowling Green determines it has jurisdiction the complainant will receive an acknowledgement letter stating the complaint will be investigated by the City of Bowling Green as a civil rights complaint.

When a complaint is received, the Transit Manager will provide written acknowledgment to the Complainant, within **15** calendar days by registered mail.

Within **20** calendar days from receipt of a complete complaint, the City will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within **27** calendar days from receipt of the complete complaint, the Transit Manager or his/her authorized designee will notify the Complainant and alleged discriminating respondent, by registered mail, informing them of the disposition.

1. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
2. If the complaint is to be investigated, the notification shall state the grounds of the City's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.

When the City of Bowling Green does not have sufficient jurisdiction, the Transit Manager or his/her authorized designee will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.

If the complaint has investigative merit, the Transit Manager or his/her authorized designee will fully investigate the complaint.

If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided **45** calendar days to submit the required information. Failure to do so may be considered cause for a determination of no investigative merit and the case will be closed.

If the investigator is not contacted by the complainant or does not receive the additional information within **45** calendar days, the City of Bowling Green will administratively close the case. A case will be administratively closed also if the complainant no longer wishes to pursue their case.

A complete investigation will be conducted, and an investigative report will be submitted to the City Manager within **60** calendar days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the Transit Manager will notify the appropriate authorities, and an extension will be requested.

The City of Bowling Green has **90** calendar days to investigate the civil rights complaint. If more information is needed to resolve the case, the City of Bowling Green may contact the complainant.

The City Manager or his/her authorized designee will issue letters of finding to the Complainant and Respondent within **90** calendar days from receipt of the complaint.

After the investigator investigates the complaint, one of two (2) letters will be issued to the complainant by the office of the City Manager: 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, the complainant has **60** calendar 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 FTA Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th floor - TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

Process Timeline



**Notice\*** Complaints over 180 calendar days after the alleged incident will not be accepted.

Complaint Received & Acknowledged – 15 calendar days

Jurisdiction identified – 20 calendar days

Notification of Identified Jurisdiction to complainant – 27 calendar days

If more information is required complainant must respond – 45 calendar days

Completed initial investigation report sent to City Manager – 60 calendar days

Letter from the Office of the City Manager – 90 calendar days

Appeal – 60 business days from the date of the closure letter or Letter of Finding (LOF)

If information is needed in another language, then contact 270-393-3695.

Si se necesita informacion en otro idioma de contacto, 270-393-3695.

Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 270-393-3695.

## APPENDIX 2 Complaint Procedure – ARABIC

### الملحق 2 إجراءات الشكاوى

تلتزم مدينة بولينغ غرين بسياسة عدم التمييز في إدارة أعمالها، بما في ذلك مسؤوليات الباب السادس لتقديم خدمات نقل عادلة ويمكن الوصول إليها. تتمثل سياسة المدينة في بذل قصارى جهدها لضمان عدم استبعاد أي شخص، على أساس العرق، أو اللون، أو الأصل القومي، من المشاركة في برنامجها الخاص بتقديم خدمة النقل أو الحرمان من فوائده أو التعرض للتمييز فيه والفوائد ذات الصلة.

تغطي هذه الإجراءات جميع الشكاوى المقدمة بموجب الباب السادس من قانون الحقوق المدنية لعام 1964، والقسم 504 من قانون إعادة التأهيل لعام 1973، وقانون الأمريكيين ذوي الإعاقة لعام 1990، بسبب حالة التمييز المزعومة في أي برنامج أو نشاط تديره المدينة.

هذه الإجراءات لا تحرم مقدم الشكاوى من حقه في تقديم شكاوى رسمية إلى وكالات أخرى تابعة للولاية أو فيدرالية أو في التماس محام خاص للشكاوى التي تدعي التمييز. سيتم بذل كل جهد ممكن للحصول على حل مبكر للشكاوى عند أدنى مستوى ممكن. يجوز لأي فرد أو مجموعة أفراد أو كيان يعتقد أنهم تعرضوا للتمييز المحظور بموجب الباب السادس والقوانين ذات الصلة تقديم شكاوى.

إجراءات الشكاوى الخاصة بمدينة بولينغ غرين متاحة في المواقع التالية:

- ✓ موقع الوكالة على الويب، [www.bgky.org/transit](http://www.bgky.org/transit) إما كمرجع في إشعار عدم التمييز أو في مجمله
- ✓ يقع مكتب الوكالة في 11<sup>th</sup> E 304 Ave, Suite 1 & 2, Bowling Green, KY 42101 في الردهة والمناطق العامة

يجوز لأي شخص يعتقد أنه تعرض للتمييز على أساس العرق، أو اللون، أو الأصل القومي، أو الإعاقة، أو الجنس، أو العمر، أو الدين، أو حالة الدخل، أو إجابة اللغة الإنجليزية المحدودة (LEP) من قبل مدينة بولينغ غرين تقديم شكاوى من خلال إكمال نموذج شكاوى مدينة بولينغ غرين الموجود على [www.bgky.org/transit](http://www.bgky.org/transit) وتقديمه ضمن المستندات. يمكن إرسال النموذج عن طريق البريد الإلكتروني على [robert.gil@ratpdev.com](mailto:robert.gil@ratpdev.com)، أو بالبريد على العنوان هنا أو شخصيًا في 304 E 11<sup>th</sup> Ave, Suite 1 or Suite 2, Bowling Green, KY 42101 موجهًا إلى مدير النقل.

يمكن أيضًا استخدام نموذج الشكاوى لتقديم شكاوى عامة إلى مدينة بولينغ غرين.

تحقق مدينة بولينغ غرين في الشكاوى التي تم تلقيها في فترة لا تتجاوز 180 يومًا على الحادث المزعوم. ستقوم مدينة بولينغ غرين بمعالجة الشكاوى المكتملة.

يجب أن تكون الشكاوى مكتوبة وموقعة من قبل الفرد أو من ينوب عنه، وستتضمن اسم مقدم الشكاوى، وعنوانه ورقم هاتفه، واسم أو وصف المدعى عليه المزعوم الذي قام بالتمييز، وأساس الشكاوى (العرق، أو اللون، أو الأصل القومي)، و تاريخ الفعل (الأفعال) المزعوم. يجب أن يصاحب جميع الشكاوى بيان يوضح بالتفصيل وقائع وظروف التمييز المزعوم.

تشجع مدينة بولينغ غرين بشدة استخدام نموذج شكاوى الباب السادس الرسمي عند تقديم الشكاوى الرسمية. سيتم اتخاذ تدابير معقولة للحفاظ على أي معلومات سرية.

الطريقة المفضلة هي تقديم شكواك كتابيًا باستخدام نموذج شكاوى الباب السادس، وإرسالها إلى:

City of Bowling Green  
Transit Manager



Robert Gil  
304 East Eleventh Ave.  
Suite 2  
Bowling Green, KY 42101

في الحالة التي ستعذر فيها على مقدم الشكوى أو يكون غير قادر على تقديم بيان مكتوب، يمكن تقديم شكوى شفوية بالتميز إلى مدير النقل في مدينة بولينغ غرين. وفي ظل هذه الظروف، ستتم مقابلة مقدم الشكوى، وسيساعد مدير النقل مقدم الشكوى في تحويل الادعاءات الشفوية إلى كتابية. ستقدم المدينة المساعدة المناسبة لمقدمي الشكاوى الذين يعانون محدودية قدرتهم على التواصل باللغة الإنجليزية.

بمجرد استلام الشكوى، سترجع مدينة بولينغ غرين الشكوى وتعمل على حلها بشكل غير رسمي، إن أمكن.

إذا كانت الشكوى تستدعي إجراء شكوى رسمية بشأن الحقوق المدنية، فستتبع مدينة بولينغ غرين الخطوات المذكورة في إجراء الشكوى هذا. قد تستخدم مدينة بولينغ غرين أيضًا هذا الإجراء الرسمي لمعالجة الشكاوى العامة. إذا قررت مدينة بولينغ غرين أنها ذات اختصاص قضائي، فسوف يتلقى مقدم الشكوى خطاب إقرار يفيد بأنه سيتم التحقيق في الشكوى من قبل مدينة بولينغ غرين باعتبارها شكوى تتعلق بالحقوق المدنية.

عند استلام شكوى، سيقدم مدير النقل إقرارًا كتابيًا إلى مقدم الشكوى، في غضون 15 يومًا تقويميًا عن طريق البريد المسجل.

في غضون 20 يومًا تقويميًا من استلام شكوى كاملة، ستحدد المدينة اختصاصها في متابعة الأمر وما إذا كانت الشكوى تتمتع بجدارة كافية لتبرير التحقيق. في غضون 27 يومًا تقويميًا من استلام الشكوى الكاملة، سيقوم مدير النقل أو من ينوب عنه بإخطار المدعي والمدعى عليه بالتميز المزعوم، عن طريق البريد المسجل، لإبلاغهم بالتصرف.

1. إذا كان القرار لا يتعلق بالتحقيق في الشكوى، يجب أن يذكر الإخطار سبب القرار على وجه التحديد.
2. إذا كان سيتم التحقيق في الشكوى، يجب أن يوضح الإخطار أسباب الاختصاص القضائي للمدينة، مع إبلاغ الأطراف بأن تعاونهم الكامل سيكون مطلوبًا في جمع معلومات إضافية ومساعدة جهة التحقيق.

عندما لا تتمتع مدينة بولينغ غرين بسلطة قضائية كافية، فإن مدير النقل أو من ينوب عنه يحيل الشكوى إلى الولاية أو الوكالة الفيدرالية المناسبة التي تتمتع بمثل هذا الاختصاص القضائي.

إذا كان للشكوى ميزة التحقيق، فسيقوم مدير النقل أو من ينوب عنه بالتحقيق الكامل في الشكوى.

إذا تم اعتبار الشكوى غير مكتملة، فسيتم طلب معلومات إضافية، وسيتم منح مقدم الشكوى 45 يومًا تقويميًا لتقديم المعلومات المطلوبة. قد يُعتبر عدم القيام بذلك سببًا لتقرير عدم جدوى التحقيق وسيتم إغلاق القضية.

إذا لم يتم الاتصال بالمحقق من قبل مقدم الشكوى أو لم يتلق المعلومات الإضافية في غضون 45 يومًا تقويميًا، فستقوم مدينة بولينغ غرين بإغلاق القضية إداريًا. سيتم إغلاق القضية إداريًا أيضًا إذا لم يعد مقدم الشكوى يرغب في متابعة قضيته.

سيتم إجراء تحقيق كامل، وسيتم تقديم تقرير استقصائي إلى مدير المدينة في غضون 60 يومًا تقويميًا من استلام الشكوى. سيتضمن التقرير وصفًا سرديًا للحادث، وملخصات لجميع الأشخاص الذين تمت مقابلتهم، ونتائج مع توصيات وتدابير تصالحية عند الاقتضاء. إذا تأخر التحقيق لأي سبب، فسيقوم مدير النقل بإخطار السلطات المختصة، وسيطلب تمديد.

لمدينة بولينغ غرين 90 يومًا تقويميًا للتحقيق في شكوى الحقوق المدنية. إذا كانت هناك حاجة إلى مزيد من المعلومات لحل القضية، فإنه يجوز لمدينة بولينغ غرين الاتصال بمقدم الشكوى.

سيصدر مدير المدينة أو من ينوب عنه خطابات بالنتائج إلى مقدم الشكوى والمدعى عليه في غضون 90 يومًا تقويميًا من استلام الشكوى .

بعد أن تحقق جهة التحقيق في الشكوى، سيصدر مكتب مدير المدينة رسالة من رسالتين (2) إلى مقدم الشكوى : خطاب إغلاق أو خطاب إثبات (LOF) .

- ✓ يلخص خطاب الإغلاق الادعاءات ويذكر أنه لم يكن هناك انتهاك للباب السادس وأنه سيتم إغلاق القضية .
- ✓ يلخص خطاب الإثبات (LOF) الادعاءات والمقابلات المتعلقة بالحادث المزعوم، ويوضح ما إذا كان سيتم اتخاذ أي إجراء تأديبي أو تدريب إضافي للموظف أو أي إجراء آخر .

إذا رغب مقدم الشكوى في استئناف القرار، فإن أمامه 60 يومًا تقويميًا بعد تاريخ الخطاب أو خطاب الإثبات للقيام بذلك .

يمكن لأي شخص أيضًا تقديم شكوى مباشرة إلى إدارة النقل الفيدرالية، في مكتب الحقوق المدنية التابع لإدارة النقل الفيدرالية، عناية: Title VI Program Coordinator, East Building, 5th floor -TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

الجدول الزمني للعملية  
إشعار\* لن يتم قبول الشكاوى بعد أكثر من 180 يومًا بعد وقوع الحادث المزعوم .

- استلام الشكوى والإقرار بها - 15 يومًا تقويميًا
- تحديد الاختصاص - 20 يومًا تقويميًا
- إخطار مقدم الشكوى بالاختصاص المحدد - 27 يومًا تقويميًا
- إذا كانت هناك حاجة إلى مزيد من المعلومات، فإنه يجب على مقدم الشكوى الاستجابة - 45 يومًا تقويميًا
- إرسال تقرير التحقيق الأولي المكتمل إلى مدير المدينة - 60 يومًا تقويميًا
- الخطاب من مكتب مدير المدينة - 90 يومًا تقويميًا
- الاستئناف - 60 يوم عمل من تاريخ خطاب الإغلاق أو خطاب الإثبات (LOF)

إذا كانت المعلومات مطلوبة بلغة أخرى، فاتصل بالرقم 3695-393-270 .  
Si se necesita informacion en otro idioma de contacto, 270-393-3695.  
Yog muaj lus qhia ntxiv rau lwj hom lus, hu rau 270-393-3695.



## **APPENDIX 2 Complaint Procedure – BOSNIAN**

### **Dodatak 2 Žalbeni postupak**

U vođenju svog poslovanja Grad Bowling Green odlučno provodi politiku nediskriminacije, uključujući svoje odgovornosti iz Poglavlja VI za pravedno pružanje pristupačnih usluga prevoza. Politika Grada je da uloži sav napor kako bi se svakoj osobi zajamčila prava i sve pogodnosti povezane s korištenjem usluga javnog prevoza i da se onemogući diskriminacija na osnovu rase, boje kože ili narodnosti.

Navedena politika pokriva sve žalbe podnesene prema Poglavlju VI Zakona o Građanskim Pravima iz 1964. godine, Odjeljak 504 Zakona o Rehabilitaciji iz 1973. i Zakona o Američkim Građanima s Invaliditetom iz 1990., za navodnu diskriminaciju u bilo kojem programu ili aktivnosti kojom upravlja Grad.

Ovi postupci ne poriču pravo podnosioca žalbe da podnese formalne žalbe drugim državnim ili savezним agencijama ili da traži privatnog advokata za žalbe povezane s diskriminacijom. Učinit će se svi naponi da se pritužbe što prije riješe na najnižem mogućem nivou. Svaki pojedinac, grupa pojedinaca ili entitet koji smatra da su bili izloženi diskriminaciji zabranjenoj Poglavljem VI i povezanim statutima može podnijeti žalbu.

Žalbeni postupak Grada Bowling Greena dostupan je na sljedećim lokacijama:

- ✓ Internet stranica agencije, [www.bgky.org/transit](http://www.bgky.org/transit) bilo kao referenca iz *Obavijesti o nediskriminaciji* ili u cijelosti
- ✓ Ured agencije smješten na adresi 304 E 11<sup>th</sup> Ave, Suite 1 & 2, Bowling Green, KY 42101 u predvorju i zajedničkim prostorijama

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Svaka osoba koja smatra da je diskriminirana od strane Grada Bowling Greena na osnovi rase, boje kože, narodnosti, invaliditeta, pola, dobi, religije, statusa prihoda ili ograničenog znanja engleskog jezika (LEP) može podnijeti žalbu popunjavanjem i podnošenjem formulara za žalbe Grada Bowling Greena koji se nalazi na [www.bgky.org/transit](http://www.bgky.org/transit) u sekciji za dokumenta. Formular se može poslati e-poštom na [robert.gil@ratpdev.com](mailto:robert.gil@ratpdev.com), običnom poštom na navedenu adresu ili predati lično na adresu 304 E 11<sup>th</sup> Ave, Suite 1 ili Suite 2, Bowling Green, KY 42101 adresirano na direktora javnog prevoza.

Popunjeni formular za pritužbe se također može koristiti za podnošenje općenitih žalbi Gradu Bowling Green.

Grad Bowling Green ne ispituje pritužbe primljene nakon više od **180** kalendarskih dana nakon navodnog incidenta. Grad Bowling Green će obraditi samo žalbe koje su potpuno popunjene.

Pritužbe moraju biti u pisanoj formi i potpisane od strane pojedinca ili njegovog/njenog predstavnika, a trebaju sadržati ime podnosioca žalbe, adresu i broj telefona, ime ili opis navodnog diskriminatora, sažetak žalbe (rasa, boja ili nacionalno porijeklo) i datum navodnih događanja. Sve pritužbe moraju biti obrazložene izjavom u kojoj se navode činjenice i okolnosti navodne diskriminacije.

Grad Bowling Green izričito preporučuje korištenje službenog formulara za žalbe iz Poglavlja VI prilikom podnošenja službenih žalbi. Poduzet će se razumne mjere kako bi se sačuvale sve informacije koje su povjerljive naravi.

Preporučeni način je da podnesete svoju žalbu u pisanom obliku pomoću formulara za žalbe Poglavlje VI i pošaljete je na:

Grad Bowling Green  
Direktor javnog prevoza  
Robert Gil  
304 East Eleventh Ave.  
Suite 2  
Bowling Green, KY 42101

U slučaju da podnositelj žalbe nije u mogućnosti da podnese pismenu izjavu, može se podnijeti usmena žalba povodom diskriminacije direktoru javnog prevoza grada Bowling Greena. U ovim okolnostima, podnositelj žalbe će biti intervjuisan, a direktor javnog prevoza će pomoći podnosiocu žalbe u zapisivanju usmenih navoda u pismene. Grad će pružiti odgovarajuću pomoć podnosiocima žalbi kojima je ograničena sposobnost komunikacije na engleskom jeziku.

Kad se žalba primi, Grad Bowling Green će je razmotriti i raditi na rješavanju pritužbe neformalno, ako to bude moguće.

Ako pritužba daje povoda za formalni proces žalbe na građanska prava, Grad Bowling Green će postupiti prema koracima navedenim u ovoj proceduri žalbe. Grad Bowling Green također može koristiti ovu formalnu proceduru za rješavanje općih pritužbi. Ako Grad Bowling Green utvrdi da ima nadležnost, podnositelj žalbe će dobiti pismo s potvrdom u kojem se navodi da će njegovu pritužbu ispitati Grad Bowling Green kao pritužbu na građanska prava.

Nakon što primi žalbu, direktor javnog prevoza će dostaviti pismenu potvrdu podnosiocu žalbe, u roku od **15** kalendarskih dana preporučenom poštom.

U roku od **20** kalendarskih dana od prijema popunjene žalbe, Grad će utvrditi svoju nadležnost u rješavanju predmeta i da li pritužba ima dovoljno osnova da opravda istragu. U roku od **27** kalendarskih dana od prijema popunjene žalbe, direktor javnog prevoza ili njegov/njen ovlašteni predstavnik će obavijestiti podnosioca žalbe i tuženog navodnog diskriminatora, preporučenom poštom, obavještavajući ih o daljnjem postupku.

1. Ako je odluka da se žalba ne ispita, u obavještenju će se posebno navesti razlog takve odluke.
2. Ako je odlučeno da se pritužba ispita, u obavještenju će se navesti obrazloženje za nadležnost Grada, uz obavještanje strana da će biti potrebna njihova puna saradnja u prikupljanju dodatnih informacija i pomoći istražitelju.

Ako grad Bowling Green nije nadležan, direktor javnog prevoza ili njegov/njen ovlašteni predstavnik će uputiti žalbu odgovarajućoj državnoj ili saveznoj agenciji koja je nadležna za dotični slučaj.

Ako pritužba daje osnova za istragu, direktor javnog prevoza ili njegov/njen ovlašteni predstavnik će u potpunosti ispitati pritužbu.

Ako se smatra da je žalba nepotpuna, bit će zatražene dodatne informacije, a podnosiocu žalbe će biti dato **45** kalendarskih dana da dostavi tražene informacije. Propust da se to učini može se smatrati kao nedostatak osnova za provođenje istrage, a slučaj će biti zatvoren.

Ako podnosilac žalbe ne kontaktira istražitelja ili ne dobije dodatne informacije u roku od **45** kalendarskih dana, Grad Bowling Green će administrativno zatvoriti slučaj. Slučaj će biti administrativno zatvoren i ako podnosilac žalbe odustane od svoje pritužbe.

Provest će se kompletna istraga, a istražni izvještaj će biti dostavljen gradskom upravitelju u roku od **60** kalendarskih dana od prijema žalbe. Izvještaj će uključivati narativni opis incidenta, sažetke svih intervjuisanih osoba i rezultat istrage s preporukama i mjerama za izmirenje kad je to prikladno. Ako istraga iz bilo kojeg razloga bude odgođena, direktor javnog prevoza će obavijestiti nadležne organe i zatražiti produženje.

Grad Bowling Green ima na raspolaganju **90** kalendarskih dana da ispita tužbu o građanskim pravima. Ako je potrebno više informacija za rješavanje slučaja, Grad Bowling Green može kontaktirati podnositelja žalbe.

U roku od **90** kalendarskih dana od prijema žalbe, gradski upravitelj ili njegov/njen ovlašteni predstavnik obavijestit će pismom podnosioca žalbe i tuženog navodnog diskriminatora.

Nakon što istražitelj ispita pritužbu, Ured gradskog upravitelja će podnosiocu pritužbe izdati jedno od dva (2) pisma: zaključno pismo ili pismo o rezultatu ispitivanja (LOF).

- ✓ Zaključno pismo sažima navode i navodi da nije bilo povrede Poglavlja VI i da će slučaj biti zatvoren.
- ✓ Pismo o rezultatu ispitivanja (LOF) sažima optužbe i intervjue u vezi sa navodnim incidentom i objašnjava da li će biti poduzete disciplinske mjere, dodatna obuka člana osoblja ili druge radnje.

Ako se podnosilac žalbe želi žaliti na odluku, podnosilac žalbe ima na raspolaganju **60** kalendarskih dana od datuma pisma ili LOF-a da to učini.

Podnosilac žalbe može uložiti žalbu direktno Federalnoj upravi za javni prevoz podnošenjem pritužbe Uredu za građanska prava. Pažnja: Poglavlje VI Koordinator programa, East Building, 5th floor -TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

Vremenski raspored postupka

**Napomena\*** Žalbe podnesene nakon 180 kalendarskih dana od navodnog incidenta neće biti prihvaćene.

Rok za primanje i prihvaćanje žalbe – 15 kalendarskih dana

Rok za identifikovanje nadležnosti – 20 kalendarskih dana

Rok za obavještenje o identifikovanoj nadležnosti podnosiocu žalbe – 27 kalendarskih dana

Rok za dostavu dodatnih informacija koje podnosilac žalbe mora dostaviti – 45 kalendarskih dana

Rok za slanje dovršenog inicijalnog izvještaja o istrazi gradskom upravitelju – 60 kalendarskih dana

Rok za dopis iz Ureda gradskog upravitelja – 90 kalendarskih dana

Žalba – 60 radnih dana od datuma zaključnog dopisa ili dopisa o rezultatu ispitivanja (LOF)

Ako su vam potrebne informacije na nekom drugom jeziku, obratite se na 270-393-3695.

Si se necesita informacion en otro idioma de contacto, 270-393-3695.

Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 270-393-3695.



## **APPENDIX 2 Complaint Procedure – BURMESE**

### **နောက်ဆက်တွဲ ၂ တိုင်ကြားမှုလုပ်ငန်းစဉ်**

ဘိုးလင်းဂရင်းမြို့တော်သည် တန်းတူညီမျှ၊ အသုံးပြုနိုင်သော သယ်ယူပို့ဆောင်ရေး ဝန်ဆောင်မှုများ ပေးအပ်ရန်အတွက် ၎င်း၏ ခေါင်းစဉ် VI တာဝန်များအပါအဝင် ၎င်း၏လုပ်ငန်းများ ဆောင်ရွက်ရာတွင် ခွဲခြားဆက်ဆံမှုမရှိသော မူဝါဒတစ်ခုကို ကတိပြုထားသည်။ သယ်ယူပို့ဆောင်ရေးနှင့် ဆက်စပ်သည့် အကျိုးခံစားခွင့်များ အစီအစဉ်အောက်တွင် မည်သူတစ်ဦးတစ်ယောက်ကိုမျှ လူမျိုး၊ အသားအရောင် သို့မဟုတ် မွေးရပ်ဇာတိဟူသည့် အခြေခံအကြောင်းရင်းများကြောင့် ပါဝင်ခွင့်မှ မဖယ်ထုတ်စေရန်၊ အကျိုးအမြတ်များရရှိခွင့်ကို ငြင်းပယ်မခံရစေရန် သို့မဟုတ် ခွဲခြားဆက်ဆံခံရစေရန် အကောင်းဆုံး အားထုတ်ကြိုးပမ်းသွားရမည်မှာ မြို့တော်၏ မူဝါဒပင်ဖြစ်သည်။

ဤလုပ်ငန်းစဉ်များသည် မြို့တော်က စီမံဆောင်ရွက်သော မည်သည့်အစီအစဉ် သို့မဟုတ် လုပ်ဆောင်ချက်တွင်မဆို စွပ်စွဲထားသော ခွဲခြားဆက်ဆံခြင်းအတွက် 1964 ခုနှစ် နိုင်ငံသားအခွင့်အရေး အက်ဥပဒေ၊ 1973 ခုနှစ် ပြန်လည်ထူထောင်ရေး အက်ဥပဒေ၏ ပုဒ်မ 504 နှင့် 1990 ခုနှစ် မသန်စွမ်း အမေရိကန်လူမျိုးများ အက်ဥပဒေတို့၏ ခေါင်းစဉ် VI အောက်ရှိ တိုင်ကြားချက်အားလုံး အကျုံးဝင်သည်။

ဤလုပ်ငန်းစဉ်များသည် အခြားပြည်နယ် သို့မဟုတ် ဖက်ဒရယ် အစိုးရဌာနများထံ တရားဝင်တိုင်ကြားချက်များ တင်သွင်းရန် သို့မဟုတ် ခွဲခြားဆက်ဆံကြောင်း စွပ်စွဲထားသော တိုင်ကြားချက်များအတွက် သီးသန့်အကြံပေးဆွေးနွေးမှု ရယူရန် တိုင်ကြားသူ၏ အခွင့်အရေးများကို ငြင်းပယ်ခြင်းမရှိပါ။ တိုင်ကြားချက်များကို တတ်နိုင်သမျှ အနိမ့်ဆုံး အတိုင်းအတာအထိ စောစီးစွာ ဖြေရှင်းချက်ရရှိစေရန် အစွမ်းကုန် ကြိုးပမ်းသွားပါမည်။ ခေါင်းစဉ် VI နှင့် ဆက်စပ်သည့် ပြဋ္ဌာန်းချက်များအရ တားမြစ်ထားသော ခွဲခြားဆက်ဆံမှုကို ခံရသည်ဟု ယုံကြည်သော မည်သည့်လူပုဂ္ဂိုလ်၊ အုပ်စု သို့မဟုတ် အဖွဲ့အစည်းကမဆို တိုင်ကြားချက် တင်သွင်းနိုင်ပါသည်။

ဘိုးလင်းဂရင်းမြို့တော်၏ တိုင်ကြားမှု လုပ်ငန်းစဉ်ကို အောက်ပါ နေရာများတွင် ရရှိနိုင်ပါသည်-

- ✓ အစိုးရဌာန ဝက်ဘ်ဆိုက် [www.bgky.org/transit](http://www.bgky.org/transit) ခွဲခြားဆက်ဆံမှု မရှိရေး အသိပေးချက်ထဲရှိ ကိုးကားချက်တစ်ခုအဖြစ်သော်လည်းကောင်း သို့မဟုတ် ၎င်းတစ်ခုလုံးအဖြစ်သော်လည်းကောင်း

- ✓ ဧည့်တွေ့ခန်းနှင့် အများဆိုင်နေရာများရှိ 304 E 11<sup>th</sup> Ave, Suite 1 & 2, Bowling Green, KY 42101 တွင် တည်ရှိသည့် အစိုးရဌာနရုံး

လူမျိုး၊ အသားအရောင်၊ မွေးရပ်ဇာတိ၊ မသန်စွမ်းမှု၊ လိင်အမျိုးအစား၊ အသက်၊ ကိုးကွယ်ယုံကြည်မှု၊ ဝင်ငွေအခြေအနေ သို့မဟုတ် အင်္ဂလိပ်စာ ကျွမ်းကျင်မှု အားနည်းခြင်း (LEP) တို့အပေါ် အခြေခံ၍ ဘိုးလင်းဂရင်းမြို့တော်၏ ခွဲခြားဆက်ဆံမှုကိုခံရကြောင်း ယူဆသော မည်သူမဆိုသည် [www.bgky.org/transit](http://www.bgky.org/transit) တွင် စာရွက်စာတမ်းများအောက်ရှိ ဘိုးလင်းဂရင်းမြို့တော်၏ တိုင်ကြားမှုပုံစံကို ဖြည့်စွက်ပေးပို့ပြီး တိုင်ကြားနိုင်ပါသည်။ ပုံစံကို [robert.gil@ratpdev.com](mailto:robert.gil@ratpdev.com) သို့ အီးမေးလ်ပို့၍ဖြစ်စေ၊ ဤတွင်ဖော်ပြထားသည့် သယ်ယူပို့ဆောင်ရေး မန်နေဂျာသို့ လိပ်မူလျက် 304 E 11<sup>th</sup> Ave, Suite 1 or Suite 2, Bowling Green, KY 42101 လိပ်စာသို့ စာတိုက်မှတစ်ဆင့်ဖြစ်စေ၊ လူကိုယ်တိုင်သွားရောက်၍ဖြစ်စေ ပေးပို့နိုင်ပါသည်။

တိုင်ကြားမှုပုံစံကို ဘိုးလင်းဂရင်းမြို့တော်သို့ အထွေထွေတိုင်ကြားမှုများ ပေးပို့ရာတွင်လည်း အသုံးပြုနိုင်ပါသည်။

ဘိုးလင်းဂရင်းမြို့တော်သည် စွပ်စွဲထားသော အဖြစ်အပျက်ပြီးနောက် ပြက္ခဒိန်ရက်ပေါင်း **180** ထက်မကျော်ဘဲ လက်ခံရရှိထားသော တိုင်ကြားမှုများကိုသာ စုံစမ်းစစ်ဆေးပါသည်။ ဘိုးလင်းဂရင်းမြို့တော်သည် ပြီးပြည့်စုံသော တိုင်ကြားမှုများကိုသာ စီမံဆောင်ရွက်ပါမည်။

တိုင်ကြားချက်များကို စာဖြင့်ရေးသား၍ လူပုဂ္ဂိုလ်တစ်ဦးက သို့မဟုတ် သူ/သူမ၏ ကိုယ်စားလှယ်က လက်မှတ်ရေးထိုးထားရမည်ဖြစ်ပြီး တိုင်ကြားသူ၏ အမည်၊ နေရပ်လိပ်စာနှင့် တယ်လီဖုန်းနံပါတ်၊ ခွဲခြားဆက်ဆံသည်ဟု စွပ်စွဲထားသော တိုင်တန်းခံရသူ၏ အမည် သို့မဟုတ် ဖော်ပြချက်၊ တိုင်ကြားရသည့် အကြောင်းအရင်း (လူမျိုး၊ အသားအရောင် သို့မဟုတ် မွေးရပ်ဇာတိ) နှင့် စွပ်စွဲထားသည့် လုပ်ရပ်(များ) ပြုလုပ်သည့်ရက်စွဲတို့ကို ထည့်သွင်းဖော်ပြရမည်။ စွပ်စွဲထားသော ခွဲခြားဆက်ဆံမှု အချက်အလက်များနှင့် အခြေအနေများကို အသေးစိတ် ဖော်ပြထားသည့် ထုတ်ပြန်ချက်တစ်ခုသည် တိုင်ကြားမှုအားလုံးတွင် ပါရှိရမည်။

တရားဝင် တိုင်ကြားမှုများ ပြုလုပ်သည့်အခါ တရားဝင် ခေါင်းစဉ် VI တိုင်ကြားမှုပုံစံကို အသုံးပြုရန် ဘိုးလင်းဂရင်းမြို့တော်က အလေးအနက် တိုက်တွန်းပါသည်။ လျှို့ဝှက်ထားသော



အချက်အလက်များကို ထိန်းသိမ်းရန် ကျိုးကြောင်းဆီလျော်သော အစီအမံများကို လုပ်ဆောင်သွားပါမည်။

ဦးစားပေးနည်းလမ်းမှာ သင့်တိုင်ကြားချက်ကို ခေါင်းစဉ် VI တိုင်ကြားမှုပုံစံကို သုံး၍ စာဖြင့်ရေးသားပြီး ၎င်းကို အောက်ပါအတိုင်း ပေးပို့ရန်ဖြစ်ပါသည်။

ဘိုးလင်းဂရင်းမြို့  
သယ်ယူပို့ဆောင်ရေး မန်နေဂျာ

Robert Gil  
304 East Eleventh Ave.  
Suite 2  
Bowling Green, KY 42101

တိုင်ကြားသူသည် ရေးသားဖော်ပြချက်ကို ပေးပို့ရန် မလုပ်ဆောင်နိုင်ပါက သို့မဟုတ် မစွမ်းဆောင်နိုင်ပါက ခွဲခြားဆက်ဆံခံရမှုအား နှုတ်ဖြင့်တိုင်ကြားချက်ကို ဘိုးလင်းဂရင်းမြို့တော်၏ မြို့တော်၏ သယ်ယူပို့ဆောင်ရေး မန်နေဂျာထံသို့ တင်ပြနိုင်သည်။ ဤအခြေအနေများအောက်တွင် တိုင်ကြားသူကို တွေ့ဆုံမေးမြန်းမည်ဖြစ်ပြီး သယ်ယူပို့ဆောင်ရေး မန်နေဂျာသည် နှုတ်ဖြင့်စွပ်စွဲချက်များကို စာဖြင့်ရေးသားရာတွင် တိုင်ကြားသူအား ကူညီဆောင်ရွက်ပေးပါမည်။ မြို့တော်သည် အင်္ဂလိပ်ဘာသာဖြင့် ပြောဆိုဆက်ဆံနိုင်စွမ်း အားနည်းသော တိုင်ကြားသူများအတွက် သင့်တော်သော အကူအညီကို ပံ့ပိုးပေးပါမည်။

တိုင်ကြားချက်ကို လက်ခံရရှိပြီးသည်နှင့် ဘိုးလင်းဂရင်းမြို့တော်သည် တိုင်ကြားချက်ကို စိစစ်သုံးသပ်ပြီး အတတ်နိုင်ဆုံး ရုံးပြင်ကနားမဆန်ဘဲ ရိုးရှင်းစွာ ဖြေရှင်းပေးရန် လုပ်ဆောင်ပါမည်။

တိုင်ကြားချက်သည် တရားဝင်နိုင်ငံသား အခွင့်အရေးများဆိုင်ရာ တိုင်ကြားမှု လုပ်ငန်းစဉ်ဖြစ်ကြောင်း ခိုင်လုံပါက ဘိုးလင်းဂရင်းမြို့တော်သည် ဤတိုင်ကြားမှု လုပ်ငန်းစဉ်ထဲတွင် ဖော်ပြထားသော အဆင့်များအတိုင်း ဆောင်ရွက်သွားပါမည်။ ဘိုးလင်းဂရင်းမြို့တော်သည် ဤတရားဝင်လုပ်ငန်းစဉ်ကို အထွေထွေတိုင်ကြားမှုများအား ဖြေရှင်းရာတွင်လည်း အသုံးပြုနိုင်ပါသည်။ ဘိုးလင်းဂရင်းမြို့တော်သည် ၎င်းတွင် တရားစီရင်ပိုင်ခွင့်ရှိသည်ဟု ဆုံးဖြတ်လိုက်ပါက တိုင်ကြားချက်ကို နိုင်ငံသားအခွင့်အရေးများဆိုင်ရာ တိုင်ကြားချက်တစ်ရပ်အနေဖြင့် ဘိုးလင်းဂရင်းမြို့တော်မှ စုံစမ်းစစ်ဆေးမည်ဟု ထုတ်ပြန်သော အသိအမှတ်ပြုစာလွှာကို တိုင်ကြားသူအနေဖြင့် လက်ခံရရှိပါမည်။

တိုင်ကြားချက်တစ်ခုကို လက်ခံရရှိသည့်အခါ သယ်ယူပို့ဆောင်ရေး မန်နေဂျာသည် စာရင်းသွင်းထားသော မေးလ်ဖြင့် ပြက္ခဒိန်ရက်ပေါင်း 15 ရက်အတွင်း တိုင်ကြားသူထံသို့ အသိအမှတ်ပြု စာလွှာကို ပေးပို့သွားပါမည်။

ပြီးပြည့်စုံသော တိုင်ကြားချက်ကို လက်ခံရရှိပြီး ပြက္ခဒိန်ရက်ပေါင်း 20 ရက်အတွင်း စုံစမ်းစစ်ဆေးမှု ပြုလုပ်ပေးရန် တိုင်ကြားချက်တွင် လုံလောက်သည့် ထိုက်တန်မှုရှိ၊ မရှိနှင့် ကိစ္စရပ်ကို ဆက်လက်ဆောင်ရွက်ရန် ၎င်း၏ တရားစီရင်ပိုင်ခွင့်ကို ဘိုးလင်းဂရင်းမြို့တော်က ဆုံးဖြတ်ပါမည်။

ပြီးပြည့်စုံသော တိုင်ကြားချက် လက်ခံရရှိပြီး ပြက္ခဒိန်ရက်ပေါင်း 27 ရက်အတွင်း သယ်ယူပို့ဆောင်ရေး မန်နေဂျာ သို့မဟုတ် သူ/သူမ၏ လုပ်ပိုင်ခွင့်လွှဲအပ်ခံထားရသူသည် စာရင်းသွင်းထားသော မေးလ်မှတစ်ဆင့် အခြေအနေများကို အသိပေးခြင်းဖြင့် တိုင်ကြားသူနှင့် ခွဲခြားဆက်ဆံသည်ဟု စွပ်စွဲခံရသော တိုင်တန်းခံရသူ နှစ်ဦးစလုံးကို အကြောင်းကြားပါမည်။

1. ဆုံးဖြတ်ချက်သည် တိုင်ကြားချက်ကို စုံစမ်းစစ်ဆေးမှု မပြုဟုဆိုပါက အသိပေးချက်တွင် ဆုံးဖြတ်ချက် အကြောင်းအရင်းကို တိကျစွာ ဖော်ပြပေးရမည်။
2. တိုင်ကြားချက်ကို စုံစမ်းစစ်ဆေးမည်ဆိုပါက အသိပေးချက်တွင် ထပ်ဆောင်းအချက်အလက်များ စုဆောင်းရေးနှင့် စုံစမ်းစစ်ဆေးရေးမှူးအား အကူအညီပေးရေးတို့တွင် ၎င်းတို့၏ ပူးပေါင်းဆောင်ရွက်ပေးမှုကို လိုအပ်မည်ဖြစ်ကြောင်း နှစ်ဦးနှစ်ဖက်လုံးအား အကြောင်းကြားလျက် မြို့တော်၏ တရားစီရင်ပိုင်ခွင့် အကြောင်းအရင်းများကို ဖော်ပြပေးရမည်။

ဘိုးလင်းဂရင်းမြို့တော်တွင် လုံလောက်သည့် တရားစီရင်ပိုင်ခွင့် မရှိပါက သယ်ယူပို့ဆောင်ရေး မန်နေဂျာ သို့မဟုတ် သူ/သူမ၏ လုပ်ပိုင်ခွင့်လွှဲအပ်ခံထားရသူသည် ထိုကဲ့သို့သော တရားစီရင်ပိုင်ခွင့်ရှိသည့် သင့်လျော်သော ပြည်နယ် သို့မဟုတ် ဖက်ဒရယ် အစိုးရထံသို့ တိုင်ကြားချက်ကို လွှဲပြောင်းပေးပါမည်။

တိုင်ကြားချက်သည် စုံစမ်းစစ်ဆေးပေးရန် ထိုက်တန်ပါက သယ်ယူပို့ဆောင်ရေး မန်နေဂျာ သို့မဟုတ် သူ/သူမ၏ လုပ်ပိုင်ခွင့်လွှဲအပ်ခံထားရသူသည် တိုင်ကြားချက်အား အလုံးစုံ စုံစမ်းစစ်ဆေးသွားပါမည်။

တိုင်ကြားချက်တစ်ခုကို မပြည့်စုံဟု ယူဆပါက ထပ်ဆောင်းအချက်အလက်များကို တောင်းဆိုမည်ဖြစ်ပြီး တိုင်ကြားသူအနေဖြင့် ပြက္ခဒိန်ရက်ပေါင်း 45 ရက်အတွင်း လိုအပ်သော



အချက်အလက်များကို ပေးပို့ရမည်။ ထိုသို့ပြုလုပ်ရန် ပျက်ကွက်မှုကို စုံစမ်းစစ်ဆေးပေးရန် ထိုက်တန်မှုမရှိကြောင်း ဆုံးဖြတ်ချက်အတွက် အကြောင်းအရင်းအဖြစ် ယူဆကာ အမှုကို ပိတ်ပစ်ပါမည်။

တိုင်ကြားသူက စုံစမ်းစစ်ဆေးရေးမှူးအား မဆက်သွယ်လျှင် သို့မဟုတ် ပြက္ခဒိန်ရက်ပေါင်း 45 ရက်အတွင်း ထပ်ဆောင်းအချက်အလက်များ လက်ခံမရရှိလျှင် ဘိုးလင်းဂရင်းမြို့တော်က အုပ်ချုပ်ရေးပိုင်းအရ အမှုကို ပိတ်ပစ်ပါမည်။ တိုင်ကြားသူအနေဖြင့် ၎င်း၏အမှုကို ဆက်လက်တရားစွဲဆိုရန် ဆန္ဒမရှိတော့ပါကလည်း အမှုအား အုပ်ချုပ်ရေးပိုင်းအရ ပိတ်ပစ်ပါမည်။

တိုင်ကြားချက်လက်ခံရရှိပြီး ပြက္ခဒိန်ရက်ပေါင်း 60 အတွင်း အလုံးစုံ စုံစမ်းစစ်ဆေးမှုကို ဆောင်ရွက်မည်ဖြစ်ကာ စုံစမ်းစစ်ဆေးမှုဆိုင်ရာ အစီရင်ခံစာကို မြို့တော်မန်နေဂျာထံသို့ ပေးပို့ပါမည်။ အစီရင်ခံစာတွင် အဖြစ်အပျက်ကို ဇာတ်ကြောင်းပြန်ထားသည့် ဖော်ပြချက်တစ်ခု၊ တွေ့ဆုံမေးမြန်းထားသည့် လူအားလုံး၏ အကျဉ်းချုပ်များ၊ အကြံပြုချက်များဖြင့် တွေ့ရှိချက်တစ်ခုနှင့် သင့်လျော်သောနေရာတွင် ဖျန်ဖြေစေပေးခြင်းဆိုင်ရာ စီမံဆောင်ရွက်ချက်များပါဝင်ပါမည်။ စုံစမ်းစစ်ဆေးမှုသည် အကြောင်းတစ်စုံတစ်ရာကြောင့် နှောင့်နှေးနေပါက သယ်ယူပို့ဆောင်ရေးမန်နေဂျာသည် သင့်လျော်သည့် အာဏာပိုင်များထံ အကြောင်းကြားပြီး အချိန်ကာလတိုးပေးရန် တောင်းဆိုပါမည်။

ဘိုးလင်းမြို့တော်တွင် နိုင်ငံသားအခွင့်အရေးဆိုင်ရာ တိုင်ကြားချက်ကို စုံစမ်းစစ်ဆေးရန် ပြက္ခဒိန်ရက်ပေါင်း 90 အချိန်ရှိသည်။ အမှုကို ဖြေရှင်းရန် နောက်ထပ်အချက်အလက်များ လိုအပ်ပါက ဘိုးလင်းဂရင်း မြို့တော်သည် တိုင်ကြားသူကို ဆက်သွယ်နိုင်ပါသည်။

မြို့တော် မန်နေဂျာ သို့မဟုတ် သူ/သူမ၏ လုပ်ပိုင်ခွင့်လွှဲအပ်ခံထားရသူသည် တိုင်ကြားချက် လက်ခံရရှိပြီး ပြက္ခဒိန်ရက်ပေါင်း 90 အတွင်း တိုင်ကြားသူနှင့် အတိုင်ခံရသူထံသို့ ရှာဖွေတွေ့ရှိချက် စာလွှာများကို ထုတ်ပေးပါမည်။

စုံစမ်းစစ်ဆေးရေးမှူးသည် တိုင်ကြားချက်ကို စုံစမ်းစစ်ဆေးပြီးနောက်တွင် အမှုပိတ်စာလွှာ သို့မဟုတ် ရှာဖွေတွေ့ရှိချက်စာလွှာ (LOF) စာလွှာနှစ် (2) စောင်မှ တစ်စောင်ကို မြို့တော်မန်နေဂျာ၏ ရုံးက တိုင်ကြားထံသို့ ထုတ်ပေးပါမည်။

- ✓ အမှုပိတ်စာလွှာတွင် စွပ်စွဲမှုများကို အကျဉ်းချုံးဖော်ပြကာ အပိုင်း VI ကို ချိုးဖောက်မှုမရှိကြောင်းနှင့် အမှုကို ပိတ်ပစ်မည်ဖြစ်ကြောင်း ဖော်ပြထားပါသည်။

- ✓ ရှာဖွေတွေ့ရှိချက် စာလွှာ(LOF) တွင် စွပ်စွဲမှုများနှင့် ၎င်းဖြစ်ရပ်နှင့် ပတ်သက်သည့် တွေ့ဆုံမေးမြန်းမှုများကို အကျဉ်းချုံးဖော်ပြကာ စည်းကမ်းပိုင်းဆိုင်ရာ အရေးယူမှု၊ ဝန်ထမ်းအား ထပ်ဆောင်းလေ့ကျင့်ပေးမှု သို့မဟုတ် အခြားအရေးယူမှုများ ဆောင်ရွက်မည် မဆောင်ရွက်မည်ကို ရှင်းပြပါမည်။

တိုင်ကြားသူက စီရင်ချက်ကို အယူခံဝင်လိုပါက ထိုသို့လုပ်ရန် စာဖြစ်စေ၊ LOF ဖြစ်စေ ထုတ်ပြီးနောက် တိုင်ကြားသူတွင် ပြက္ခဒိန်ရက်ပေါင်း **60** အချိန်ရှိသည်။

ထိုလူသည် နိုင်ငံသားအခွင့်အရေး FTA ရုံးရှိ ဗဟိုအစိုးရ သယ်ယူပို့ဆောင်ရေးဆိုင်ရာ အုပ်ချုပ်မှုရုံးသို့ တိုင်ကြားချက်ကို တိုက်ရိုက်တင်နိုင်သည်။ Attention: Title VI Program Coordinator, East Building, 5th floor -TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

စီမံဆောင်ရွက်သည့် အချိန်ဇယား

**သတိပြုရန်\*** စွပ်စွဲသည့် ဖြစ်ရပ်အပြီး ပြက္ခဒိန်ရက်ပေါင်း 180 ကျော်လွန်သည့် တိုင်ကြားမှုများကို လက်မခံပါ။

- တိုင်ကြားချက်ကို လက်ခံကာ အသိအမှတ်ပြုရက် – ပြက္ခဒိန်ရက် 15 ရက်
- တရားစီရင်ပိုင်ခွင့်နယ်မြေ သတ်မှတ်ခြင်း – ပြက္ခဒိန်ရက် 20 ရက်
- သတ်မှတ်လိုက်သော တရားစီရင်ပိုင်ခွင့်နယ်မြေကို တိုင်ကြားသူထံသို့ အသိပေးခြင်း – ပြက္ခဒိန်ရက် 27 ရက်
- နောက်ထပ်အချက်အလက်များ လိုအပ်ပါက တိုင်ကြားသူကအကြောင်းပြန်ရမည့်ရက် – ပြက္ခဒိန်ရက် 45 ရက်
- ပြီးပြည့်စုံသော ကနဦးစုံစမ်းစစ်ဆေးမှု အစီရင်ခံစာကို မြို့တော်မန်နေဂျာသို့ ပေးပို့ရန် – ပြက္ခဒိန်ရက် 60 ရက်
- မြို့တော်မန်နေဂျာရုံးမှ စာလွှာပို့ရန် – ပြက္ခဒိန်ရက် 90 ရက်
- အယူခံဝင်ရန် – အမှုပိတ်စာလွှာ သို့မဟုတ် ရှာဖွေတွေ့ရှိချက်စာလွှာ (LOF) ပေးပို့ပြီးနောက် အလုပ်ဖွင့်ရက် 60 ရက်

အချက်အလက်များကို အခြားဘာသာစကားဖြင့် လိုအပ်ပါက 270-393-3695 သို့ ဆက်သွယ်ပါ။



## APPENDIX 2 Complaint Procedure – KAREN

### တၢ်ဂ့ၢ်ပိာ်ထွဲ 2

ဝဲၣ် Bowling Green ကၢ်ကျဲၤဝဲၣ်တၢ်တအိၣ်ဒီးတၢ်ကွၢ်မၢ်တၢ်အဖီလစံၣ်  
ဖဲအတၢ်ပၤဆှၢရဲၣ်ကျဲၤဝဲၣ်အမ့ၢ်ကျိၤဝဲၣ်ကွၢ်တၢ်ဖိးတၢ်မၤအပူၤ, ဃုာ်ဒီးအ Title VI  
တၢ်ဟံးမူဒါလၢတၢ်ဆှၢထီၣ်ဆှၢလီၤတၢ်ဒီးတၢ်န့ၣ်လီၤမၤန့ၣ်ဝံၣ်တီဆှၢတၢ်မၤစၢၤ  
လၢအထဲသီးတုၤသီးအဂီၢ်န့ၣ်လီၤ. မ့ၢ်ဝဲၣ်ဝဲၣ်အဖီလစံၣ်လၢတၢ်စူးကါတၢ်ကျဲးစးအဂ့ၤကတၢၢ်  
လၢတၢ်မၤလီၤတံၢ်ဝဲၣ်တၢ်တဘၣ်ကွၢ်တလီၤပုၤနီတဂၤခီဖျိလၢအကလုာ်တၢ်လီၤစၢၤ, ဖိးဘျီအလွဲၣ်,  
မ့တမ့ၢ် ထံကီၢ်လၢအဟဲဝဲ, ဘၣ်တၢ်တြီၤဃာ်အီၤလၢအတၢ်န့ၣ်လီၤမၤသကိးအပူၤ,  
ဘၣ်တၢ်သမၤအီၤလၢတၢ်န့ၣ်ဘျုးတဖၣ်, မ့တမ့ၢ် ဘၣ်တၢ်ကွၢ်တလီၤအီၤဖဲအဝံၣ်တီဆှၢတၢ်မၤစၢၤဒီး  
တၢ်လၢအဘၣ်ထွဲဒီးတၢ်န့ၣ်ဘျုးတဖၣ်အဖီလၢန့ၣ်လီၤ.

တၢ်ကျိၤဘၢဝဲၣ်တၢ်မၤကျိၤကျဲၤသ့ၣ်တဖၣ်အံၤဖဲတၢ်ဆှၢထီၣ်တၢ်ဂ့ၢ်လၢတၢ်ဆှၢထီၣ်ဝဲၣ် Title VI  
ထံဖိကီၢ်ဖိခွဲးယၢ်အတၢ်သိၣ်တၢ်သီ 1964 (Title VI of the Civil Rights Act of 1964),  
တၢ်မၤဂ့ၢ်ထီၣ်က့ၤတၢ်အတၢ်သိၣ်တၢ်သီ 1973 အဆၢဒိၣ် 504 (Section 504 of the Rehabilitation Act of  
1973), ဒီးပုၤအမဲရဲၣ်ကၢဖိလၢအအိၣ်ဒီးနီၢ်ခိက့ၢ်ဂီၤတလၢပုၤအတၢ်သိၣ်တၢ်သီ 1990 (Americans with  
Disabilities Act of 1990), လၢတၢ်ဟံးထီၣ်တၢ်ကမၢ်လၢတၢ်ကွၢ်တလီၤတၢ်ဖဲတၢ်တိာ်ကျဲၤ မ့တမ့ၢ်  
တၢ်ဟူးတၢ်ဂဲၤလၢဝဲၣ်ရဲၣ်ကျဲၤဝဲၣ်တဖၣ်န့ၣ်လီၤ.

တၢ်မၤကျိၤကျဲၤသ့ၣ်တဖၣ်အံၤတသမၤဝဲၣ်ပုၤဆှၢထီၣ်တၢ်ဖိအခွဲးယၢ်  
လၢအဆှၢထီၣ်တၢ်ဂ့ၢ်ဖိးသဲးဃုာ်ဒီးကီၢ်စဲၣ်အဂၤတဖၣ် မ့တမ့ၢ် ကီၢ်စၢ်ဖျိၣ်အကရၢခၢၣ်စးတဖၣ် မ့တမ့ၢ်  
လၢတၢ်ဃုာ်ထံၣ်န့ၣ်တၢ်ဟ့ၣ်ကူၣ်န့ၣ်လၢတၢ်ဆှၢထီၣ်ဝဲၣ်လၢ တၢ်ဟံးကမၢ်တၢ်ကွၢ်တလီၤအဂ့ၢ်န့ၣ်လီၤ.  
တၢ်ကကျဲးစးမၤဝဲၣ်ကိးကပၤဒီးလၢတၢ်မၤန့ၣ်ဆိဝဲၣ်တၢ်ဆှၢထီၣ်အတၢ်စံၣ်ညီၣ်တံာ်  
ဖဲအပတီၢ်ဖျိၣ်ကတၢၢ်တသ့ဖဲအသ့န့ၣ်လီၤ. ပုၤတဂၤလၢလၢ, ကရူၢ်တဖုဖု မ့တမ့ၢ်  
ကရၢတဖုဖုလၢအန့ၣ်ဝဲၣ်လၢအတၢ်ကွၢ်တလီၤအီၤလၢအဘၣ်တၢ်တြီၤဝဲၣ် Title VI  
ဒီးတၢ်လၢအဘၣ်ထွဲဒီးတၢ်သိၣ်တၢ်သီတဖၣ်အဖီလၢ တၢ်ဆှၢထီၣ်ဝဲၣ်လၢအဂ့ၢ်သ့ၣ်န့ၣ်လီၤ.

ဝဲၣ် Bowling Green -

- ✓ ကရၢခၢၣ်စးအဟံးယဲၤသန့ [www.bgky.org/transit](http://www.bgky.org/transit) ဒ်အမ့ၢ်တၢ်ဂ့ၢ်ဒီးသန့ဖဲ  
တၢ်တအိၣ်ဒီးတၢ်ကွၢ်တလီၤအတၢ်ဘိးဘၣ်သ့ၣ် ညါအပူၤ မ့တမ့ၢ် ဖဲအလီၢ်ခဲလၢခဲဆှၢအပူၤဒၣ်လဲာ်

✓ ချာစးကရဲဝဲဒါးအိပ်သွပ်လီသးဖဲ 304 E 11<sup>th</sup> Ave, Suite 1 & 2, Bowling Green, KY 42101

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ပုၤတဂၤဂၤမ့ၢ်န့ၣ်ဝဲလၢအဘၣ်တၢ်ကွၢ်တလီၤအီၤခီဖျိအကလုာ်တၢ်လီၤစၢၤ, ဖံးဘျၢအလွဲၢ်, ထံကီၢ်လၢအဟဲဝဲ, နီၢ်ခိကွၢ်ဂီၤတလၢပွဲၤ, မုၢ်ခွါသွံၣ်ထံး, သးန့ၣ်, တၢ်ဘျုးတၢ်ဘါ, တၢ်ဟဲန့ၣ်အတၢ်အိၣ်သး မ့တမ့ၢ် တၢ်ဟံးပနီၣ်တၢ်သ့အဲကလံးကျိၣ်ဂ့ၤတၢ်ဘျုး (limited English proficient (LEP)) ခီဖျိဝုၢ် Bowling Green ဆိုးထီၣ်တၢ်ဂ့ၢ်သ့ခီဖျိဆုၢ်ထီၣ်ဝုၢ် Bowling Green အတၢ်ဆိုးထီၣ်တၢ်ဂ့ၢ်အလံာ်တကျိၣ်ဒိလၢတၢ်ထံၣ်န့ၣ်အီၤသ့ဖဲ [www.bgky.org/transit](http://www.bgky.org/transit) လၢအအိၣ်ဖဲလံာ်တီလံာ်မိတဖၣ်အဖီလၢန့ၣ်လီၤ. တၢ်ဆုၢ်ထီၣ်လံာ်တကျိၣ်ဒိအံၤသ့ခီဖျိအံၤမ့(လ)ဖဲ [robert.gil@ratpdev.com](mailto:robert.gil@ratpdev.com), ဆုၢ်ဒီးတၢ်ပရၢဖဲလီၤအိၣ်ဆိးထံးအံၤ မ့တမ့ၢ် ဆုၢ်ဒီးပုၤတဂၤဂၤဖဲ 304 E 11<sup>th</sup> Ave, Suite 1 or Suite 2, Bowling Green, KY 42101 ဝံစီာ်တီဆုၢ်မဲန့ၢ်ကွၢ်အလီၢ်အိၣ်ဆိးထံးန့ၣ်လီၤ.

ဒ်န့ၣ်အသိးတၢ်စူးကါဝဲဒၣ်တၢ်ဆိုးထီၣ်တၢ်ဂ့ၢ်အလံာ်တကျိၣ်ဒိ လၢတၢ်ဆုၢ်ထီၣ်ဝဲဒၣ်တၢ်ဆိုးထီၣ်တၢ်ဂ့ၢ်ထီၣ်ရီၤဆူဝုၢ် Bowling Green အအိၣ်သ့စ့ၢ်ကီးန့ၣ်လီၤ.

ဝုၢ် Bowling Green သမံသမိးဝဲဒၣ်တၢ်ဆိုးထီၣ်တၢ်ဂ့ၢ်လၢအဒီးန့ၣ်ဝဲတအါန့ၢ်ဒီး **180** သီဖဲတၢ်ဟံးထီၣ်တၢ်ကမၣ်ကဲထီၣ်သးဝံၤအလီၢ်ခဲန့ၣ်လီၤ. ဝုၢ် Bowling Green ကရဲၣ်ကျဲၤမၤဝဲဒၣ်တၢ်ဆိုးထီၣ်တၢ်ဂ့ၢ်လၢ တၢ်မၤဝံၤအီၤအတၢ်မၤကျိၣ်ကျဲၤတဖၣ်န့ၣ်လီၤ.

တၢ်ဆိုးထီၣ်တၢ်ဂ့ၢ်အလံာ်ပူၤတၢ်ကဘၣ်ကွဲးလီၤဒီးဆဲးလီၤခီဖျိပုၤတဂၤဂၤ မ့တမ့ၢ် အခါစးတဂၤဂၤ, ဒီးကဘၣ်ပုၤဃုာ်ဒီးပုၤဆိုးထီၣ်တၢ်ဖိအမံၤ, အလီၢ်အိၣ်ဆိးထံးဒီးအလီၢ်တဲစီနီၣ်ဂံၢ်, မံၤ မ့တမ့ၢ် ပုၤတူၢ်ကွၢ်အတၢ်ဟံးဖျါထီၣ်တၢ်ဟံးတၢ်ကမၣ်လၢတၢ်ကွၢ်တလီၤအဂ့ၢ်, ဒီးသန့ထီၣ်သးလၢပုၤဆိုးထီၣ်တၢ်ဖိ (ကလုာ်, ဖံးဘျၢအလွဲၢ်, မ့တမ့ၢ် ထံကီၢ်လၢအဟဲဝဲ), ဒီးတၢ်ဟံးထီၣ်တၢ်ကမၣ်လၢအလီၤအနံၤအသိန့ၣ်လီၤ. တၢ်ဟံးဖျါထီၣ်တၢ်ဂ့ၢ်နီၢ်နီၢ်အဂ့ၢ်လီၤတၢ်လီၤဆဲးဒီးတၢ်ဟံးတၢ်ကမၣ် လၢတၢ်ကွၢ်တလီၤအတၢ်မၤသးအဂ့ၢ်ကဘၣ်ပိာ်ထွဲဝဲဒီးတၢ်ဆိုးထီၣ်တၢ်ဂ့ၢ်ခဲလၢန့ၣ်လီၤ.

ဝုၢ် Bowling Green ဟ့ၣ်သဆၣ်ထီၣ်ဝဲဒၣ်သပုၤပုၤလၢတၢ်ကစူးကါဝဲဒၣ် Title VI တၢ်ဆိုးထီၣ်တၢ်ဂ့ၢ်အလံာ်တကျိၣ်ဒိဖိးသဲးစး ဖဲတၢ်ထၢန့ၣ်မၤပုၤဝဲဒၣ်တၢ်ဆိုးထီၣ်တၢ်ဂ့ၢ်ဖိးသဲးစးအခါန့ၣ်လီၤ. တၢ်ကဟံးမူဒါဝဲဒၣ်တၢ်ထီၣ်ကွၢ်တဲာ်ကွၢ်ကြးဝဲဘၣ်ဝဲလၢတၢ်ဒိသဒါစၢၤ တၢ်ဂ့ၢ်တၢ်ကျိၣ်လၢတၢ်ဟံးအီၤဒ်တၢ်ခွဲသ့ၣ်အဂီၢ်န့ၣ်လီၤ.



တၢ်မၤကျိၤကျဲၤလၢတၢ်လိာ်ဘၣ်ဝဲလၢတၢ်ဆၢထီၣ် နတၢ်ဆိးထီၣ်တၢ်ဂ့ၢ်လၢတၢ်ကွဲးမ့ၢ်ဝဲတၢ်ကဘၣ်စူးကါ  
Title VI တၢ်ဆိးထီၣ်တၢ်ဂ့ၢ်အလံာ်တၢ်ကွီၣ်ဒိ, ဒီးဆၢသီၤဆူ-

ဝုၢ် Bowling Green  
ဝံစိာ်တီဆၢမဲၤန့ၢ်ကွၢ်  
Robert Gil  
304 East Eleventh Ave.  
Suite 2  
Bowling Green, KY 42101

ဖဲတၢ်အိၣ်သးလၢပုၤဆိးထီၣ်တၢ်ဖိတသ့ဟ်ဖျါထီၣ်တၢ်ကွၢ်တလီၤအတၢ်ဂ့ၢ်လၢတၢ်ကွဲး,  
တၢ်ကတိၤသ့အခါဘၣ်သ့ၣ်သ့ၣ်အဝဲဆၢထီၣ်ဝဲဆူဝုၢ် Bowling Green  
အဝံစိာ်တီဆၢမဲၤန့ၢ်ကွၢ်အိၣ်သ့ဝဲန့ၢ်လီၤ. ဖဲတၢ်မၤသးသ့ၣ်တဖၣ်အံၤအဖီလၢာ်,  
တၢ်ကထံၣ်လိာ်သံကွၢ်သံဒီးဝဲဒၣ်ပုၤတံထီၣ်တၢ်ဖိ,  
ဒီးဝံစိာ်တီဆၢမဲၤန့ၢ်ကွၢ်ကမၤစၢၤပုၤဆိးထီၣ်တၢ်ဖိလၢတၢ်ကျါဘၢဝဲဒၣ်  
တၢ်ဟ်ထီၣ်တၢ်ကမၤအတၢ်ကတိၤဆူတၢ်ကွဲးန့ၢ်လီၤ.  
ဝုၢ်ကဟ့ၣ်လီၤတၢ်တိၤစၢၤမၤစၢၤကြးဝဲဘၣ်ဝဲလၢပုၤဆိးထီၣ်တၢ်ဖိတဖၣ်  
လၢအိၣ်ဒီးတၢ်စံးကတိၤသကိးအဲကလံးကျိာ်တၢ်သ့တၢ်ဘၣ်လၢအဘၣ်ဖဲကြးအဂီၢ်န့ၢ်လီၤ.

ဖဲတၢ်ဒီးန့ၢ်ဝဲဒၣ်တၢ်ဆိးထီၣ်တၢ်ဂ့ၢ်လံာ်တစု, ဝုၢ် Bowling Green  
ကသမံထံကွၢ်ကဒါက့ၤတၢ်ဆိးထီၣ်တၢ်ဂ့ၢ်ဒီးမ့ၢ်သ့ကဘၣ်လီၤဝဲဒၣ်  
တၢ်ဆိးထီၣ်တၢ်ဂ့ၢ်လၢအတဖၣ်သဲးစးအတၢ်ဂ့ၢ်ကီၢ်န့ၢ်လီၤ.

တၢ်မ့ၢ်အုၣ်ကီၢ်ဝဲဒၣ်တၢ်ဆိးထီၣ်တၢ်ဂ့ၢ်အတၢ်မၤကျိၤကျဲၤ လၢအမ့ၢ်ထံဖိကီၢ်ဖိအခွဲးယၢ်န့ၢ်, ဝုၢ် Bowling  
Green ကလူၤဟံၣ်မၤထွဲတၢ်အတီၤပတီၢ်တဖၣ်လၢတၢ်ဟ်ဖျါဝဲ  
ဖဲတၢ်ဆိးထီၣ်တၢ်ဂ့ၢ်အတၢ်မၤကျိၤကျဲၤအပူၤအံၤန့ၢ်လီၤ. ဝုၢ် Bowling Green  
ကစူးကါဝဲဒၣ်တၢ်မၤကျိၤကျဲၤဖိးသဲးစးအံၤလၢတၢ်မၤလၢပုၤဝဲဒၣ် တၢ်ဆိးထီၣ်တၢ်ဂ့ၢ်ထီၣ်စၢၤစၢၤန့ၢ်လီၤ. ဝုၢ်  
Bowling Green မ့ၢ်ကွၢ်ထံဆိမိၣ်ဝဲလၢတၢ်အိၣ်ဒီးတၢ်ဖိကမီၤလၢ  
တၢ်စံာ်ညီၣ်ပီတုၤတၢ်ဆိးထီၣ်တၢ်ဂ့ၢ်န့ၢ်တၢ်ကဒီးန့ၢ်ဝဲဒၣ်တၢ်ဒုးသ့ၣ်ညါတၢ်ဒုးန့ၢ်ဖျါတၢ်ဆိးထီၣ်အလံာ်ပရၢဒီး  
ကဘၣ်တၢ်သမံသမိးအီၤခီဖျိဝုၢ် Bowling Green ဒ်အမ့ၢ်တၢ်ဆိးထီၣ်ထံဖိကီၢ်ဖိအခွဲးယၢ်အသိးန့ၢ်လီၤ.

ဖဲတၢ်ဒီးန့ၣ်ဝဲဒၣ်တၢ်ဆိုးထီၣ်တၢ်ဂ့ၢ်အခါ၊  
ဝံၣ်တီၣ်ဆှၢမဲန့ၢ်ကွၢ်ကဟ့ၣ်လီၤဝဲဒၣ်တၢ်ကွဲးဒူးသ့ၣ်ညါအတၢ်ပရၢဆူပှၤဆိုးထီၣ်တၢ်ဖိအအိၣ်၊ ဖဲ 15  
သီအတီၢ်ပူၤခိဖျိလံာ်ပရၢလၢအိၣ်ဒီးတၢ်မၤနီၣ်မၤယါန့ၣ်လီၤ။

ဖဲ 20 သီအတီၢ်ပူၤစးထီၣ်ဖဲတၢ်ဒီးန့ၢ်တၢ်မၤဝံၣ်တၢ်ဆိုးထီၣ်တၢ်ဂ့ၢ်ဝံၣ်အလီၤခံ၊  
ဝ့ၢ်ကကွၢ်ထံဆိမိၣ်ဝဲဒၣ်အတၢ်အိၣ်ဒီးတၢ်စိကမီၤလၢတၢ်စံၣ်ညီၣ်ပီတု  
တၢ်လူၤထွဲတၢ်ဂ့ၢ်ဒီးတၢ်ဆိုးထီၣ်တၢ်ဂ့ၢ်အိၣ်လၢပွဲၤဒီးအဘျီတီၢ်  
လၢတၢ်အုၣ်ကီၤဝဲဒၣ်တၢ်ဃိထံသမံသမိးအဂီၢ်န့ၣ်လီၤ။ ဖဲ  
27 သီအတီၢ်ပူၤစးထီၣ်ဖဲတၢ်ဒီးန့ၢ်တၢ်မၤဝံၣ်တၢ်ဆိုးထီၣ်တၢ်ဂ့ၢ်ဝံၣ်အလီၤခံ၊ ဝံၣ်တီၣ်ဆှၢမဲန့ၢ်ကွၢ် မ့တမ့ၢ်  
ပှၤလၢအန့ၢ်စိန့ၢ်ကမီၤတဂၤကကဒူးသ့ၣ်ညါဝဲဒၣ်  
ပှၤဆိုးထီၣ်တၢ်ဖိဒီးပှၤတူၢ်ကွီၢ်လၢတၢ်ဟံထီၣ်တၢ်ကမၣ်လၢတၢ်ကွၢ်တလီၤအဂ့ၢ်၊  
ခိဖျိလံာ်ပရၢလၢအိၣ်ဒီးတၢ်မၤနီၣ်မၤယါ၊ ဒီးဒူးသ့ၣ်ညါအဝဲသ့ၣ်လၢတၢ်ဟံလီၤတၢ်လၢအလီၤအဂ့ၢ်န့ၣ်လီၤ။

1. တၢ်ဆၢတံာ်မ့ၢ်တသမံသမိးဝဲဒၣ်တၢ်ဆိုးထီၣ်တၢ်ဂ့ၢ်ဘၣ်န့ၣ်၊  
တၢ်ကဘၣ်ဒူးန့ၣ်ဟံဖျါထီၣ်လီၤဆီဒၣ်တၢ်တၢ်ဂ့ၢ်တၢ်ကျိၤလၢတၢ်ဆၢတံာ်အဂီၢ်န့ၣ်လီၤ။
2. တၢ်မ့ၢ်သမံသမိးဝဲဒၣ်တၢ်ဆိုးထီၣ်တၢ်ဂ့ၢ်န့ၣ်၊  
တၢ်ကဘၣ်ဒူးန့ၣ်ဖျါထီၣ်ဝဲဒၣ်တၢ်ဘိးဘၣ်သ့ၣ်ညါဝ့ၢ်အတၢ်စံၣ်ညီၣ်ပီတုအဂီၢ်ခိၣ်ထံး၊  
ဖဲတၢ်ဒူးသ့ၣ်ညါဝဲဒၣ်ပၣ်တံၣ်ကရၢဖိတဖၣ်  
ဖဲအတၢ်မၤဃုာ်မၤသကိးတၢ်လၢလၢပွဲၤပွဲၤအခါကမ့ၢ်တၢ်အလီၤအိၣ်ဝဲလၢ  
တၢ်ထၢဖျိၣ်အါထီၣ်တၢ်ဂ့ၢ်တၢ်ကျိၤဒီးတၢ်မၤစၢၤပှၤဃိထံသမံသမိးတၢ်ဖိန့ၣ်လီၤ။

ဖဲဝ့ၢ် Bowling Green မ့ၢ်တအိၣ်ဒီးတၢ်စိကမီၤလၢတၢ်စံၣ်ညီၣ်ပီတုအဂီၢ်လၢလၢပွဲၤပွဲၤဘၣ်န့ၣ်၊  
ဝံၣ်တီၣ်ဆှၢမဲန့ၢ်ကွၢ် မ့တမ့ၢ် ပှၤလၢအန့ၢ်စိန့ၢ်ကမီၤတဂၤကဆှၢဃီဝဲဒၣ် တၢ်ဆိုးထီၣ်တၢ်ဂ့ၢ်ဆူကီၢ်စဲၣ်  
မ့တမ့ၢ် ကီၢ်စၢၤဖျိၣ်အခါစးကရၢလၢအဟံးဃာ်ဝဲဒၣ်တၢ်စိကမီၤ  
လၢတၢ်စံၣ်ညီၣ်ပီတုသ့ၣ်တဖၣ်န့ၣ်အဂီၢ်ဒ်အကြၢးဝဲဘၣ်ဝဲအသိးန့ၣ်လီၤ။

တၢ်ဆိုးထီၣ်တၢ်ဂ့ၢ်မ့ၢ်အိၣ်ဒီးတၢ်သမံသမိးအဘျီတီၢ်လၢအဂ့ၢ်န့ၣ်၊ ဝံၣ်တီၣ်ဆှၢမဲန့ၢ်ကွၢ် မ့တမ့ၢ်  
ပှၤလၢအန့ၢ်စိန့ၢ်ကမီၤတဂၤကသမံသမိးဝဲဒၣ်တၢ်ဆိုးထီၣ်တၢ်ဂ့ၢ်လၢလၢပွဲၤပွဲၤန့ၣ်လီၤ။

တၢ်မ့ၢ်ဟံၣ်ပနီၣ်ဝဲလၢတၢ်ဆှံထီၣ်တၢ်ဂ့ၢ်မ့ၢ်တလၢပွဲၤဘၣ်န့ၣ်, တၢ်ကယုအါထီၣ်တၢ်ဂ့ၢ်တၢ်ကျိၤ,  
ဒီးပှၤဆှံထီၣ်တၢ်ဖိကဘၣ်ဟ့ၣ်ထီၣ်ဝဲ 45

သီအတီၢ်ပူၤလၢတၢ်ဆှံထီၣ်ဝဲဒၣ်တၢ်ဂ့ၢ်တၢ်ကျိၤလၢတၢ်လိာ်ဘၣ်တဖၣ်အဂီၢ်န့ၣ်လီၤ.

တၢ်မ့ၢ်တမၤလၢပွဲၤမူဒါဒ်န့ၣ်သီးဘၣ်န့ၣ်တၢ်ကဟံၣ်ပနီၣ်ဝဲ  
လၢတၢ်ဒုးအိၣ်ထီၣ်တၢ်ဆိမိၣ်ထံတၢ်လၢတအိၣ်ဒီးတၢ်သမံသမိးအဘျုးတီၢ်  
လၢအဂ့ၢ်ဒီးတၢ်ကဟံၣ်ကွံာ်ဝဲဒၣ်တၢ်ဂ့ၢ်န့ၣ်လီၤ.

ပှၤဆှံထီၣ်တၢ်ဖိမ့ၢ်တဆဲးကျိးဝဲဒၣ်ပှၤသိထံသမံသမိးတၢ်ဖိ မ့တမ့ၢ် မ့တဒီးန့ၢ်အါထီၣ်တၢ်ဂ့ၢ်တၢ်ကျိၤဝဲ 45  
သီအတီၢ်ပူၤ, ဝုၢ် Bowling Green ကရဲၣ်ကျဲၤဟံၣ်ကွံာ်ဝဲဒၣ်တၢ်ဂ့ၢ်န့ၣ်လီၤ.

ဒ်န့ၣ်သီးတၢ်ကရဲၣ်ကျဲၤဟံၣ်ကွံာ်ဝဲဒၣ်တၢ်ဂ့ၢ်ဖဲလၢပှၤဆှံထီၣ်တၢ်ဖိ  
မ့တအဲၣ်ဒီးဝဲလၢတၢ်ကလူၤထွဲန့ၢ်အတၢ်ဂ့ၢ်လၢဘၣ်န့ၣ်လီၤ.

တၢ်ကသုးကျဲၤမၤဝံၤဝဲဒၣ်တၢ်သမံသမိး,

ဒီးတၢ်ကဆှံထီၣ်တၢ်သမံသမိးအတၢ်ဟံၣ်ဖျါဆူဝုၢ်အမဲန့ၢ်ကွၢ်အအိၣ်ဝဲ 60

သီအတီၢ်ပူၤစးထီၣ်ဖဲတၢ်ဒီးန့ၢ်ဝဲဒၣ် တၢ်ဆှံထီၣ်တၢ်ဂ့ၢ်အနံၤန့ၣ်လီၤ.

တၢ်ဟံၣ်ဖျါအပူၤကပဉ်ဃုာ်ဝဲဒီးတၢ်ကွဲးဒုးန့ၢ်ပၢၢ်တၢ်ကဲထီၣ်သးအဂ့ၢ်,

ပှၤတဂၤလၢတၢ်ထံၣ်လိာ်သံကွၢ်သံဒီးအီၤအတၢ်ဂ့ၢ်ကျါတံၢ်တဖၣ်,

ဒီးတၢ်ဃုထံၣ်န့ၢ်တၢ်ဟ့ၣ်ကူၣ်ဟ့ၣ်ဖးဒီးတၢ်မၤကဆုၣ်လီၤတၢ်ထီၣ်ကွၢ်တံာ်ကွၢ်အလီၤဖဲအကြးဝဲဘၣ်ဝဲအလီၤ  
န့ၣ်လီၤ. တၢ်သမံသမိးမ့ၢ်ဖဲခဲဝဲလၢတၢ်ဂ့ၢ်တမံၤလၢလၢအဃိန့ၣ်,

ဝံစီၢ်တီဆှံမဲန့ၢ်ကွၢ်ကဒုးသ့ၣ်ညါဝဲဒၣ်ပှၤဘၣ်မူဘၣ်ဒါတဖၣ် ဒ်အကြးဝဲဘၣ်ဝဲအသိး,

ဒီးတၢ်ကယုအါထီၣ်တၢ်ဆၢကတီၢ်န့ၣ်လီၤ.

ဝုၢ် Bowling Green အိၣ်ဒီးတၢ်ဆၢကတီၢ် 90

သီလၢအတၢ်သမံသမိးဝဲဒၣ်တၢ်ဆှံထီၣ်ထံဖိကီၢ်ဖိခွဲးယၢ်အဂ့ၢ်န့ၣ်လီၤ.

တၢ်မ့ၢ်လိာ်ဘၣ်အါထီၣ်တၢ်ဂ့ၢ်တၢ်ကျိၤလၢတၢ်ဘျုးလီၤတၢ်ဂ့ၢ်ကီၢ်အဂီၢ်န့ၣ်, ဝုၢ် Bowling Green

ကဆဲးကျိးဝဲဒၣ်ပှၤဆှံထီၣ်တၢ်ဖိန့ၣ်လီၤ.

ဝုၢ်အမဲန့ၢ်ကွၢ် မ့တမ့ၢ် ပှၤလၢအန့ၢ်ဖိန့ၢ်ကမီၤတဂၤလၢဟ့ၣ်နီၤလီၤဝဲဒၣ်

တၢ်စံၣ်ညီၣ်တံာ်အလံာ်ပရၢတဖၣ်ဆူပှၤဆှံထီၣ်တၢ်ဖိဒီးပှၤတူၢ်ကွၢ်အအိၣ်ဝဲ 90

သီအတီၢ်ပူၤစးထီၣ်ဖဲတၢ်ဒီးန့ၢ်တၢ်ဆှံထီၣ်တၢ်ဂ့ၢ်အါန့ၣ်လီၤ.



ဖဲပုၤသမံသမိးတၢ်ဖိသမံသမိးဝဲဒၣ်ပုၤဆိုးထီၣ်တၢ်ဖိ, အတၢ်ပရၢခံ (2)  
ဘၣ်အကျါတဘၣ်ဝံၤအလီၢ်ခံတၢ်ကဟ့ၣ်နီၤလီၤဆူပုၤဆိုးတၢ်ဖိအအိၣ် ခိဖျါဝုၤအမဲန့ၢ်ကျါအဝဲၤဒါး—  
တၢ်ဟံၣ်ဃာ်လံာ်ပရၢ မ့တမ့ၢ် တၢ်စံၣ်ညီၣ်တၢ်အလံာ်ပရၢ (closure letter or a letter of finding (LOF)).

✓ တၢ်ဟံၣ်ဃာ်လံာ်ပရၢ

ကျါတၢ်ဝဲဒၣ်တၢ်ဟံၣ်ထီၣ်တၢ်ကမၢ်လၢပုၤလီၤတဖၣ်အဂ့ၢ်ဒီးဒုးန့ၣ်ဖျါထီၣ်ဝဲလၢတအိၣ်ဒီးတၢ်မၤက  
မၢ် Title VI အတၢ်သိၣ်တၢ်သီဒီးတၢ်ကဟံၣ်ကွံာ်ဝဲဒၣ်တၢ်ဂ့ၢ်န့ၣ်လီၤ.

✓ A letter of finding (LOF)

ကျါတၢ်ဝဲဒၣ်တၢ်ဟံၣ်ထီၣ်တၢ်ကမၢ်လၢပုၤလီၤတဖၣ်အဂ့ၢ်ဒီးတၢ်ထံၣ်လိာ်သံကွံာ်သံဒီးဘၣ်ထွဲဒီးတၢ်  
ဟံၣ်ထီၣ်တၢ်ကမၢ်အတၢ်ကဲထီၣ်သးအဂ့ၢ်,  
ဒီးတၢ်တဲဒုးန့ၢ်ပၢၢ်ဝဲဒၣ်တၢ်ဟံၣ်ဂီၤလၢတၢ်သိၣ်တၢ်သီတမံၤလၢလၢအဂ့ၢ်,  
တၢ်သိၣ်လိာ်ပၢၢ်အါထီၣ်ကရၢဖိ, မ့တမ့ၢ် တၢ်ဟူးဂဲၤဖိမၤအဂၤကကဲထီၣ်သးအဂ့ၢ်န့ၣ်လီၤ.

ပုၤဆိုးထီၣ်တၢ်ဖိမ့ၢ်အဲၣ်ဒီးယုၤသကွံာ်ကညးတၢ်ဆၢတၢ်အဂ့ၢ်န့ၣ်, ပုၤဆိုးထီၣ်တၢ်ဖိအိၣ်ဒီးအတၢ်ဆၢကတီၢ် 60  
သီဖဲတၢ်ဒီးန့ၢ်လံာ်ပရၢဝံၤအလီၢ်ခံ မ့တမ့ၢ် တၢ်မၤဝဲဒၣ် LOF အခါန့ၣ်လီၤ.

ဒ်န့ၣ်သီးပုၤတဂၤလၢလၢဆၢထီၣ်အတၢ်ဆိုးထီၣ်အဂ့ၢ်လီၤလီၤဆူ ကီၢ်စၢ်ဖျါတၢ်သုးကျဲၤဝံၤစိာ်တီဆၢအလီၢ်  
(Federal Transit Administration), ဖဲ FTA ထံဖိကီၢ်ဖိခွဲးယာ်အဝဲၤဒါးသ့ဝဲ,  
တၢ်လၢတၢ်ကဘၣ်ဟံၣ်သ့ၣ်ဟံၣ်သးအီၤ- Title VI Program Coordinator, East Building, 5th floor -TCR,  
1200 New Jersey Avenue SE, Washington, DC 20590.

တၢ်မၤကျိၤကျဲၤအတၢ်ဆၢကတီၢ်ပနီၢ်

**တၢ်ဒုးသ့ၣ်ညါ\*** တၢ်ဆိုးထီၣ်တၢ်ဂ့ၢ်မ့ၢ်အါန့ၢ်ဒီး 180

သီဆူအဖိခိၣ်ဖဲတၢ်ဟံၣ်ထီၣ်တၢ်ကမၢ်ကဲထီၣ်သးဝံၤအလီၢ်ခံန့ၣ်တၢ်တတူၢ်လိာ်အီၤဘၣ်န့ၣ်လီၤ.

တၢ်ဒီးန့ၢ်ဒီးတၢ်သ့ၣ်ညါန့ၢ်ပၢၢ်တၢ်ဆိုးထီၣ်တၢ်ဂ့ၢ် – 15 သီ

တၢ်ဒုးန့ၣ်ဖျါတၢ်အိၣ်ဒီးစိကမီၤလၢတၢ်စံၣ်ညီၣ်ပီတုအဂီၢ် – 20 သီ

တၢ်ဘိးဘၣ်သ့ၣ်ညါဝဲဒၣ်တၢ်ဒုးန့ၣ်ဖျါတၢ်အိၣ်ဒီးစိကမီၤလၢတၢ်စံၣ်ညီၣ်ပီတုအဂီၢ် – 27 သီ

တၢ်မ့ၢ်လိာ်ဘၣ်အါထီၣ်တၢ်ဂ့ၢ်တၢ်ကျိၤလၢတၢ်ဆိုးထီၣ်တၢ်ဂ့ၢ်အဂီၢ်တၢ်ကဘၣ်စံးဆၢဝဲဖဲ – 45 သီ

တၢ်စးထီၣ်မၤဝံၤတၢ်သမံသမိးအတၢ်ဟံၣ်ဖျါအိၣ်ထံးတၢ်ကဘၣ်ဆၢဝဲဆူ ဝုၤအမဲန့ၢ်ကျါအအိၣ် – 60 သီ

လံာ်ပရၢလၢဝုၤမဲန့ၢ်ကျါအဝဲၤဒါးအအိၣ် – 90 သီ

တပ်တံသကွက်ကညး – တပ်ဖဲးတပ်မအနံၤသီ 60 သီအတီၢ်ပူၤစးထီၣ်ဖဲတပ်ဟံၣ်ဃာ်လံာ်ပရၢ မ့တမ့ၢ်  
တပ်စံၣ်ညီၣ်တဲာ်အလံာ်ပရၢ (closure letter or a letter of finding (LOF)) အခါ

တပ်မ့ၢ်လိာ်ဘၣ်တပ်ဂ့ၢ်တပ်ကျိၤလၢကျိာ်အဂုၤဂၤတဖၣ်, ဆဲးကျိးဘၣ်ဖဲ 270-393-3695 တက့ၢ်.

ឧបាយកលក្នុង ២ តម្រូវឱ្យដកចេញពីសកម្មភាព របស់រដ្ឋាភិបាល

[illegible]



[illegible]

- [illegible]

[illegible]

Complaint Form ពាក្យបណ្តឹង ឬប្រព័ន្ធប្រតិបត្តិការ ធម្មតា របស់ក្រុមប្រឹក្សាខេត្ត ឬក្រុង Bowling Green ឬ ក្រុមប្រឹក្សាខេត្ត ឬក្រុង ប្រតិបត្តិការ។

City of Bowling Green ដូច ក្នុង គម្រោងសាងសង់បុរេសាលា ឯកជន ទី១៧ និង  
ឈប់នៅ 180 ថ្ងៃក្នុងអំឡុងពេលដែល គម្រោងសាងសង់បុរេសាលា ទី១៧ នឹងត្រូវ

[illegible]

City of Bowling Green ភ្នាក់ងារ ប្រកាសឱ្យដឹងអំពីរបៀប និង ការ ដាក់បញ្ចូលឯកសារ  
 តាមរយៈប្រព័ន្ធ ប្រព័ន្ធ ប្រព័ន្ធប្រព័ន្ធ Title VI Complaint Form ប្រព័ន្ធ ភ្នាក់ងារ  
 ព័ត៌មាន។ តាមរយៈប្រព័ន្ធ ប្រព័ន្ធប្រព័ន្ធ ប្រព័ន្ធប្រព័ន្ធ ប្រព័ន្ធប្រព័ន្ធ ប្រព័ន្ធប្រព័ន្ធ  
 ប្រព័ន្ធប្រព័ន្ធ ប្រព័ន្ធប្រព័ន្ធ ប្រព័ន្ធប្រព័ន្ធ ប្រព័ន្ធប្រព័ន្ធ ប្រព័ន្ធប្រព័ន្ធ ប្រព័ន្ធប្រព័ន្ធ

[illegible]

City of Bowling Green  
Transit Manager  
Robert Gil  
304 East Eleventh Ave.  
Suite 2  
Bowling Green, KY 42101

[illegible]



[illegible][illegible][illegible][illegible][illegible]











[illegible]

- [illegible]

តាមរយៈការប្រកាសនេះ គណៈកម្មាធិការជាតិប្រឆាំងជំងឺឆ្លងថ្លង់បានជូនដំណឹងដល់អ្នកប្រកាសនេះ ដោយស្របតាមការស្នើសុំរបស់គណៈកម្មាធិការជាតិប្រឆាំងជំងឺឆ្លងថ្លង់។

គម្រោងអាចរៀន (LOF) រៀន គម្រោងមុនមុន 60 ថ្ងៃ

[illegible]



## **APPENDIX 2 Complaint Procedure – KISWAHILI**

### **Nyongeza ya 2 Utaratibu wa Kuwasilisha Malalamiko**

Jiji la Bowling Green limejitolea kwa sera ya kutobagua katika uendeshaji wa biashara yake, ikiwa ni pamoja na majukumu yake ya Kifungu cha 6 kwa utoaji wa huduma za usafiri zinazofaa na zinazoweza kufikiwa. Ni sera ya Jiji kutumia juhudi zake bora zaidi kuhakikisha kwamba hakuna mtu, kwa misingi ya mbari, rangi ya ngozi, au asili ya kitaifa, atatengwa kushiriki, kunyimwa manufaa ya, au kubaguliwa chini ya mpango wake wa utoaji wa huduma za usafiri na manufaa yanayohusiana.

Taratibu hizi zinashughulikia malalamiko yote yaliyowasilishwa chini ya Kifungu cha 6 cha Sheria ya Haki za Kiraia ya 1964, Kifungu cha 504 cha Sheria ya Marekebisha ya 1973, na Sheria ya Wamarekani Wenye Ulemavu ya 1990, kwa madai ya ubaguzi katika mpango au shughuli yoyote inayosimamiwa na Jiji.

Taratibu hizi hazinyimi haki ya mlalamishi kuwasilisha malalamiko rasmi kwa mashirika mengine ya Jimbo au Nchi au kuhusisha mawakili wa kibinafsi kuhusiana na malalamiko yanayodai ubaguzi. Kila juhudi itafanywa ili kupata suluhisho la mapema kwa malalamiko katika kiwango cha chini zaidi kadiri iwezekanavyo. Mtu binafsi, kikundi cha watu binafsi au huluki yoyote inayoamini kuwa imebaguliwa chini ya Kifungu cha 6 na sheria zinazohusiana inaweza kuwasilisha malalamiko.

Utaratibu wa Kuwasilisha Malalamiko kwa Jiji la Bowling Green unapatikana katika maeneo yafuatayo:

- ✓ Tovuto ya shirika, [www.bgky.org/transit](http://www.bgky.org/transit) aidha kama marejeleo katika *Notisi ya Kutobagua* au kwa ujumla wake
- ✓ Ofisi ya shirika iliyopo katika 304 E 11<sup>th</sup> Ave, Suite 1 & 2, Bowling Green, KY 42101 kwenye mapokezi au maeneo ya kawaida

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Mtu yeyote anayeamini kuwa amebaguliwa kwa misingi ya mbari, rangi ya ngozi, asili ya taifa, ulemavu, jinsia, umri, dini, hali ya mapato au ufasaha mdogo wa Kiingereza (LEP) na Jiji la Bowling Green anaweza kuwasilisha malalamiko kwa kujaza na kuwasilisha Fomu ya Malalamiko ya Jiji la Bowling Green inayopatikana kwenye [www.bgky.org/transit](http://www.bgky.org/transit) chini ya hati. Fomu inaweza kuwasilishwa kupitia barua pepe katika [robert.gil@ratpdev.com](mailto:robert.gil@ratpdev.com), kupitia barua kwa anwani iliyo hapa au wewe binafsi katika 304 E 11<sup>th</sup> Ave, Suite 1 au Suite 2, Bowling Green, KY 42101 kwa Msimamizi wa Usafiri.

Fomu ya Malalamiko pia inaweza kutumika kuwasilisha malalamiko ya jumla kwa Jiji la Bowling Green.

Jiji la Bowling Green linachunguza malalamiko yaliyopokelewa kabla ya kuisha kwa siku **180** za kalenda baada ya kutokea tukio linalodaiwa. Jiji la Bowling Green litashughulikia malalamiko ambayo yamekamiliwa.

Malalamiko yatakuwa kwa maandishi na kusainiwa na mtu binafsi au mwakilishi wake, na yatajumisha jina, anwani na nambari ya simu ya mlalamishi, jina au maelezo ya mshtakiwa anayedaiwa kubagua, msingi wa malalamiko (mbari, rangi ya ngozi, au asili ya kitaifa), na tarehe ya kitendo kinachodaiwa. Taarifa inayoelezea ushahidi na mazingira ya madai ya ubaguzi lazima iambatane na malalamiko yote.

Jiji la Bowling Green linahimiza sana matumizi ya Fomu rasmi ya Malalamiko ya Kifungu cha 6 wakati wa kuwasilisha malalamiko rasmi. Hatua zinazofaa zitachukuliwa ili kuhifadhi maelezo yoyote ambayo ni siri.

Njia inayopendekezwa ni kuwasilisha malalamiko yako kwa maandishi ukitumia Fomu ya Malalamiko ya Kifungu cha 6, na kuituma kwa:

Jiji la Bowling Green  
Msimamizi wa Usafiri  
Robert Gil  
304 East Eleventh Ave.  
Suite 2  
Bowling Green, KY 42101

Katika hali ambapo Mlalamishi hawezi au ameshindwa kutoa taarifa ya maandishi, malalamiko ya mdomo ya ubaguzi yanaweza kutolewa kwa Msimamizi wa Usafiri wa Jiji la Bowling Green. Chini ya hali hizi, Mlalamishi atahojiwa, na Msimamizi wa Usafiri atamsaidia Mlalamishi katika kugeuza madai ya maneno kuwa ya maandishi. Jiji litatoa usaidizi unaofaa kwa walalamishi ambao wana ujuzi mdogo wa kuwasiliana kwa lugha ya Kiingereza.

Pindi malalamiko yanapopokelewa, Jiji la Bowling Green litakagua malalamiko hayo na kujitahidi ili kusuluhisha malalamishi hayo kwa njia isiyo rasmi, ikiwezekana.

Ikiwa malalamiko yanahitaji mchakato rasmi wa kushughulikia malalamiko ya haki za kiraia, Jiji la Bowling Green litafuata hatua zilizoordheshwa katika utaratibu huu wa malalamiko. Jiji la Bowling Green pia linaweza kutumia utaratibu huu rasmi kushughulikia malalamiko ya jumla. Iwapo Jiji la Bowling Green litabaini kuwa lina mamlaka, mlalamishi atapokea barua ya kuthibitisha kwamba malalamiko yake yatachunguzwa na Jiji la Bowling Green kama malalamiko ya haki za kiraia.

Malalamiko yanapopokelewa, Msimamizi wa Usafiri atatoa uthibitisho wa maandishi kwa Mlalamishi, ndani ya siku **15** za kalenda kupitia mtoa huduma aliyesajiliwa wa barua.

Ndani ya siku **20** za kalenda baada ya kupokea malalamiko kamili, Jiji litabaini mamlaka yake katika kushughulikia suala hilo na kama malalamiko hayo yana uhalali wa kutosha wa kufanyiwa uchunguzi. Ndani ya siku **27** za kalenda baada ya kupokea malalamiko kamili, Msimamizi wa Usafiri au mteuliwa wake aliyeidhinishwa atamjulisha Mlalamishi na mlalamikiwa anayedaiwa kubagua, kupitia mtoa huduma aliyesajiliwa wa barua, akiwafahamisha kuhusu uamuzi huo.

1. Ikiwa uamuzi si wa kuchunguza malalamiko, arifa itaeleza hasa sababu ya uamuzi huo.
2. Iwapo malalamiko yatachunguzwa, arifa itaeleza misingi ya mamlaka ya Jiji, huku ikifahamisha wahusika kwamba ushirikiano wao kamili unahitajika katika kukusanya maelezo ya ziada na katika kumsaidia mpelelezi.

Wakati Jiji la Bowling Green halina mamlaka ya kutosha, Msimamizi wa Usafiri au mteuliwa aliyeidhinishwa atapendekeza malalamiko kwa shirika linalofaa la Jimbo au Nchi lililo na mamlaka kama hayo.

Ikiwa malalamiko yanahitaji uchunguzi, Msimamizi wa Usafiri au mteuliwa wake aliyeidhinishwa atachunguza malalamiko hayo kikamilifu.

Ikiwa malalamiko yatachukuliwa kuwa hayajakamilika, maelezo ya ziada yataombwa, na Mlalamishi atapewa siku **45** za kalenda kuwasilisha maelezo yanayohitajika. Kukosa kufanya hivyo kunaweza kuzingatiwa kuwa sababu ya uamuzi wa kutokuwa na hitaji la uchunguzi na kesi itafungwa.

Ikiwa mpelelezi hatapokea mawasiliano kutoka kwa mlalamishi au hatapokea maelezo ya ziada ndani ya siku **45** za kalenda, Jiji la Bowling Green litafunga kesi hiyo kwa wakati huo. Kesi itafungwa kwa wakati huo pia ikiwa mlalamishi hataki tena kuendelea na kesi yake.

Uchunguzi kamili utafanywa, na ripoti ya uchunguzi itawasilishwa kwa Msimamizi wa Jiji ndani ya siku **60** za kalenda baada ya kupokea malalamiko. Ripoti itajumuisha maelezo ya masimulizi ya tukio, muhtasari wa watu wote waliohojiwa, na matokeo yenye mapendekezo na hatua za upatanisho ambapo inafaa. Ikiwa uchunguzi utacheleweshwa kwa sababu yoyote, Msimamizi wa Usafiri ataarifu mamlaka zinazofaa, na nyongeza ya muda itaombwa.

Jiji la Bowling Green lina siku **90** za kalenda kuchunguza malalamiko ya haki za kiraia. Ikiwa maelezo zaidi yanahitajika ili kusuluhisha kesi, Jiji la Bowling Green linaweza kuwasiliana na mlalamishi.

Msimamizi wa Jiji au mteuliwa wake aliyeidhinishwa atatoa barua za matokeo kwa Mlalamishi na Mshtakiwa ndani ya siku **90** za kalenda baada ya kupokelewa kwa malalamiko.

Baada ya mpelelezi kuchunguza malalamiko hayo, barua moja kati ya mbili (2) itatolewa kwa mlalamishi na ofisi ya Msimamizi wa Jiji: barua ya kufunga kesi au barua ya matokeo (LOF).

- ✓ Barua ya kufunga kesi inatoa muhtasari wa madai hayo na inaeleza kwamba hakukuwa na ukiukaji wa Kifungu cha 6 na kwamba kesi hiyo itafungwa.
- ✓ Barua ya matokeo (LOF) inatoa muhtasari wa madai na mahojiano kuhusiana na tukio linalodaiwa, na kueleza iwapo hatua zozote za kinidhamu, mafunzo ya ziada ya mfanyakazi huyo yatafanywa, au hatua nyingine zitachukuliwa.

Ikiwa mlalamishi anataka kukata rufaa dhidi ya uamuzi huo, mlalamishi ana siku **60** za kalenda baada ya tarehe ya barua au LOF kufanya hivyo.



Mtu anaweza pia kuwasilisha malalamiko moja kwa moja kwa Usimamizi wa Usafiri wa Nchi, katika Ofisi ya FTA ya Haki za Kiraia, Kuzingatia: Mratibu wa Mpango wa Kifungu cha 6, East Building, 5th floor -TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

Ratiba ya Nyakati za Mchakato

**Kumbuka\*** Malalamiko yaliyopita zaidi ya siku 180 za kalenda baada ya tukio linalodaiwa hayatakubaliwa.

Malalamiko Yanapokelewa na Kuthibitishwa – siku 15 za kalenda

Mamlaka kutambuliwa - siku 20 za kalenda

Taarifa ya Mamlaka Iliyotambuliwa kwa mlalamishi – siku 27 za kalenda

Ikiwa maelezo zaidi yanahitajika mlalamishi lazima ajibu – siku 45 za kalenda

Ripoti ya awali ya uchunguzi iliyokamilishwa kutumwa kwa Msimamizi wa Jiji – siku 60 za kalenda

Barua kutoka kwa Ofisi ya Msimamizi wa Jiji – siku 90 za kalenda

Rufaa – siku 60 za kazi kutoka tarehe ya barua ya kufungwa kwa kesi au Barua ya Matokeo (LOF)

Ikiwa maelezo yanahitajika katika lugha nyingine, basi wasiliana na 270-393-3695.

## **APPENDIX 2 Complaint Procedure - SPANISH**

### **Apéndice 2 Procedimiento de denuncias**

La ciudad de Bowling Green está comprometida con una política de no discriminación en la gestión de sus negocios, lo que incluye las responsabilidades de su Título VI para la prestación de servicios de transporte equitativos y accesibles. La política de la ciudad consiste en utilizar sus mejores esfuerzos para asegurar que a ninguna persona, por motivos de raza, color u origen nacional, se le excluya de la participación, se le nieguen los beneficios o se le someta a discriminación en su programa de prestación de servicios de tránsito y beneficios relacionados.

Estos procedimientos cubren todas las quejas presentadas en virtud del Título VI de la Ley de Derechos Civiles de 1964, la Sección 504 de la Ley de Rehabilitación de 1973 y la Ley para Estadounidenses con Discapacidades de 1990, por presunta discriminación en cualquier programa o actividad administrada por la Ciudad.

Estos procedimientos no niegan el derecho del demandante a presentar quejas formales ante otros organismos estatales o federales o a buscar un abogado privado para presentarlas por discriminación. Se hará todo lo posible para resolver cuanto antes las quejas al nivel más bajo posible. Cualquier persona, grupo de personas o entidad que crea haber sido objeto de algún tipo de discriminación prohibida por el Título VI y las leyes conexas puede presentar una queja.

El procedimiento de presentación de denuncias de la ciudad de Bowling Green está disponible en los lugares siguientes:

- ✓ Sitio web de la agencia, [www.bgky.org/transit](http://www.bgky.org/transit) ya sea como referencia en el *Aviso de no discriminación* o en su totalidad
- ✓ Oficina de la agencia ubicada en 304 E 11<sup>th</sup> Ave, Suite 1 & 2, Bowling Green, KY 42101 en el vestíbulo y las zonas comunes

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Cualquier persona que crea que ha sido discriminada por motivos de raza, color, origen nacional, discapacidad, género, edad, religión, estado de ingresos o dominio limitado del inglés (limited English proficient, LEP) por la ciudad de Bowling Green puede presentar una queja al completar y enviar el formulario de quejas de la ciudad que se encuentra en [www.bgky.org/transit](http://www.bgky.org/transit) en la sección Documents (documentos). El formulario puede enviarse por correo electrónico a [robert.gil@ratpdev.com](mailto:robert.gil@ratpdev.com), por correo a la dirección aquí indicada o entregarse en persona en 304 E 11<sup>th</sup> Ave, Suite 1 o Suite 2, Bowling Green, KY 42101 dirigido al gerente de tránsito.

El formulario de quejas también puede utilizarse para presentar quejas generales a la ciudad de Bowling Green.

La ciudad de Bowling Green investiga las quejas recibidas no más de **180** días calendario después del supuesto incidente. Asimismo, tramitará las quejas que estén completas.

Las quejas se presentarán por escrito y estarán firmadas por la persona o su representante, e incluirán el nombre, la dirección y el número de teléfono del demandante, el nombre o la descripción del presunto demandado discriminatorio, el fundamento de la queja (raza, color u

origen nacional) y la fecha de los presuntos actos. Todas las quejas deben ir acompañadas de una declaración en la que se detallen los hechos y las circunstancias de la presunta discriminación.

La ciudad de Bowling Green recomienda encarecidamente el uso del formulario oficial de quejas del Título VI cuando se presenten quejas oficiales. Se tomarán medidas razonables para preservar cualquier información que sea confidencial.

El método recomendado es presentar su queja por escrito a través del formulario de queja del Título VI y enviarlo a:

Ciudad de Bowling Green  
Gerente de tránsito  
Robert Gil  
304 East Eleventh Ave.  
Suite 2  
Bowling Green, KY 42101

En el caso de que el demandante no pueda o no esté en condiciones de presentar una declaración por escrito, podrá presentar una denuncia verbal de discriminación ante el gerente de tránsito de la ciudad de Bowling Green. En estas circunstancias, se entrevistará al demandante y el gerente de tránsito le ayudará a convertir las alegaciones verbales en escritas. La ciudad proporcionará la asistencia adecuada a los demandantes que tengan una capacidad limitada para comunicarse en inglés.

Una vez recibida la queja, la ciudad la revisará y trabajará para resolverla de manera informal, de ser posible.

En caso de que la queja justifique un proceso formal de queja de derechos civiles, la ciudad seguirá los pasos indicados en este procedimiento de denuncias. También puede utilizar este procedimiento formal para tratar las quejas generales. En caso de que la ciudad determine que tiene jurisdicción, el demandante recibirá una carta de acuse de recibo que indicará que la denuncia será investigada por la ciudad de Bowling Green como una denuncia de derechos civiles.

Cuando se reciba una queja, el gerente de tránsito proporciona un acuse de recibo por escrito al demandante en un plazo de **15** días calendario por correo certificado.

En un plazo de **20** días calendario a partir de la recepción de una queja completa, la ciudad determinará su jurisdicción para proseguir con el asunto y si la queja tiene suficiente mérito para justificar la investigación. En un plazo de **27** días calendario a partir de la recepción de la queja completa, el gerente de tránsito o su designado autorizado avisará al Demandante y al presunto demandado discriminatorio, por correo certificado, informándoles de la disposición.

1. En caso de que la decisión sea no investigar la denuncia, el aviso deberá indicar el motivo de la decisión de manera específica.

2. En caso de que la denuncia vaya a ser investigada, el aviso indicará los motivos de la jurisdicción de la Ciudad, a la vez que informará a las partes de que se requerirá su plena cooperación para recabar información adicional y ayudar al investigador.

Cuando la Ciudad de Bowling Green no tenga suficiente jurisdicción, el gerente de tránsito, o su designado autorizado, remitirá la queja a la agencia estatal o federal apropiada que tenga dicha jurisdicción.

En caso de que la queja tenga mérito para la investigación, el gerente de tránsito, o su designado, autorizado la investigará a profundidad.

Si se considera que una queja está incompleta, se solicitará información adicional y se dará al demandante un plazo de **45** días calendario para presentar la información requerida. De no hacerlo, puede considerarse una causa para determinar que no hay mérito en la investigación y el caso se cerrará.

Si el demandante no se pone en contacto con el investigador o este no recibe la información adicional en un plazo de **45** días calendario, la ciudad de Bowling Green cerrará el caso a nivel administrativo. También se cerrará a nivel administrativo en caso de que el demandante no desee seguir con el proceso.

Se llevará a cabo una investigación completa y se presentará un informe de investigación al gerente de la ciudad en un plazo de **60** días calendario desde la recepción de la queja. El informe incluirá una descripción narrativa del incidente, resúmenes de todas las personas entrevistadas y una conclusión con recomendaciones y medidas conciliadoras, cuando proceda. En caso de que la investigación se retrase por algún motivo, el gerente de tránsito les avisará a las autoridades competentes y se solicitará una prórroga.

La ciudad de Bowling Green dispone de **90** días calendario para investigar la denuncia de derechos civiles. En caso de que se necesite más información para resolver el caso, la ciudad puede comunicarse con el demandante.

El gerente de la ciudad, o su designado autorizado, emitirá cartas de constatación al Demandante y al Demandado dentro de los **90** días calendario a partir de la recepción de la queja.

Después de que el investigador investigue la queja, la oficina del gerente de la ciudad emitirá una de las dos (2) cartas al demandante: una carta de cierre o una carta de constatación (letter of finding, LOF).

- ✓ Una carta de cierre resume las alegaciones y declara que no hubo una violación del Título VI y que el caso se cerrará.
- ✓ Una carta de constatación (LOF) resume las alegaciones y las entrevistas relativas al presunto incidente y explica si se tomarán medidas disciplinarias, formación adicional del miembro del personal u otras acciones.

En caso de que el demandante desee apelar la decisión, dispone de **60** días calendario a partir de la fecha de la carta o de la LOF para hacerlo.

Una persona también puede presentar una queja de manera directa a la Administración Federal de Tránsito, en la Oficina de Derechos Civiles de la FTA, a la atención de: Title VI Program Coordinator, East Building, 5th floor -TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

#### Cronología del proceso

**Aviso\*** No se aceptarán quejas de más de 180 días calendario después del presunto incidente.

Queja recibida y reconocida: 15 días calendario

Jurisdicción identificada: 20 días calendario

Notificación de la jurisdicción identificada al demandante: 27 días calendario

En caso de que se requiera más información, el demandante debe responder: 45 días calendario

Envío del informe de la investigación inicial al gerente de la ciudad: 60 días calendario

Carta de la oficina del gerente de la ciudad: 90 días calendario

Apelación: 60 días hábiles a partir de la fecha de la carta de cierre o de la carta de constatación (LOF)

If information is needed in another language, then contact 270-393-3695.



### **APPENDIX 3 Complaint/Comment Form - ENGLISH**

City of Bowling Green is committed to providing you with safe and reliable transportation services and we want your feedback. Please use this form for suggestions, compliments, and complaints.

Please submit this form electronically by emailing the document to [robert.gil@ratpdev.com](mailto:robert.gil@ratpdev.com) or in person at the address below.

City of Bowling Green  
Robert Gil  
Transit Manager  
304 E 11<sup>th</sup> Ave  
Suite 2  
Bowling Green, Kentucky 42101

You may also call us at (270) 393-3695. Please make sure to provide your contact information in order to receive a response.

#### **Section A: Accessible Format Requirements**

Please check the preferred format for this document

<input type="checkbox"/> Large Print	<input type="checkbox"/> TDD or Relay	<input type="checkbox"/> Audio Recording	<input type="checkbox"/> Other (if selected please state what type of format you need in the box below)
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#### **Section B: Contact Information**

Name	Telephone Number (including area code)
Address	City
State	Zip Code

Email Address

Are you filing this complaint on your own behalf?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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If no, please provide the name and relationship of the person for whom you are complaining and why you are completing the form on their behalf in the box below.

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
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### Section C: Type of Comment

**What type of comment are you providing? Please check which category best applies.**

<input type="checkbox"/> Complaint	<input type="checkbox"/> Suggestion	<input type="checkbox"/> Compliment	<input type="checkbox"/> Other
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**Which of the following describes the nature of the comment? Please check one or more of the check boxes.**

<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin	<input type="checkbox"/> Religion
<input type="checkbox"/> Age	<input type="checkbox"/> Sex	<input type="checkbox"/> Service	<input type="checkbox"/> Income Status
<input type="checkbox"/> Limited English Proficient (L.E.P)		<input type="checkbox"/> Americans with Disability Act (A.D.A)	

### Section D: Comment Details

**Please answer the questions below regarding your comment**

Did the incident occur on the following type of service? <i>Please check any box that may apply.</i>	<input type="checkbox"/> Paratransit	<input type="checkbox"/> Shared Ride Taxi	<input type="checkbox"/> Bus
What was the date of the occurrence?			
What was the time of the occurrence?			
What is the name or identification of the employee or employees involved?			
What is the name or identification of others involved, if applicable?			
What was the number or name of the route you were on, if applicable?			
What was the direction or destination you were headed to when the incident occurred, if applicable?			
Where was the location of the occurrence?			



Was the use of a mobility aid involved in the incident?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Please add any additional descriptive details about the incident.		

**In the box below, please explain as clearly as possible what happened and why you believe you were discriminated against.**

--

### Section E: Follow-up

May we contact you if we need more details or information?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>If yes, how would you best liked to be reached? Please select your preferred form of contact below</b>		
<input type="checkbox"/> Phone	<input type="checkbox"/> Email	<input type="checkbox"/> Mail

**If you would prefer to be contacted by phone, please list the best day and time to reach you.**

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### Section F: Desired Outcome

**Please list below, what steps you would like taken to address the conflict or problem.**

<b>If applicable, please list below all additional agencies you have filed this complaint with such as Federal, State, Local agencies, or with any Federal or State Court. Please include the contact information to where the complaint was sent.</b>

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### Section G: Signature

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**Please attach any documents you have which support the allegation. Then date and sign this form and send it to the City of Bowling Green.**

---

Name

**Date:**

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Signature

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### APPENDIX 3 Complaint/Comment Form – ARABIC

#### نموذج الشكوى / التعليق

تلتزم مدينة بولينغ غرين بتزويدك بخدمات نقل آمنة وموثوق بها ونريد ملاحظتك . الرجاء استخدام هذا النموذج لتقديم الاقتراحات، وعبارات الثناء، والشكاوى .

يُرجى إرسال هذا النموذج إلكترونياً عن طريق إرسال المستند بالبريد الإلكتروني إلى [robert.gil@ratpdev.com](mailto:robert.gil@ratpdev.com) أو شخصياً على العنوان أدناه .

City of Bowling Green  
Robert Gil  
Transit Manager  
304 E 11<sup>th</sup> Ave  
Suite 2  
Bowling Green, Kentucky 42101

يمكنك أيضاً الاتصال بنا على (270) 3695-393 . يُرجى التأكد من تقديم معلومات الاتصال الخاصة بك لتلقي الرد .

#### الجزء ب : معلومات الاتصال التي يمكن الوصول إليها

الاسم انقر أو اضغط هنا لإدخال نص .	رقم الهاتف (متضمناً رمز المنطقة) انقر أو اضغط هنا لإدخال نص .
العنوان انقر أو اضغط هنا لإدخال نص .	المدينة انقر أو اضغط هنا لإدخال نص .
طابعة كبيرة	التسجيل الصوتي
الولاية انقر أو اضغط هنا لإدخال نص .	الرمز البريدي انقر أو اضغط هنا لإدخال نص .
عنوان البريد الإلكتروني انقر أو اضغط هنا لإدخال نص .	

هل تقدم هذه الشكوى نيابة عن نفسك؟	نعم <input type="checkbox"/>	لا <input type="checkbox"/>
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إذا كانت الإجابة "لا"، يُرجى تقديم اسم الشخص الذي تقدم شكوى من أجله وعلاقتك به وسبب استكمال النموذج نيابة عنه في المربع أدناه .

يُرجى تأكيد حصولك على إذن من الطرف المتضرر إذا كنت تقدم الملف نيابة عن طرف خارجي .	نعم <input type="checkbox"/>	لا <input type="checkbox"/>
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#### الجزء ج : نوع التعليق

ما نوع التعليق الذي تقدمه؟ يُرجى تحديد الفئة التي تنطبق على أكمل وجه .

<input type="checkbox"/> الشكوى	<input type="checkbox"/> الاقتراح	<input type="checkbox"/> الثناء	<input type="checkbox"/> أخرى
أي مما يلي يصف طبيعة التعليق؟ يُرجى تحديد خانة أو أكثر من خانات الاختيار .			
<input type="checkbox"/> العرق	<input type="checkbox"/> اللون	<input type="checkbox"/> الأصل القومي	<input type="checkbox"/> الدين
<input type="checkbox"/> العمر	<input type="checkbox"/> الجنس	<input type="checkbox"/> الخدمة	<input type="checkbox"/> حالة الدخل
<input type="checkbox"/> محدودية إجادة اللغة الإنجليزية (L.E.P)		<input type="checkbox"/> قانون الأمريكيين ذوي الإعاقة (A.D.A)	

#### الجزء د : تفاصيل التعليق

يُرجى الإجابة على الأسئلة أدناه بخصوص تعليقك			
<input type="checkbox"/> النقل المجتمعي		<input type="checkbox"/> سيارات الأجرة المشتركة	<input type="checkbox"/> الحافلة
هل وقع الحادث على نوع الخدمة التالية؟ يرجى تحديد أي مربع قد ينطبق .		نقر لإضافة التاريخ بالتنسيق التالي : اليوم، الشهر، العام	
ما تاريخ الحادث؟		نقر لإضافة الوقت	
متى وقع الحادث؟		نقر أو اضغط هنا لإدخال نص .	
ما اسم أو هوية الموظف أو الموظفين المعنيين؟		نقر أو اضغط هنا لإدخال نص .	
ما اسم أو هوية الأشخاص الآخرين المعنيين، إن أمكن؟		نقر أو اضغط هنا لإدخال نص .	
ما رقم أو اسم الطريق الذي كنت تسلكه، إن أمكن؟		نقر أو اضغط هنا لإدخال نص .	
ما الاتجاه أو الوجهة التي كنت تتجه إليها عند وقوع الحادث، إن أمكن؟		نقر أو اضغط هنا لإدخال نص .	
أين كان مكان الحادث؟		نقر أو اضغط هنا لإدخال نص .	
هل كان استخدام المساعدة على التنقل سببًا في الحادث؟		<input type="checkbox"/> نعم	<input type="checkbox"/> لا
يُرجى إضافة أي تفاصيل وصفية إضافية حول الحادث .		نقر أو اضغط هنا لإدخال نص .	

في المربع أدناه، يُرجى توضيح ما حدث ولماذا تعتقد أنك تعرضت للتمييز بأكبر قدر ممكن من الوضوح.

انقر أو اضغط هنا لإدخال نص.

#### الجزء هـ: المتابعة

<input type="checkbox"/> لا	<input type="checkbox"/> نعم	هل يمكننا الاتصال بك إذا احتجنا إلى مزيد من التفاصيل أو المعلومات؟
إذا كانت الإجابة بنعم، فكيف تحب أن يتم التواصل معك؟ يُرجى تحديد نموذج الاتصال المفضل لديك أدناه		
<input type="checkbox"/> الهاتف	<input type="checkbox"/> البريد الإلكتروني	<input type="checkbox"/> البريد
إذا كنت تفضل أن يتم الاتصال بك عبر الهاتف، يُرجى كتابة أفضل يوم ووقت للاتصال بك.		
انقر هنا لإضافة الوقت المفضل لديك		انقر هنا لإضافة اليوم المفضل لديك

#### الجزء و: النتيجة المرجوة

يُرجى سرد الخطوات التي ترغب في اتخاذها لمعالجة الصراع أو المشكلة أدناه.

انقر أو اضغط هنا لإدخال نص.

إذا كان ذلك ممكناً، يُرجى سرد أدناه جميع الوكالات الإضافية التي قدمت إليها هذه الشكوى مثل الوكالات الفيدرالية، أو الحكومية، أو المحلية، أو مع أي محكمة فيدرالية أو تابعة للولاية. يُرجى تضمين معلومات الاتصال بالمكان الذي تم إرسال الشكوى إليه.

انقر أو اضغط هنا لإدخال نص.

#### الجزء ز: التوقيع

يُرجى إرفاق أي مستندات لديك تدعم الادعاء. ثم قم بتأريخ وتوقيع هذا النموذج وإرساله إلى مدينة بولينغ غرين.

الاسم انقر أو اضغط هنا لإدخال نص. التاريخ: انقر لإضافة التاريخ بالتنسيق التالي: اليوم، الشهر، العام



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التوقيع انقر أو اضغط هنا لإدخال نص.

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**APPENDIX 3 Complaint/Comment Form – BOSNIAN**  
**Formular za prigovor/komentar**

Grad Bowling Green je posvećen pružanju sigurnih i pouzdanih usluga prevoza stoga su nam važne vaše povratne informacije. Molimo vas da koristite ovaj formular za sugestije, pohvale i žalbe.

Molimo vas da dostavite ovaj formular elektronički putem e-pošte na [robert.gil@ratpdev.com](mailto:robert.gil@ratpdev.com) ili lično na donju adresu.

Grad Bowling Green  
Robert Gil  
Direktor javnog prevoza  
304 E 11<sup>th</sup> Ave  
Suite 2  
Bowling Green, Kentucky 42101

Možete nas i nazvati na (270) 393-3695. Obavezno navedite svoje kontaktne podatke da bismo vam mogli poslati odgovor.

**Odjeljak A: Zahtjev za prilagođene formate**

Molimo vas da označite željeni format ovog dokumenta

<input type="checkbox"/> Velika slova	<input type="checkbox"/> Telekomunikacioni uređaj za gluhe	<input type="checkbox"/> Zvučni zapis	<input type="checkbox"/> Ostalo (ako je odabrano, navedite koju vrstu formata trebate u polju ispod)
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Kliknite ili dodirnite ovdje da biste unijeli tekst.

**Odjeljak B: Kontaktne informacije**

Ime <small>Kliknite ili dodirnite ovdje da biste unijeli tekst.</small>	Telefonski broj (uključujući pozivni broj) <small>Kliknite ili dodirnite ovdje da biste unijeli tekst.</small>
Adresa <small>Kliknite ili dodirnite ovdje da biste unijeli tekst.</small>	Grad <small>Kliknite ili dodirnite ovdje da biste unijeli tekst.</small>
Država <small>Kliknite ili dodirnite ovdje da biste unijeli tekst.</small>	Poštanski broj <small>Kliknite ili dodirnite ovdje da biste unijeli tekst.</small>
Adresa e-pošte <small>Kliknite ili dodirnite ovdje da biste unijeli tekst.</small>	

Podnosite li ovu žalbu u svoje osobno ime?	<input type="checkbox"/> Da	<input type="checkbox"/> Ne
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Ako je odgovor ne, molimo vas u donje polje navedete ime i prezime rodbine u čije ime podnosite formular i razlog zašto ispunjavate obrazac u njihovo ime.

Kliknite ili dodirnite ovdje da biste unijeli tekst.

Molimo vas da potvrdite da ste dobili dozvolu oštećene strane ako podnosite zahtjev u ime treće strane.	<input type="checkbox"/> Da	<input type="checkbox"/> Ne
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### Odjeljak C: Vrsta komentara

Koju vrstu komentara dajete? Provjerite koja kategorija najbolje odgovara.

<input type="checkbox"/> Žalba	<input type="checkbox"/> Prijedlog	<input type="checkbox"/> Pohvala	<input type="checkbox"/> Ostalo
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Šta od sljedećeg opisuje prirodu vašeg komentara? Označite jedan ili više potvrđnih okvira.

<input type="checkbox"/> Rasa	<input type="checkbox"/> Boja kože	<input type="checkbox"/> Narodnost	<input type="checkbox"/> Religija
<input type="checkbox"/> Dob	<input type="checkbox"/> Pol	<input type="checkbox"/> Usluga	<input type="checkbox"/> Status prihoda
<input type="checkbox"/> Ograničeno znanje engleskog jezika (L.E.P)		<input type="checkbox"/> Zakon o Američkim Građanima s Invaliditetom (A.D.A)	

### Odjeljak D: Detalji o komentaru

Odgovorite na pitanja u nastavku u vezi sa vašim komentarom

Da li se incident dogodio na sljedećoj vrsti usluge? Označite bilo koji kvadratić koji se može primijeniti.	<input type="checkbox"/> Gradski prevoz za invalidne osobe	<input type="checkbox"/> Potvrđni okvir za zajednički javni taksi	<input type="checkbox"/> Autobus
Navedite datum događaja.	Kliknite da biste unijeli datum u sljedećem formatu: Dan, mjesec, godina		
Navedite vrijeme događaja.	Kliknite da biste dodali vrijeme		

Navedite ime ili identifikacijski broj zaposlenog ili zaposlenih koji su uključeni.	Kliknite ili dodirnite ovdje da biste unijeli tekst.	
Navedite ime ili identifikacijski broj drugih koji su uključeni, ako je primjenjivo.	Kliknite ili dodirnite ovdje da biste unijeli tekst.	
Navedite broj ili naziv rute na kojoj ste se nalazili, ako je primjenjivo.	Kliknite ili dodirnite ovdje da biste unijeli tekst.	
U kom ste se pravcu ili destinaciji kretali kada se incident dogodio, ako je primjenjivo?	Kliknite ili dodirnite ovdje da biste unijeli tekst.	
Navedite lokaciju događaja?	Kliknite ili dodirnite ovdje da biste unijeli tekst.	
Je li incident povezan s korištenjem pomagala za kretanje?	<input type="checkbox"/> Da	<input type="checkbox"/> Ne
Molimo vas da detaljno opišete incident.	Kliknite ili dodirnite ovdje da biste unijeli tekst.	

**U okviru ispod, objasnite što je jasnije moguće šta se dogodilo i zašto smatrate da ste bili diskriminirani.**

Kliknite ili dodirnite ovdje da biste unijeli tekst.

### **Odjeljak E: Popratni kontakt**

Možemo li vas kontaktirati ako nam treba više detalja ili informacija?	<input type="checkbox"/> Da	<input type="checkbox"/> Ne
<b>Ako je odgovor da, koji je najbolji način da vam se obratimo? Molimo vas da u nastavku odaberete vrstu kontakta</b>		
<input type="checkbox"/> Telefon	<input type="checkbox"/> E-pošta	<input type="checkbox"/> Pošta
<b>Ako želite da vas kontaktiramo telefonom, navedite najbolji dan i vrijeme za kontakt.</b>		

Kliknite ovdje da biste upisali odabrano vrijeme

Kliknite ovdje da biste upisali odabrani datum

## Odjeljak F: Željeni ishod

**U nastavku navedite koje radnje biste željeli poduzeti za rješavanje sukoba ili problema.**

Kliknite ili dodirnite ovdje da biste unijeli tekst.

**Ako je primjenjivo, u nastavku navedite sve dodatne agencije kojima ste podnijeli ovu žalbu, kao što su savezne, državne, lokalne agencije ili bilo koji savezni ili državni sud. Molimo vas da navedete kontaktne informacije ureda na koje ste poslali pritužbe.**

Kliknite ili dodirnite ovdje da biste unijeli tekst.

## Odjeljak G: Potpis

**Molimo vas da priložite sve postojeće dokumente koji dokazuju vaše tvrdnje. Zatim datirajte i potpišite ovaj formular i pošaljite ga Gradu Bowling Green.**

Ime Kliknite ili dodirnite ovdje da biste unijeli tekst.

**Datum:** Kliknite da biste unijeli datum u sljedećem formatu: Dan, mjesec, godina

Potpis Kliknite ili dodirnite ovdje da biste unijeli tekst.



### APPENDIX 3 Complaint/Comment Form – BURMESE

#### တိုင်ကြားချက်/မှတ်ချက်ပုံစံ

ဘိုးလင်းဂရင်းမြို့သည် သင့်အား ဘေးကင်းပြီး ယုံကြည်စိတ်ချရသော သယ်ယူပို့ဆောင်ရေးဝန်ဆောင်မှုများ ပံ့ပိုးပေးရန် ကတိပြုထားပြီး သင့်အကြံပြုချက်ကို ကျွန်ုပ်တို့ အလိုရှိပါသည်။ အကြံပြုချက်များ၊ ချီးကျူးမှုများနှင့် တိုင်ကြားချက်များအတွက် ဤပုံစံကို အသုံးပြုပါ။

ဤပုံစံကို အီလက်ထရွန်နစ် နည်းလမ်းဖြင့် စာရွက်စာတမ်းအား [robert.gil@ratpdev.com](mailto:robert.gil@ratpdev.com) သို့ အီးမေးလ်ပို့ပါ သို့မဟုတ် အောက်ပါလိပ်စာသို့ လူကိုယ်တိုင် လာရောက်ပေးပို့ပါ။

ဘိုးလင်းဂရင်းမြို့

Robert Gil

သယ်ယူပို့ဆောင်ရေး မန်နေဂျာ

304 E 11<sup>th</sup> Ave

Suite 2

Bowling Green, Kentucky 42101

သင့်အနေဖြင့် (270) 393-3695 မှတစ်ဆင့်လည်း ကျွန်ုပ်တို့ကို ဖုန်းခေါ်ဆို ဆက်သွယ်နိုင်ပါသည်။ တုံ့ပြန်မှုတစ်ခု လက်ခံရရှိရန် သင်၏ ဆက်သွယ်ရန် အချက်အလက်ကို ပေးထားကြောင်း သေချာပါစေ။

#### အပိုင်း က- အသုံးပြုနိုင်သော ပုံစံ သတ်မှတ်ချက်များ

ဤစာရွက်စာတမ်းအတွက် နှစ်သက်သောစာမတ်ကို အမှန်ခြစ်ပေးပါ

<input type="checkbox"/> ပုံနှိပ်စာလုံးကြီး	<input type="checkbox"/> TDD သို့မဟုတ် ထပ်ဆင့်	<input type="checkbox"/> အသံ မှတ်တမ်းတင်ခြင်း	<input type="checkbox"/> အခြား (ဤအရာကို ရွေးချယ်ပါက အောက်ပါအကွက်တွင် သင်လိုအပ်သည့် စာမတ်အမျိုးအစားကို ဖော်ပြပေးပါ)
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စာသားရိုက်ထည့်ရန် ဤနေရာကိုနှိပ်ပါ သို့မဟုတ် ထိပါ။

#### အပိုင်း ခ- ဆက်သွယ်ရန် အချက်အလက်

အမည် စာသားရိုက်ထည့်ရန် ဤနေရာကိုနှိပ်ပါ သို့မဟုတ် ထိပါ။	တယ်လီဖုန်းနံပါတ် (ဧရိယာကုဒ်အပါအဝင်) စာသားရိုက်ထည့်ရန် ဤနေရာကိုနှိပ်ပါ သို့မဟုတ် ထိပါ။
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လိပ်စာ စာသားရိုက်ထည့်ရန် ဤနေရာကိုနှိပ်ပါ သို့မဟုတ် ထိပါ။	မြို့ စာသားရိုက်ထည့်ရန် ဤနေရာကိုနှိပ်ပါ သို့မဟုတ် ထိပါ။	
ပြည်နယ် စာသားရိုက်ထည့်ရန် ဤနေရာကိုနှိပ်ပါ သို့မဟုတ် ထိပါ။	ဇစ်ကုဒ် စာသားရိုက်ထည့်ရန် ဤနေရာကိုနှိပ်ပါ သို့မဟုတ် ထိပါ။	
အီးမေးလ်လိပ်စာ စာသားရိုက်ထည့်ရန် ဤနေရာကိုနှိပ်ပါ သို့မဟုတ် ထိပါ။		
ဤတိုင်ကြားချက်ကို သင်ကိုယ်တိုင် တင်သွင်းသည်မှာ ဟုတ်ပါသလား။	<input type="checkbox"/> ဟုတ်	<input type="checkbox"/> မဟုတ်
သင်ကိုယ်တိုင်မဟုတ်ပါက သင်တိုင်ကြားပေးသူ၏ အမည်၊ ၎င်းနှင့် သင်၏ တော်စပ်ပုံ၊ ၎င်းတို့၏ ကိုယ်စား သင်ဖောင်ဖြည့်ပေးရသည့် အကြောင်းရင်းကို အောက်ပါအကွက်တွင် ဖော်ပြပေးပါ။		
စာသားရိုက်ထည့်ရန် ဤနေရာကိုနှိပ်ပါ သို့မဟုတ် ထိပါ။		
အကယ်၍ သင်သည် ပြင်ပအဖွဲ့အစည်းတစ်ခု၏ကိုယ်စား တင်သွင်းခြင်းဖြစ်ပါက သင့်တွင် နစ်နာသည့် အဖွဲ့အစည်း၏ ခွင့်ပြုချက် ရရှိထားကြောင်း အတည်ပြုပါ။	<input type="checkbox"/> ဟုတ်	<input type="checkbox"/> မဟုတ်

**အပိုင်း ၈ မှတ်ချက်အမျိုးအစား**

သင်မည်သည့် မှတ်ချက်အမျိုးအစားကို ပေးမလဲ။ အသင့်တော်ဆုံး အမျိုးအစားကို အမှန်ခြစ်ပါ။

<input type="checkbox"/> တိုင်ကြားချက်	<input type="checkbox"/> အကြံပြုချက်	<input type="checkbox"/> ချီးကျူးမှု	<input type="checkbox"/> အခြား
အောက်ပါတို့အနက် မည်သည်က မှတ်ချက်၏ ပင်ကိုသဘောကို ဖော်ပြသနည်း။ အမှန်ခြစ်ကွက် တစ်ခုနှင့်အထက်ကို ခြစ်ပေးပါ။			
<input type="checkbox"/> လူမျိုး	<input type="checkbox"/> အသားအရောင်	<input type="checkbox"/> မွေးရပ်ဇာတိ	<input type="checkbox"/> ကိုးကွယ်ယုံကြည်မှု
<input type="checkbox"/> အသက်	<input type="checkbox"/> ကျား/မ	<input type="checkbox"/> ဝန်ဆောင်မှု	<input type="checkbox"/> ဝင်ငွေ အခြေအနေ

<input type="checkbox"/> အင်္ဂလိပ်ဘာသာစကား ကျွမ်းကျင်မှု အားနည်းခြင်း (L.E.P)	<input type="checkbox"/> မသန်စွမ်းအမေရိကန်လူမျိုးများဆိုင်ရာ အက်ဥပဒေ (A.D.A)
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**အပိုင်း ဃ- မှတ်ချက် အသေးစိတ်**

**သင့်မှတ်ချက်နှင့်ပတ်သက်၍ အောက်ပါမေးခွန်းများကို ဖြေပေးပါ**

အောက်ပါ ဝန်ဆောင်မှု အမျိုးအစားတွင် အခင်းဖြစ်ပွားခဲ့ပါသလား။ သက်ဆိုင်မှုရှိနိုင်သည့် အကွက်မှန်သမျှကို အမှန်ခြစ်ပါ။	<input type="checkbox"/> မသန်စွမ်းသူများအတွက် သယ်ယူပို့ဆောင်ရေး	<input type="checkbox"/> မျှစီးတက္ကစီ	<input type="checkbox"/> ဘတ်စ်ကား
ဖြစ်ပွားသည့်ရက်စွဲသည် မည်သည့်ရက်ဖြစ်သနည်း။	အောက်ပါ ဖောမတ်အချိုးအစားဖြင့် ရက်စွဲထည့်ရန် နှိပ်ပါ- နေ့၊ လ၊ ခုနှစ်		
ဖြစ်ပွားချိန်သည် မည်သည့်အချိန်ဖြစ်သနည်း။	အချိန်ထည့်ရန် နှိပ်ပါ		
ပါဝင်ပတ်သက်နေသည့် ဝန်ထမ်း သို့မဟုတ် ဝန်ထမ်းများ၏ အမည် သို့မဟုတ် သက်သေခံကတ်ပြားကို ဖော်ပြပါ။	စာသားရိုက်ထည့်ရန် ဤနေရာကိုနှိပ်ပါ သို့မဟုတ် ထိပါ။		
သက်ဆိုင်ပါက အခြားပါဝင်ပတ်သက်သူများ၏ အမည် သို့မဟုတ် သက်သေခံကတ်ပြားကို ဖော်ပြပါ။	စာသားရိုက်ထည့်ရန် ဤနေရာကိုနှိပ်ပါ သို့မဟုတ် ထိပါ။		
သက်ဆိုင်ပါက သင်ရှိခဲ့သည့် လမ်းကြောင်း၏ နံပါတ် သို့မဟုတ် အမည်ကို ဖော်ပြပါ။	စာသားရိုက်ထည့်ရန် ဤနေရာကိုနှိပ်ပါ သို့မဟုတ် ထိပါ။		
သက်ဆိုင်ပါက အခင်းဖြစ်ပွားချိန်တွင် သင်သွားမည့် လမ်းကြောင်း သို့မဟုတ် သွားမည့်နေရာကို ဖော်ပြပါ။	စာသားရိုက်ထည့်ရန် ဤနေရာကိုနှိပ်ပါ သို့မဟုတ် ထိပါ။		
အခင်းဖြစ်ပွားသည့်နေရာကို ဖော်ပြပါ။	စာသားရိုက်ထည့်ရန် ဤနေရာကိုနှိပ်ပါ သို့မဟုတ် ထိပါ။		

အဖြစ်အပျက်တွင် မသန်စွမ်းသူများ သွားလာနိုင်မှု အထောက်အကူပစ္စည်း အသုံးပြုခြင်းနှင့် ဆက်စပ်နေပါသလား။	<input type="checkbox"/> ဟုတ်	<input type="checkbox"/> မဟုတ်
ကျေးဇူးပြု၍ အဖြစ်အပျက်နှင့်ပတ်သက်သည့် နောက်ထပ်ဖော်ပြချက် အသေးစိတ်ကို ထည့်ပါ။	စာသားရိုက်ထည့်ရန် ဤနေရာကိုနှိပ်ပါ သို့မဟုတ် ထိပါ။	

အောက်ပါအကွက်တွင် ဖြစ်ပျက်ခဲ့သမျှနှင့် ခွဲခြားဆက်ဆံခံရသည်ဟု သင်ယူဆရသည့် အကြောင်းရင်းကို တတ်နိုင်သမျှ ရှင်းရှင်းလင်းလင်း ရှင်းပြပေးပါ။

စာသားရိုက်ထည့်ရန် ဤနေရာကိုနှိပ်ပါ သို့မဟုတ် ထိပါ။

### အပိုင်း c နောက်ဆက်တွဲ

နောက်ထပ် အသေးစိတ်အချက်များ သို့မဟုတ် အချက်အလက်များ လိုအပ်ပါက ကျွန်ုပ်တို့က သင့်ထံ ဆက်သွယ်နိုင်ပါသလား။	<input type="checkbox"/> ဟုတ်	<input type="checkbox"/> မဟုတ်
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အကယ်၍ ဟုတ်လျှင် သင့်ကို မည်သည့်နည်းဖြင့် ဆက်သွယ်စေလိုပါသလဲ။ အောက်တွင်  
သင်အနှစ်အသက်ဆုံး ဆက်သွယ်မှုပုံစံကို ရွေးချယ်ပါ

<input type="checkbox"/> ဖုန်း	<input type="checkbox"/> အီးမေးလ်	<input type="checkbox"/> စာတိုက်မှ ပေးပို့မှု
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သင့်ကို ဖုန်းဖြင့်ဆက်သွယ်စေလိုပါက သင့်အား ဆက်သွယ်နိုင်သည့် အသင့်တော်ဆုံး ရက်နှင့်အချိန်ကို  
ဖော်ပြပေးပါ။

သင်နှစ်သက်သောအချိန်ကို ထည့်ရန် ဤနေရာကိုနှိပ်ပါ	သင်နှစ်သက်သောရက်ကို ထည့်ရန် ဤနေရာကိုနှိပ်ပါ
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အပိုင်း ၈- ဆန္ဒရှိသော ရလဒ်

အငြင်းပွားမှု သို့မဟုတ် ပြဿနာကို ဖြေရှင်းရန် သင်လုပ်ဆောင်စေလိုသည့် အဆင့်များကို အောက်တွင် ဖော်ပြပေးပါ။

စာသားရိုက်ထည့်ရန် ဤနေရာကိုနှိပ်ပါ သို့မဟုတ် ထိပါ။

သက်ဆိုင်ပါက ဖက်ဒရယ်၊ ပြည်နယ်၊ ဒေသဆိုင်ရာ အစိုးရဌာနများ၊ သို့မဟုတ် ဖက်ဒရယ် သို့မဟုတ် ပြည်နယ်တရားရုံးတစ်ခုခုသို့ သင်တိုင်ကြားချက် တင်သွင်းထားသည့် ထပ်ဆောင်း အစိုးရဌာနအားလုံးကို အောက်တွင် ဖော်ပြပေးပါ။ တိုင်ကြားချက်ပေးပို့ထားသည့် နေရာနှင့် ပတ်သက်သော ဆက်သွယ်ရန် အချက်အလက်ကို ထည့်သွင်းဖော်ပြပေးပါ။

စာသားရိုက်ထည့်ရန် ဤနေရာကိုနှိပ်ပါ သို့မဟုတ် ထိပါ။

အပိုင်း ဆ- လက်မှတ်

ကျေးဇူးပြု၍ စွပ်စွဲချက်ကို ထောက်ခံသော သင့်တွင်ရှိသည့် မည်သည့်စာရွက်စာတမ်းကိုမဆို ပူးတွဲထည့်ပေးပါ။ ထို့နောက် ဤပုံစံကို ရက်စွဲတပ်၊ လက်မှတ်ထိုးကာ ဘိုးလင်းဂရင်းမြို့သို့ ပေးပို့ပါ။

အမည်စာသားရိုက်ထည့်ရန်  
ဤနေရာကိုနှိပ်ပါ သို့မဟုတ် ထိပါ။

ရက်စွဲ- အောက်ပါ ဖောမတ်အချိုးအစားဖြင့် ရက်စွဲထည့်ရန်  
နှိပ်ပါ- နေ့၊ လ၊ ခုနှစ်

လက်မှတ် စာသားရိုက်ထည့်ရန် ဤနေရာကိုနှိပ်ပါ သို့မဟုတ် ထိပါ။



**APPENDIX 3 Complaint/Comment Form – KAREN**

**တၢ်ဆှံးထီၣ်တၢ်ဂ့ၢ်/တၢ်ဟံၣ်ဖျါထီၣ်တၢ်ထံၣ်အလံာ်တၢ်ကွီၣ်ဒိ**

ဝံၣ် Bowling Green ကျဲးစးဂဲၤလိာ်ဝဲလၢတၢ်ဟ့ၣ်လီၤမၤစၢၤန့ၣ်ဝံၣ်တီၢ်ဆှံတၢ်မၤစၢၤလၢအပူၤဖျဲးဒီးတၢ်လီၤဘၣ်ယိၣ်ဒီးတၢ်န့ၣ်အီၤသ့ဒီးပလိၣ်ဘၣ်ဝဲဒၣ်န့ၣ်တၢ်ဆီဆၢန့ၣ်လီၤ. ဝံသးစူၤစူးကါလံာ်တၢ်ကွီၣ်ဒိအံၤလၢတၢ်ဟ့ၣ်ကူၣ်ဟ့ၣ်ဖး, တၢ်စံးပတြၢၤ, ဒီးတၢ်ဆှံးဖျါတၢ်ဂ့ၢ်အဂီၢ်တက့ၢ်.

ဝံသးစူၤဆှံထီၣ်လံာ်တၢ်ကွီၣ်ဒိအံၤလၢအံၣ်လဲးထီၣ်န့ၣ်အကျိၤအကျဲး ခီဖျါဆှံလံာ်တီၢ်လံာ်မိဒီးအံၤမ့(လ)ဆူ [robert.gil@ratpdev.com](mailto:robert.gil@ratpdev.com) မ့တမ့ၢ် ဖဲပုၤတဂၤဂၤအစုပူၤဖဲလီၤအိၣ်ဆိးထံးဒ်လံာ်အံၤတက့ၢ်.

**ဝံၣ် Bowling Green**  
**Robert Gil**  
**ဝံၣ်တီၢ်ဆှံမဲန့ၢ်က့ၢ်**  
**304 E 11<sup>th</sup> Ave**  
**Suite 2**  
**Bowling Green, Kentucky 42101**

နကိးပုၤသ့စ့ၢ်ကိးဖဲ (270) 393-3695 န့ၣ်လီၤ.  
 ဝံသးစူၤမၤလီၤတံၢ်လၢနကဟံၣ်ဖျါထီၣ်န့ၣ်ပုၤန့ၣ်တၢ်ဆဲးကျိးဆဲးကျါအဂ့ၢ်အကျိၤလၢတၢ်ဒီးန့ၣ်ဘၣ်က့ၤတၢ်စံးအဂ့ၢ်န့ၣ်လီၤ.

**Section A: တၢ်လိာ်ဘၣ်တၢ်ကွီၣ်ဂီၤဒိလၢတၢ်န့ၣ်လီၤမၤန့ၣ်သ့တဖၣ်**

ဝံသးစူၤသမံသမိးကွၢ်တၢ်အကွၢ်ဂီၤဒိလၢတၢ်လိာ်ဘၣ်ဝဲလၢလံာ်တီၢ်လံာ်မိအံၤအဂီၢ်

<input type="checkbox"/> တၢ်စဲကျိးထုးထီၣ်ဖးဒိၣ်	<input type="checkbox"/> TDD မ့တမ့ၢ် တၢ်ဟံၣ်လီၤကဒါက့ၤ	<input type="checkbox"/> တၢ်မၤနီၣ်မၤဃါတၢ်ကလုာ်	<input type="checkbox"/> အဂၤတဖၣ် (နမ့ၢ်ဃုထၢန့ၣ်ဝံသးစူၤဟံၣ်ဖျါထီၣ်တၢ်အကွၢ်ဂီၤဒိမနုၤတကလုာ်လၢနအဲၣ်ဒီးဒုးပုၤဃုာ်ဝဲဖဲတလါဒါဖိဖဲလံာ်အံၤအပူၤ)
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စံာ်လီၤဖဲအံၤလၢတၢ်ဒိန့ၣ်လီၤလံာ်ဖျါအဂီၢ်.

## အဆင့် B: တစ်ဆင့်ကျိုးဆုံးကျအကူအညီ

မံ၊ စံလီမဲအံလောတၢ်ဒိန့ၣ်လီလံာ်ဖျၢၣ်အဂီၢ်.	လီတဲစိနီၣ်ဂံၢ် (ဃုာ်ဒီးလီၢ်ကစီၤနီၣ်ဂံၢ်) စံလီမဲအံလောတၢ်ဒိန့ၣ်လီလံာ်ဖျၢၣ်အဂီၢ်.
လီၢ်အိၣ်ဆိးထံး စံလီမဲအံလောတၢ်ဒိန့ၣ်လီလံာ်ဖျၢၣ်အဂီၢ်.	ဝုၢ် စံလီမဲအံလောတၢ်ဒိန့ၣ်လီလံာ်ဖျၢၣ်အဂီၢ်.
ကိၢ်စဲၣ် စံလီမဲအံလောတၢ်ဒိန့ၣ်လီလံာ်ဖျၢၣ်အဂီၢ်.	စံး(ပ)နီၣ်ဂံၢ် စံလီမဲအံလောတၢ်ဒိန့ၣ်လီလံာ်ဖျၢၣ်အဂီၢ်.

အံမ့(လ)အမံ၊ စံလီမဲအံလောတၢ်ဒိန့ၣ်လီလံာ်ဖျၢၣ်အဂီၢ်.

န့ၣ်ထီၣ်ဝဲဒၣ်တၢ်ဆိးထီၣ်တၢ်ဂ့ၢ်အံလောနီၣ်ကစၢ်ဒဲအခါၣ်စးဒါ	<input type="checkbox"/> မ့ၢ်	<input type="checkbox"/> တမ့ၢ်
မ့တမ့ၢ်ဘၣ်န့ၣ်, ဝံသးစူၤဟံၣ်ဖျါထီၣ်ပုၤလၢန့ၣ်ဆိးထီၣ်န့ၣ်အတၢ်ဂ့ၢ်အမံဒီးအတၢ်ဘၣ်ထွဲဒီးန့ၣ်အဂ့ၢ် ဒီးဘၣ်မနုၤဃိန့ၣ်မပျဲဝဲဒၣ်လံာ်တက့ၢ်ဒိလၢအဝဲဒၣ်အခါၣ်စး ဖဲတလါအဒါဖိဖဲလံာ်အံအဂ့ၢ်တက့ၢ်.		
စံလီမဲအံလောတၢ်ဒိန့ၣ်လီလံာ်ဖျၢၣ်အဂီၢ်.		
ဝံသးစူၤဟံၣ်ဂၢ်ဟံၣ်ကျါလၢန့ၣ်ဒီးန့ၣ်ဝဲဒၣ်ပုၤလၢအတူၢ်ဘၣ်တၢ်တမ့ၢ်တလၢတဂၤ အတၢ်ဟ့ၣ်န့ၣ်တၢ်ပျဲလၢန့ၣ်ဆိးထီၣ်တၢ်ဂ့ၢ်လၢအခါၣ်စးန့ၣ်တက့ၢ်.	<input type="checkbox"/> မ့ၢ်	<input type="checkbox"/> တမ့ၢ်

## အဆင့် C: တၢ်ဟ့ၣ်ကူၣ်အကလုာ်

တၢ်ဟ့ၣ်ကူၣ်အကလုာ်လၢန့ၣ်ဟံၣ်ဖျါထီၣ်မ့ၢ်မနုၤလဲၣ်.

ဝံသးစူၤမၤနီၣ်လီၤတၢ်လၢအဘၣ်ထွဲဒီးတၢ်ဂ့ၢ်ခိၣ်တီၢ်အကြၢးကတၢ်အဂ့ၢ်တက့ၢ်.

<input type="checkbox"/> တၢ်ဆိးထီၣ်တၢ်ဂ့ၢ်	<input type="checkbox"/> တၢ်ဟ့ၣ်ကူၣ်ဟ့ၣ်ဖး	<input type="checkbox"/> တၢ်ဆိးထီၣ်တၢ်ဂ့ၢ်	<input type="checkbox"/> အဂၤတဖၣ်
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တတ်ကျွမ်းသောတတ်ဟန်ကုန်ဟန်ဖူးအကွပ်အကိုင်အမျိုးမျိုးလက်ခံမိမိလက်ခံလဲလဲ.

ဝံသးစူတီနီနီလီတတ်တီနီနီလီတတ်အတလိဒါတခါ မှတမ့ အါခါတကွပ်.

<input type="checkbox"/> ကလုာ်	<input type="checkbox"/> ဖဲးဘုာ်အလွဲာ်	<input type="checkbox"/> ထံကီာ်လါအဟဲဝဲ	<input type="checkbox"/> တတ်ဘုာ်တတ်ဘါ
<input type="checkbox"/> သးနီာ်	<input type="checkbox"/> မုာ်ခွါသွံာ်ထဲး	<input type="checkbox"/> တတ်ဖဲးစါမါစါ	<input type="checkbox"/> တတ်ဟဲနုာ်အတတ်အိာ်သး
<input type="checkbox"/> တတ်ဟဲပနီာ်တတ်သ့အဲကလံးကျိာ်ဂ့ဂ့ဘုာ်ဘုာ် (limited English proficient (LEP))		<input type="checkbox"/> ပုာ်အမဲရံကါဖိလါအိာ်ဒီးနီာ်ခိကွပ်ဂီတလါပဲာ် (Americans with Disability Act (A.D.A))	

### အဆာဒိာ် D: တတ်ဟန်ကုန်ဟန်ဖူးအကွပ်လီတတ်လီဆဲး

ဝံသးစူတီဆါတတ်သံကွပ်လါလံာ်အံလါအဘုာ်ထွဲဒီးနုတတ်ဟန်ကုန်ဟန်ဖူးအကွပ်

မုာ်တတ်ကဲထီာ်သးသတူာ်ကလုာ်ကဲထီာ်သးခီဖျိတတ်ဖဲး စါမါစါအကလုာ်လါလံာ်အံအဖီခိာ်နီ. ဝံသးစူတီနီနီလီတတ်လါအဘုာ်ထွဲခဲလတ်ဖဲတလါဒါ အပူတကွပ်.	<input type="checkbox"/> Paratransit သီလုာ်ဘါး(စ)	<input type="checkbox"/> တတ်နီာ်လီဒီးသကိးသီ လုာ်ဒီးငါ	<input type="checkbox"/> သီလုာ်ဘါး(စ)
တတ်ကဲထီာ်သးအနုာ်အသီမုာ်ဖဲလဲာ်တနံလဲာ်.	စံာ်လီလါတတ်ထါနုာ်လီနုာ်သီအဂီာ် ဖဲတတ်အကွပ်ဂီဒါလါလံာ်အံအပူ သီ, လါ, နီာ်		
တတ်ကဲထီာ်သးအနုာ်အသီမုာ်ဖဲလဲာ်တနံလဲာ်.	စံာ်လီလါတတ်ထါနုာ်လီနုာ်သီအဂီာ်		
ပုာ်မါတတ်ဖိအမံ မှတမ့ အလံာ်အုာ်သးမုာ်မနုာ်လဲာ် မှတမ့ တတ်ဘုာ်ထွဲဒီးပုာ်မါတတ်ဖိတဖုာ်ဒဲလဲာ်.	စံာ်လီဖဲအံလါတတ်ဒါနုာ်လီလံာ်ဖျါာ်အဂီာ်.		
မုာ်အိာ်, ပုာ်လါအဘုာ်ထွဲအဂါတဖုာ်အမံ မှတမ့ အလံာ်အုာ်သးမုာ်မနုာ်လဲာ်.	စံာ်လီဖဲအံလါတတ်ဒါနုာ်လီလံာ်ဖျါာ်အဂီာ်.		

မုခ်အိပ်, ကျဲလၢနစူးကၢညီန့ၢ်အိၤအနီၣ်ဂံၢ် မ့တမ့ၢ် အမံၤဒဲလဲၣ်.	စံၢ်လီၤဖဲအံၤလၢတၢ်ဒိန့ၢ်လီၤလံာ်ဖျၢၣ်အဂီၢ်.	
မုခ်အိပ်, ဖဲတၢ်ကဲထီၣ်သးသတူၢ်ကလၢဖဲနတၢ်လဲၤကျိၤ မ့တမ့ၢ် တၢ်လီၤလၢနကလဲၤအလီၢ် မ့ၢ်မနုၤလဲၣ်.	စံၢ်လီၤဖဲအံၤလၢတၢ်ဒိန့ၢ်လီၤလံာ်ဖျၢၣ်အဂီၢ်.	
တၢ်လီၤလၢတၢ်ကဲထီၣ်သးအလီၢ်မ့ၢ်ဖဲလဲၣ်တီၤလဲၣ်.	စံၢ်လီၤဖဲအံၤလၢတၢ်ဒိန့ၢ်လီၤလံာ်ဖျၢၣ်အဂီၢ်.	
တၢ်စူးကၢဝဲဒၣ် တၢ်သုးသးသ့အလီၢ်အတၢ်မၤစၢၤ (mobility aid) ဘၣ်ထွဲဝဲဒီးတၢ်ကဲထီၣ်သးသတူၢ်ကလၢစ့ၢ်ခါ.	<input type="checkbox"/> မ့ၢ်	<input type="checkbox"/> တမ့ၢ်
ဝံသးစူးတဲဒုးန့ၢ်ပၢၢ်အါထီၣ်ဘၣ်သးတၢ်ကဲထီၣ်သးသ တူၢ်ကလၢအဂ့ၢ်လီၤတၢ်လီၤဆဲးတက့ၢ်.	စံၢ်လီၤဖဲအံၤလၢတၢ်ဒိန့ၢ်လီၤလံာ်ဖျၢၣ်အဂီၢ်.	

**ဖဲတလၢအဒၢဖိဖဲလၢအံၤပူၤ, ဝံသးစူးကွဲးဖျါထီၣ်တၢ်ကဲထီၣ်သးဒီးန့ၢ်အဂ့ၢ်ဒီးဘၣ်မနုၤ  
သိနန့ၢ်လၢတၢ်ကွၢ်တလီၤန့ၢ်ဖျါဖျါဖျါတသ့ဖဲအသ့တက့ၢ်.**

စံၢ်လီၤဖဲအံၤလၢတၢ်ဒိန့ၢ်လီၤလံာ်ဖျၢၣ်အဂီၢ်.

### အဆၢဒိပ် E: တၢ်ဟံးဂ့ၢ်ဝီဟံးထွဲထီၣ်အခံ

ပမ့ၢ်လိာ်ဘၣ်အါထီၣ်တၢ်ဂ့ၢ်လီၤတၢ်လီၤဆဲး မ့တမ့ၢ် လိာ်ဘၣ်အါထီၣ်တၢ်ဂ့ၢ်တၢ်ကျိၤပဆဲးကျိးန့ၢ်သ့ခါ.	<input type="checkbox"/> မ့ၢ်	<input type="checkbox"/> တမ့ၢ်
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**မ့မ့ၢ်န့ၢ်, နအဲၣ်ဒီးပဆဲးကျိးန့ၢ်အကျဲဖဲလဲၣ်တဘီၤလၢအဂ့ၢ်ကတၢ်လၢနဂီၢ်လဲၣ်.**

**ဝံသးစူးယုထၢထီၣ်တၢ်ဆဲးကျိးအတက့ၢ်ဒိလၢနလိာ်ဘၣ်ဒဲလံာ်အံၤအသိး**

<input type="checkbox"/> လီၤတဲစိ	<input type="checkbox"/> အံၤမ့(လ)	<input type="checkbox"/> ဆုၢ်ဒီးတၢ်ပရၢ
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နမူနာအဲဒီဒီးလၢတၢ်ကဆဲးကျိးန့ၣ်လၢလီၤတဲစိန့ၣ်,

ဝံသးစူဟ်ဖျါထီၣ်နံၤသီဒီးတၢ်ဆၢကတီၢ်အဂ့ၢ်ကတၢၢ်လၢတၢ်ဆဲးကျိးန့ၣ်အဂီၢ်တက့ၢ်.

စံၢ်လီၤဖဲအံၤလၢတၢ်ထၢန့ၣ်လီၤတၢ်ဆၢကတီၢ်လၢန့ၣ်လိာ်ဘၣ်

စံၢ်လီၤဖဲအံၤလၢတၢ်ထၢန့ၣ်လီၤနံၤသီလၢန့ၣ်လိာ်ဘၣ်

အဆၢဒိၣ် F: တၢ်အစၢလၢတၢ်လိာ်ဘၣ်

ဝံသးစူဟ်ဖျါထီၣ်ဖဲလၢအံၤ, တၢ်အတီၤပတီၢ်မနုၤတဖၣ်လၢန့ၣ်အဲဒီဒီးလၢတၢ်ကဘျဲးလီၤ ဝဲဒၣ်တၢ်သဘံၣ်ဘျဲး မ့တမ့ၢ် တၢ်ကီၢ်တၢ်ခဲအဂ့ၢ်တက့ၢ်.

စံၢ်လီၤဖဲအံၤလၢတၢ်ဒိန့ၣ်လီၤလံာ်ဖျါအဂီၢ်.

မ့ၢ်အိၣ်, ဝံသးစူဟ်ဖျါထီၣ်ခၢၣ်စးကရၢလၢန့ၣ်အဲဒီဒီးမၤအါထီၣ်ဖဲနတၢ်ဆၢထီၣ်ဝဲဒၣ် တၢ်ဆိးထီၣ်အံၤအပူၤလၢအပၣ်ဃုာ်ဒီးကီၢ်စၢ်ဖျါ, ကီၢ်စဲၣ်, လီၢ်ကဝီၤခၢၣ်စးကရၢတဖၣ်, မ့တမ့ၢ် ကီၢ်စၢ်ဖျါဒီးကီၢ်စဲၣ်အကီၢ်ဘျီၣ်တမံၤလၢလၢအဂ့ၢ်တက့ၢ်.  
ဝံသးစူထၢန့ၣ်ဃုာ်တၢ်ဆဲးကျိးဆဲးကျါအဂ့ၢ်အကျါဖဲတၢ်ဘၣ်ဆၢထီၣ် တၢ်ဆိးထီၣ်အလီၢ်တက့ၢ်.

စံၢ်လီၤဖဲအံၤလၢတၢ်ဒိန့ၣ်လီၤလံာ်ဖျါအဂီၢ်.

အဆၢဒိၣ် G: တၢ်ဆဲးလီၤမံၤ

ဝံသးစူဘျးစဲဃုာ်လံာ်တီၢ်မိတမံၤလၢလၢအမ့ၢ်တၢ်ဆိၣ်ထွဲမၤစၢၤတၢ်ဟ်တၢ်ကမၣ်လၢပုၤလီၤအဂ့ၢ်တက့ၢ်.  
ဖဲန့ၣ်ဝံၤကွဲးလီၤနံၤသီဒီးဆဲးလီၤမံၤဖဲလံာ်တကီၢ်ဒိအံၤအပူၤဒီးဆၢထီၣ်ဆူဝုၢ် Bowling Green အအိၣ်တက့ၢ်.

မံၤ စံၢ်လီၤဖဲအံၤလၢတၢ်ဒိန့ၣ်လီၤလံာ်ဖျါအဂီၢ်.

နံၤသီ- စံၢ်လီၤလၢတၢ်ထၢန့ၣ်လီၤနံၤသီအဂီၢ်

ဖဲတၢ်အက့ၢ်ဂီၢ်ဒိလၢလံာ်အံၤအပူၤ သီ, လါ, နံၣ်

ဆဲးလီၤမံၤ စံၢ်လီၤဖဲအံၤလၢတၢ်ဒိန့ၣ်လီၤလံာ်ဖျါအဂီၢ်.



គម្រោងបង្កើនសមត្ថភាព ដល់អង្គភាពស្រាវជ្រាវ/គម្រោងស្រាវជ្រាវ ល្បីល្បាញ

ទំព័រ ១២ នៃ ១២

City of Bowling Green  
Robert Gil  
Transit Manager  
304 E 11<sup>th</sup> Ave  
Suite 2  
Bowling Green, Kentucky 42101

តម្លៃ ចំណុច ឧបទ្វីប (270) 393-3695 ដូច ព័ត៌មាន ខាងលើ។ ឬ  
តម្លៃ អន្តរជាតិ តម្លៃ ហិរញ្ញវត្ថុ ក្នុង ការ គ្រប់គ្រង ទិន្នន័យ អន្តរជាតិ ហិរញ្ញវត្ថុ តម្លៃ ក្នុង ការ គ្រប់គ្រង ទិន្នន័យ អន្តរជាតិ ហិរញ្ញវត្ថុ



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<p>             រាជ តុប្បិទ ក្រុមប្រឹក្សា ធម្មនុញ្ញ ជាតិ ឬ មជ្ឈមណ្ឌល              ព័ត៌មានសាធារណៈ ឬ មជ្ឈមណ្ឌល ផ្សេងៗ តុប្បិទ              ក្រុមប្រឹក្សា ឬ មជ្ឈមណ្ឌល ផ្សេងៗ តុប្បិទ ឬ              មជ្ឈមណ្ឌល ផ្សេងៗ តុប្បិទ ឬ មជ្ឈមណ្ឌល ផ្សេងៗ           </p>	<input type="checkbox"/> ប្រ	<input type="checkbox"/> គ
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ឧបសគ្គ C: គម្រោងហេដ្ឋារចនាសម្ព័ន្ធនៃប្រព័ន្ធគ្រប់គ្រងធនធាន

តម្លៃឧបត្ថម្ភ ហដ្ឋាន តម្លៃ ឆាប់ រឹតតែល្អ ឬ? ទាញចេញ តំបន់ កង  
ការពារសុខភាព គួរតែយល់ តែល្អល្អ ឬអី!

<input type="checkbox"/> គុណនិមិត្តសញ្ញា ស្រដៀងគ្នា	<input type="checkbox"/> គុណនិមិត្តសញ្ញា ស្រដៀងគ្នា	<input type="checkbox"/> គុណនិមិត្តសញ្ញា ស្រដៀងគ្នា	<input type="checkbox"/> គុណនិមិត្តសញ្ញា ស្រដៀងគ្នា
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<p>តុម្រង់ ណាមួយមួយ ឬ មេត្តា តុម្រង់មួយ ឬមួយ ឬមួយមួយមួយ ឬមួយមួយ ឬមួយ មេត្តា?</p>	<p>គឺ តុម្រង់មួយ គឺ ឬ មេត្តា ឬមួយមួយ ឬ មេត្តាមួយ</p>	
<p>តុម្រង់មេត្តា ឬមួយមួយ ឬមួយ ឬមួយ ឬ តុម្រង់ មេត្តាណាមួយ តុម្រង់ ណាមួយ ឬមួយ គឺ មេត្តាមួយ មេត្តាណាមួយ ឬមួយ គឺ?</p>	<p>គឺ តុម្រង់មួយ គឺ ឬ មេត្តា ឬមួយមួយ ឬ មេត្តាមួយ</p>	
<p>តុម្រង់មេត្តា ឬមួយមួយ តុម្រង់ ឬ មេត្តាមួយ?</p>	<p>គឺ តុម្រង់មួយ គឺ ឬ មេត្តា ឬមួយមួយ ឬ មេត្តាមួយ</p>	
<p>ឬ តុម្រង់មេត្តា ឬមួយមួយមួយ តុម្រង់ មេត្តា មេត្តាមួយមួយ តុម្រង់មេត្តា (mobility aid) មេត្តា មេត្តា?</p>	<p><input type="checkbox"/> គឺ</p>	<p><input type="checkbox"/> តុម្រង់</p>
<p>មេត្តាមួយ មេត្តាមួយមួយមួយ តុម្រង់ មេត្តា តុម្រង់មេត្តា មេត្តាមួយមួយមួយ មេត្តាមួយមួយ</p>	<p>គឺ តុម្រង់មួយ គឺ ឬ មេត្តា ឬមួយមួយ ឬ មេត្តាមួយ</p>	
<p>ឬ ឬមួយមួយមួយ ឬមួយមួយមួយ មេត្តាមួយមួយ ឬមួយមួយមួយ ឬ ឬមួយមួយមួយ ឬ ឬមួយមួយមួយ ឬមួយមួយមួយ ឬមួយមួយមួយ តុម្រង់មេត្តាមួយ មេត្តា តុម្រង់ មេត្តាមួយមួយមួយ តុម្រង់</p>		
<p>គឺ តុម្រង់មួយ គឺ ឬ មេត្តា ឬមួយមួយ ឬ មេត្តាមួយ</p>		



ឧបាយ E: គម្រោងបណ្តុះបណ្តាលអំពីការគ្រប់គ្រងគម្រោង

តើ ឬទេ លទ្ធផលនៃការបណ្តុះបណ្តាល គឺជាការជួយដល់ការគ្រប់គ្រងគម្រោង ឬទេ?		<input type="checkbox"/> បាទ	<input type="checkbox"/> ទេ
តើ ឬទេ លទ្ធផលនៃការបណ្តុះបណ្តាល គឺជាការជួយដល់ការគ្រប់គ្រងគម្រោង ឬទេ?			
<input type="checkbox"/> បាទ	<input type="checkbox"/> Email	<input type="checkbox"/> ទិន្នន័យ ឬទេ	
តើ ឬទេ លទ្ធផលនៃការបណ្តុះបណ្តាល គឺជាការជួយដល់ការគ្រប់គ្រងគម្រោង ឬទេ?			
លទ្ធផលនៃការបណ្តុះបណ្តាល គឺជាការជួយដល់ការគ្រប់គ្រងគម្រោង		លទ្ធផលនៃការបណ្តុះបណ្តាល គឺជាការជួយដល់ការគ្រប់គ្រងគម្រោង	

ឧបាយ F: ការគ្រប់គ្រងគម្រោង ឬទេ ឬទេ ឬទេ

តើ ឬទេ លទ្ធផលនៃការបណ្តុះបណ្តាល គឺជាការជួយដល់ការគ្រប់គ្រងគម្រោង ឬទេ?	
តើ ឬទេ លទ្ធផលនៃការបណ្តុះបណ្តាល គឺជាការជួយដល់ការគ្រប់គ្រងគម្រោង ឬទេ?	
តើ ឬទេ លទ្ធផលនៃការបណ្តុះបណ្តាល គឺជាការជួយដល់ការគ្រប់គ្រងគម្រោង ឬទេ?	
តើ ឬទេ លទ្ធផលនៃការបណ្តុះបណ្តាល គឺជាការជួយដល់ការគ្រប់គ្រងគម្រោង ឬទេ?	

ឆ្លង ក្នុងរដ្ឋបាល គម្រោង ការងារ ហេតុអ្វី ពន្យល់យកមក ប្រាប់ ការងារអ្វីគម្រោង

ឧបាយ័ន្ធ G: ត្រូវបាន ប្រើប្រាស់

[illegible]

តម្លៃឯកតា ប្រាក់រដ្ឋបាលកម្ពុជា  
 ៩៩៩ ៩៩ ៩៩៩៩៩ ៩៩  
 ៩៩៩៩៩៩៩

**ឈប់ចំណង្អុល៖** ប្រឡង ៗ ឈប់ចំណង្អុល ក៏ ប្រឡងប្រឡង  
ប្រឡងប្រឡង ប្រឡង ក៏ ប្រឡងប្រឡង៖ ឈប់ចំណង្អុល,  
ប្រឡង, ប្រឡង

**តុល្លា ប្រមូល ប្រយោជន៍ឲ្យក្មេង ចង្អុល នួន គ្រប់រូប ស្នាក់នៅសាលា**

**APPENDIX 3 Complaint/Comment Form – KISWAHILI**  
**Fomu ya Malalamiko/Maoni**

Jiji la Bowling Green limejitolea kukupa huduma za usafiri salama na za kutegemewa na tungependa kusikia maoni yako. Tafadhali tumia fomu hii kuwasilisha mapendekezo, pongezi na malalamiko.

Tafadhali wasilisha fomu hii kwa njia ya kielektroniki kwa kutuma hati kwa barua pepe [robert.gil@ratpdev.com](mailto:robert.gil@ratpdev.com) au wewe binafsi kwa anwani iliyo hapo chini.

Jiji la Bowling Green  
Robert Gil  
Msimamizi wa Usafiri  
304 E 11<sup>th</sup> Ave  
Suite 2  
Bowling Green, Kentucky 42101

Unaweza pia kutupigia simu kupitia (270) 393-3695. Tafadhali hakikisha kuwa umetoa maelezo yako ya mawasiliano ili kupokea jibu.

**Sehemu ya A: Mahitaji ya Muundo Unaoweza Kufikiwa**

Tafadhali weka alama kwenye muundo unaopendelewa wa hati hii

<input type="checkbox"/> Maandishi Makubwa	<input type="checkbox"/> TDD au Huduma ya Kuelekeza Simu	<input type="checkbox"/> Rekodi ya Sauti	<input type="checkbox"/> Nyingineyo (ikiwa imechaguliwa tafadhali taja aina gani ya muundo unayohitaji katika kisanduku kilicho hapo chini)
--	--	--	---

Bofya au gusa hapa ili kuweka maandishi.

**Sehemu ya B: Maelezo ya Mawasiliano**

Jina Bofya au gusa hapa ili kuweka maandishi.	Nambari ya Simu (ikiwa ni pamoja na msimbo wa eneo) Bofya au gusa hapa ili kuweka maandishi.
Anwani Bofya au gusa hapa ili kuweka maandishi.	Mji Bofya au gusa hapa ili kuweka maandishi.
Jimbo Bofya au gusa hapa ili kuweka maandishi.	Msimbo wa Posta Bofya au gusa hapa ili kuweka maandishi.

Barua Pepe **Bofya au gusa hapa ili kuweka maandishi.**

Je, unajaza malalamiko haya kwa niaba yako mwenyewe?

☐ Ndiyo

☐ Hapana

Ikiwa umeteua hapana, tafadhali toa jina na uhusiano wa mtu unayemlalamikia na kwa nini unajaza fomu kwa niaba yake katika kisanduku kilicho hapo chini.

**Bofya au gusa hapa ili kuweka maandishi.**

Tafadhali thibitisha kuwa umepata idhini ya mhusika ikiwa unajaza malalamiko kwa niaba ya mtu mwingine.

☐ Ndiyo

☐ Hapana

### Sehemu ya C: Aina ya Maoni

**Je, unatoa maoni ya aina gani? Tafadhali weka alama kwenye kategoria inayofaa zaidi.**

☐ Malalamiko

☐ Mapendekezo

☐ Pongezi

☐ Nyingineyo

**Ni ipi kati ya zifuatazo inaelezea asili ya maoni? Tafadhali weka alama kwenye kisanduku kimoja au zaidi cha kuteua.**

☐ Mbari

☐ Rangi ya Ngozi

☐ Asili ya Kitaifa

☐ Dini

☐ Umri

☐ Jinsia

☐ Huduma

☐ Hali ya Mapato

☐ Ufasaha Mdogo wa Kiingereza (L.E.P)

☐ Sheria ya Wamarekani Walio na Ulemavu (A.D.A)

### Sehemu ya D: Maelezo ya Maoni

**Tafadhali jibu maswali hapo chini kuhusu maoni yako**

Je, tukio lilitokea kwenye aina ifuatayo ya huduma? *Tafadhali weka alama kwenye kisanduku chochote ambacho kinaweza kufaa.*

☐ Usafiri wa Walemavu

☐ Usafiri kwa Teksi ya Kushiriki

☐ Basi



Tukio lilitokea tarehe gani?	Bofya ili kuweka tarehe katika muundo ufuatao: Siku, mwezi, mwaka	
Tuko lilitokea saa ngapi?	Bofya ili kuweka wakati	
Jina au kitambulisho cha mfanyakazi au wafanyakazi waliohusika ni gani?	Bofya au gusa hapa ili kuweka maandishi.	
Jina au kitambulisho cha wengine waliohusika, ikiwa wapo, ni gani?	Bofya au gusa hapa ili kuweka maandishi.	
Je, nambari au jina la barabara uliyotumia, kama ipo, ni gani?	Bofya au gusa hapa ili kuweka maandishi.	
Ulikuwa unaelekea wapi wakati tukio lilipotokea, ikiwa inafaa?	Bofya au gusa hapa ili kuweka maandishi.	
Tukio lilitokea katika eneo lipi?	Bofya au gusa hapa ili kuweka maandishi.	
Je, matumizi ya kifaa cha usaidizi wa kusogea ulihusika katika tukio hilo?	<input type="checkbox"/> Ndiyo	<input type="checkbox"/> Hapana
Tafadhali weka maelezo yoyote ya ziada kuhusu tukio hilo.	Bofya au gusa hapa ili kuweka maandishi.	

**Katika kisanduku kilicho hapo chini, tafadhali eleza kwa uwazi iwezekanavyo kilichotokea na kwa nini unaamini ulibaguliwa.**

Bofya au gusa hapa ili kuweka maandishi.

### Sehemu ya E: Ufuatiliaji

Huenda tukawasiliana nawe ikiwa tutahitaji maelezo au taarifa zaidi?	<input type="checkbox"/> Ndiyo	<input type="checkbox"/> Hapana
<b>Ikiwa ndiyo, ungependa tuwasiliane nawe vyema zaidi kwa njia gani? Tafadhali chagua aina ya mawasiliano unayopendelea hapo chini</b>		



<input type="checkbox"/> Simu	<input type="checkbox"/> Barua Pepe	<input type="checkbox"/> Barua
-------------------------------	-------------------------------------	--------------------------------

**Ikiwa ungependa tuwasiliane nawe kwa simu, tafadhali orodhesha siku na wakati bora zaidi wa kuwasiliana nawe.**

Bofya hapa ili kuweka wakati unaopendelea	Bofya hapa ili kuweka siku unayopendelea
---	--

### Sehemu ya F: Matokeo Yanayotarajiwa

**Tafadhali orodhesha hapo chini, ni hatua zipi ungependa zichukuliwe ili kushughulikia mgogoro au tatizo.**

Bofya au gusa hapa ili kuweka maandishi.

**Ikiwezekana, tafadhali orodhesha hapo chini mashirika yote ya ziada ambayo umewasilisha malalamiko haya kama vile mashirika ya Shirikisho, Jimbo, Eneo husika au kwa Mahakama ya Shirikisho au Jimbo. Tafadhali jumuisha maelezo ya mawasiliano ambapo malalamiko yalitumwa.**

Bofya au gusa hapa ili kuweka maandishi.

### Sehemu ya G: Saini

**Tafadhali ambatisha hati zozote ulizo nazo zinazounga mkono madai hayo. Kisha weka tarehe na usaini kwenye fomu hii na uitume kwa Jiji la Bowling Green.**

Jina Bofya au gusa hapa ili kuweka maandishi.

**Tarehe:** Bofya ili kuweka tarehe katika muundo ufuatao: Siku, mwezi, mwaka

Saini Bofya au gusa hapa ili kuweka maandishi.

## **APPENDIX 3 Complaint/Comment Form - SPANISH**

### **Formulario de queja/comentario**

La ciudad de Bowling Green se compromete a proporcionarle servicios de transporte seguros y fiables y queremos conocer su opinión. Utilice este formulario para exponer sugerencias, cumplidos y quejas.

Presente este formulario por vía electrónica enviando el documento por correo electrónico a [robert.gil@ratpdev.com](mailto:robert.gil@ratpdev.com) o entregándolo en persona en la dirección indicada a continuación.

Ciudad de Bowling Green  
Robert Gil  
Gerente de tránsito  
304 E 11<sup>th</sup> Ave  
Suite 2  
Bowling Green, Kentucky 42101

También puede llamarnos al (270) 393-3695. Asegúrese de proporcionar su información de contacto para recibir una respuesta.

#### **Sección A: Requisitos de formato accesible**

Marque el formato preferido para este documento

<input type="checkbox"/> Impresión de gran tamaño	<input type="checkbox"/> TDD o retransmisión	<input type="checkbox"/> Grabación de audio	<input type="checkbox"/> Otro (indique el tipo de formato que necesita en la casilla siguiente)
---	--	---	---

Haga clic o toque este espacio para introducir el texto.

#### **Sección B: Información de contacto**

Nombre Haga clic o toque este espacio para introducir el texto.	Número de teléfono (incluya el código de área) Haga clic o toque este espacio para introducir el texto.
Dirección Haga clic o toque este espacio para introducir el texto.	Ciudad Haga clic o toque este espacio para introducir el texto.
Estado Haga clic o toque este espacio para introducir el texto.	Código postal Haga clic o toque este espacio para introducir el texto.
Dirección de correo electrónico Haga clic o toque este espacio para introducir el texto.	
¿Está presentando esta queja en su propio nombre?	<input type="checkbox"/> Sí <input type="checkbox"/> No

¿Cuál es el nombre o la identificación del empleado o los empleados implicados?	Haga clic o toque este espacio para introducir el texto.	
¿Cuál es el nombre o la identificación de las demás personas implicadas? Cuando corresponda	Haga clic o toque este espacio para introducir el texto.	
¿Cuál era el número o el nombre de la ruta en la que se encontraba? Cuando corresponda	Haga clic o toque este espacio para introducir el texto.	
¿Cuál era la dirección o el destino al que se dirigía cuando se produjo el incidente? Cuando corresponda	Haga clic o toque este espacio para introducir el texto.	
¿Dónde se produjo el incidente?	Haga clic o toque este espacio para introducir el texto.	
¿Estuvo implicado en el incidente el uso de una ayuda a la movilidad?	<input type="checkbox"/> Sí	<input type="checkbox"/> No
Añada cualquier detalle descriptivo adicional sobre el incidente.	Haga clic o toque este espacio para introducir el texto.	

**En el recuadro siguiente, explique con la mayor claridad posible lo sucedido y el motivo por el que cree que ha sido discriminado.**

Haga clic o toque este espacio para introducir el texto.

### Sección E: Seguimiento

¿Podemos ponernos en contacto con usted en caso de necesitar más detalles o información?	<input type="checkbox"/> Sí	<input type="checkbox"/> No
<b>En caso afirmativo, ¿cómo le gustaría que nos comunicáramos con usted? Seleccione su forma de contacto preferida a continuación</b>		
<input type="checkbox"/> Teléfono	<input type="checkbox"/> Correo electrónico	<input type="checkbox"/> Correo

---

**En caso de que prefiera que nos comuniquemos con usted por teléfono, indique el mejor día y la mejor hora para localizarle.**

---

Haga clic aquí para añadir su hora preferida

Haga clic aquí para añadir su día preferido

---

#### **Sección F: Resultado deseado**

---

**Señale a continuación las medidas que le gustaría tomar para resolver el conflicto o el problema.**

---

Haga clic o toque este espacio para introducir el texto.

---

**Cuando proceda, señale a continuación todos los organismos adicionales ante los que ha presentado esta queja, como organismos federales, estatales o locales, o ante cualquier tribunal federal o estatal. Incluya la información de contacto a la que se envió la queja.**

---

Haga clic o toque este espacio para introducir el texto.

---

#### **Sección G: Firma**

---

**Adjunte cualquier documento que tenga que apoye la alegación. A continuación, póngale fecha y firme este formulario y envíelo a la ciudad de Bowling Green.**

---

Nombre Haga clic o toque este espacio para introducir el texto.

**Fecha:** Haga clic para añadir la fecha en el formato siguiente: Día, mes, año

---

Firma Haga clic o toque este espacio para introducir el texto.

---



En caso negativo, indique en la casilla siguiente el nombre, su relación con la persona por la que reclama y el motivo por el que rellena el formulario en su nombre.

Haga clic o toque este espacio para introducir el texto.

Confirme que ha obtenido la autorización de la parte agraviada en caso de presentar la solicitud en nombre de un tercero.

☐ Sí

☐ No

### Sección C: Tipo de comentario

¿Qué tipo de comentario está proporcionando? Marque la categoría que mejor corresponda.

<input type="checkbox"/> Queja	<input type="checkbox"/> Sugerencia	<input type="checkbox"/> Cumplido	<input type="checkbox"/> Otro
--------------------------------	-------------------------------------	-----------------------------------	-------------------------------

¿Cuál de las opciones siguientes describe la naturaleza del comentario? Marque una o más de las casillas.

<input type="checkbox"/> Raza	<input type="checkbox"/> Color	<input type="checkbox"/> Origen nacional	<input type="checkbox"/> Religión
<input type="checkbox"/> Edad	<input type="checkbox"/> Género	<input type="checkbox"/> Servicio	<input type="checkbox"/> Estado de los ingresos
<input type="checkbox"/> Dominio limitado del inglés (LEP)		<input type="checkbox"/> Ley para Estadounidenses con Discapacidades (ADA)	

### Sección D: Detalles del comentario

Responda las preguntas siguientes sobre su comentario

¿El incidente se produjo en el tipo de servicio siguiente? Marque las casillas que correspondan.	<input type="checkbox"/> Paratransito	<input type="checkbox"/> Taxi compartido	<input type="checkbox"/> Autobús
¿Cuál fue la fecha del incidente?	Haga clic para añadir la fecha en el formato siguiente: Día, mes, año		
¿A qué hora ocurrió el incidente?	Haga clic para añadir la hora		

#### **APPENDIX 4 List of Complaints, Investigations and Lawsuits<sup>2</sup>**

The City of Bowling Green maintains a log to track and resolve transit related complaints, investigations, and lawsuits.

**Check One:**

☒ Since the last update of this Title VI Program, there has been no transportation related civil rights investigations, complaints, or lawsuits filed with the City of \_\_\_\_\_ Bowling Green.

\_\_\_\_\_ There have been investigations, complaints and/or lawsuits filed against us. *See list below. Attach additional information as needed.*

<b>Type Complaint Investigation Lawsuit</b>	<b>Date (Month, Day, Year)</b>	<b>Complainant 's Name/Address</b>	<b>Basis of Complaint<sup>3</sup></b>	<b>Summary Complaint Description</b>	<b>Status</b>	<b>Action Taken/ Final Outcome if Resolved</b>
None	N/A	N/A	N/A	N/A	N/A	N/A

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<sup>2</sup> **Lawsuit:** The protected class under Title II is disability. The protected classes under Title VI are Race, Color and Nation Origin.

<sup>3</sup> **Basis of Complaint:** Specify Race, Color, National Origin, Disability, Religion, Sex, Age, Service, Income Status, Limited English Proficient (LEP), Safety, Other

## **APPENDIX 5 Public Participation Plan**

The purpose of the **Public Participation Plan** is to establish procedures that allow for, encourage, and monitor participation of all citizens within the City of Bowling Green service area including but not limited to low income and minority individuals, and those with limited English proficiency (LEP).

While traditional means of soliciting public participation may not reach such individuals, or might not allow for meaningful avenues of input, the intent of this effort is to take reasonable actions to provide opportunities for historically under-served populations to participate in transportation decision making efforts.

### **Goal**

The goal of public participation is to offer real opportunities for the engagement of all citizens within the City of Bowling Green service area to participate in the development of plans, programs, and services.

### **Strategies**

In order to promote inclusive public participation, the City of Bowling Green uses the following strategies, as appropriate.

- Coordination and Consultation
  - Coordinate and consult with partners, stakeholders, program participants and their caregivers, and the public affected by the distribution of state and federal transit grant programs.
  - Seek guidance and input from the Kentucky Office of Transportation Delivery on public participation mechanisms and strategies.
  - Maintain an electronic distribution list of all potential program participants, partners, stakeholders, etc.
- Accessibility and Information
  - Meetings
    - Adhere to state and federal public hearing requirements
    - Provide a general notification of meetings, particularly forums for public input, in a manner that is understandable to all populations in the area.
    - Hold meetings in locations which are accessible and reasonably welcoming to all area residents including, but not limited to, low-income and minority members of the public.
    - Employ different meeting sizes and formats
    - Provide avenues for two-way flow of information and input from populations which are not likely to attend meetings.
  - Make public information available in electronically accessible formats
  - Use social media in addition to other resources to gain public participation
  - Use radio, television, or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations may also include audio programming available on podcasts.

- Expand traditional outreach methods by visiting ethnic stores/markets and restaurants, community centers, libraries, faith-based institutions, local festivals, etc.
- Timeliness
  - Provide timely information about state and federal grant programs to affected program participants, the public, partner agencies, and other interested parties.
  - Provide adequate notice of public participation activities and time for public review and comment.
- Public Comment
  - Work openly and diligently to incorporate public comments received and to notify respondents of final plans, reports, programs, etc.
  - Provide for early, frequent, and continuous engagement by the public
- Social/Environmental Justice
  - Seek and consider the needs of those traditionally underserved by participating in outreach efforts that address the needs of minority persons, the elderly, persons with disabilities, limited English Proficient individuals, and low-income households.
  - Determine what non-English languages and other cultural barriers exist to public participation within the City of Bowling Green service area.
- Training
  - Participate in training to continuously improve the knowledge and understanding of civil rights and environmental justice principles.
- Evaluation
  - Document and maintain records of public outreach efforts.
  - Review the effectiveness of public participation activities.
  - Seek new ways to providing public input opportunities.

### **Participation Techniques**

The City of Bowling Green will use the following participation techniques as deemed appropriate. Participation techniques will be reviewed and modified each year, as necessary. If new techniques are tried and found to be successful, this list will be updated to include the new techniques.

- Booth at Community events (craft fair, festival, farmers market, parades, etc.)
- Advisory meetings and committees
- Direct mailings (letters, fliers, etc.)
- Website and social media
- Project-specific newsletter articles
- Public information meetings



- Legal advertisements
- Presentations to community partners, citizens/residents, etc.
- Press releases, meetings with local media representatives
- Surveys (telephone, internet, and public information meetings)
- Work with partner organizations

#### Public Outreach Activities

Before significant changes are made that would affect any person's ability to access transit services, City of Bowling Green Staff and its contractors associated with the public transit program will seek and document commentary and other input from all parties and representatives from community-based organizations.

When decisions are made that directly affect the overall level of service provided, all individuals and entities are given access and the opportunity to provide commentary. These decisions would include change in service, fee changes, additional routes, changes in para-transit services or any other effective decision. Individuals and entities will be provided the opportunity to make comments either in person or in writing to the City of Bowling Green Transit Manager.

Bowling Green is home to several local organizations that provide essential services to low income residents. The City of Bowling Green will discuss proposed changes with these organizations to determine how the change might impact their clientele.

The City of Bowling Green monitors Title VI compliance by reviewing complaints, if received, monthly reports and monthly DBE reports. The City has membership on the Transit Advisory Committee to assist in making sure that services are provided equally and fairly. The Transit Manager routinely make presentations to the Bowling Green Board of Commissioners and work directly with staff on changes and updates to the Transit program.

The City of Bowling Green posts a copy of its Title VI public notice in the common areas of the offices of the Department of Neighborhood and Community Services and on the City of Bowling Green website located at [www.bgky.org](http://www.bgky.org). The notice is available in English, Spanish, and Bosnian. These represent the three main languages spoken in the city, as determined in the City of Bowling Green LEP Plan.

The City of Bowling Green operates the public transit system through contracted firms. The City uses a variety of methods to disseminate Title VI information to its riders. Title VI notices are made available in English, Spanish and Bosnian. Contractors for GO bg Transit posts similar notices in the following locations:

<u>Location</u>	<u>Area(s)</u>
Downtown Transit Center	Lobby Driver's Room Maintenance Shop
All Revenue Vehicles	Behind the Driver

### Summary of Outreach Activities

The City of Bowling Green maintains a summary of the various types of outreach activities it uses to promote inclusive public participation. On an annual basis, the City of Bowling Green reviews its summary of outreach activities to determine if additional or different strategies are needed to promote inclusive public participation.

The direct public outreach and participation activities conducted by the City of Bowling Green are summarized below. Efforts include *meetings, surveys, focus groups, attendance at community events, etc.*

Information collected on the size, location, meeting format, number of attendees, etc. as well as the scope of the distribution method (i.e., information posted to social media, fliers in grocery stores and community centers, etc.) will be used for future planning efforts.

Summary of Outreach Activities					
Event Date	Name of Event/Activity	Date Publicized and Communication Method (Public Notice, Posters, Social Media, etc.)	Outreach Method (Meeting, Focus Group, Survey, etc.).	Staff Members Responsible	Notes
11/12/19	GO bg Transit Customer Satisfaction Survey	11/12/2019 Onboard Bus Survey	Survey (Face-to-Face)	Carroll Duckworth	First/Last response received 11/12/19 & 12/13/19
02/09/21	GO bg Transit Development Study	Direct E-Mail	Stakeholder Focus Group	GO bg Transit Administration/BG&WC MPO	Michael Baker International
02/10/21	GO bg Transit Development Study	Direct E-Mail	Stakeholder Focus Group	GO bg Transit Administration/BG&WC MPO	Michael Baker International
02/10/21 to 02/23/21	GO bg Transit Development Study	Direct E-Mail, Public Notice, Social Media	Survey	GO bg Transit Administration/BG&WC MPO	Michael Baker International
02/16/21	GO bg Transit Development Study	Direct E-Mail, Public Notice, Social Media	Public Virtual Meeting	GO bg Transit Administration/BG&WC MPO	Michael Baker International
02/16/21	GO bg Transit Development Study	Direct E-Mail	Local Officials Meeting	GO bg Transit Administration/BG&WC MPO	Michael Baker International

The City of Bowling Green is governed by an elected Board of Commissioners (4) that each serves a two-year term and a mayor that serves a four-year term. The Board of Commissioners

appoints members to a total of 33 separate boards, none of which oversee the operation or management of the transit program.

The City of Bowling Green does not select members to transit-related, non-elected planning boards, advisory councils, or committees as it is governed with a dedicated administration.

In coordination with the City of Bowling Green, the oversight of the transit program is provided by a Transit Management Contractor which oversees a contracted transit operator in which both firms work with the Transit Advisory Committee.

#### Transit Advisory Committee

#### **GO bg TRANSIT ADVISORY COMMITTEE (GOTAC)**

<b>ORGANIZATION REPRESENTATIVE</b>	<b>COUNT</b>	<b>RACE ETHNICITY</b>	<b>SEX</b>
<b>GO bg Transit</b> , Administration and Operations Management	2	C/H	M
<b>City of Bowling Green</b> , Neighborhood and Community Services	1	H	F
<b>City of Bowling Green</b> , Public Works Department	1	C	M
<b>Housing Authority of Bowling Green</b> , Administration	1	B	M
<b>Barren River Area Development District</b> , Planning & Development	1	C	M
<b>City County Planning Commission</b> , MPO Coordinator	1	C	F
<b>Western Kentucky University</b> , Parking and Transportation	1	C	F
<b>Southcentral Kentucky Community &amp; Technical College</b> , Administration	1	C	M
<b>Med Center Health</b> , Administration	1	C	M
<b>TriStar Greenview Regional Hospital</b> , Administration	1	C	M
<b>Kentucky Career Center</b> , Administration	1	C	M
<b>LifeSkills, Inc.</b> , Administration	1	C	F
<b>BRASS, Inc.</b> , Administration	1	C	F
<b>United Way of Southern Kentucky</b> , Administration	1	C	F
<b>Center for Accessible Living</b> , Administration	1	C	F
<b>South Central Kentucky Council of the Blind</b> , Administration	1	C	M

17

**Total Members: 17 Race/Ethnicity: Caucasian-14 Hispanic-2 Black-1 Female-7 Male-10**

#### Facility Construction

The GO bg Transit System rarely undertakes new construction activities. If a National Environmental Policy Act (NEPA) activity is going to take place with FTA funding, the City of Bowling Green will integrate Environmental Justice into their NEPA documentation. If the City of Bowling Green will be completing documentation related to a Categorical Exclusion (CE), staff will use the standard FTA CE Checklist. If the project will require an Environmental Assessment (EA) or an Environmental Impact Statement (EIS), staff will integrate environmental justice analyses that include the following components:

- A description of low-income and minority population within the affected area with a discussion of source methodology;
- A description of all the effects, both adverse and positive of the project both during and after construction that would affect the identified minority and low-income population;
- A description of all mitigation and environmental enhancement actions incorporated into

the project to address the adverse effects;

- A description of other effects and a justification on why additional mitigation was not proposed;
- When projects affect both minority and low-income areas and non-monitory and non-low-income areas, a comparison of mitigation and environmental actions for both areas should be completed. If a determination is made that there is no basis for comparison, a description should be included.

The City of Bowling Green does not have any pending and does not currently have any plans for FTA related construction projects that would require an equity analysis.

**APPENDIX 6 Limited English Proficiency (LEP) Plan**

**CITY OF BOWLING GREEN  
LANGUAGE ACCESS PLAN**

*Revised November 2021*





## Background and Legal Purpose

The City of Bowling Green (“City”) is growing more diverse. Increasing numbers of those who live, work, or spend time in the City are not proficient in English. The City must be capable of delivering services to all residents regardless of their English language ability in order to execute municipal functions effectively. Whether seeking to protect public safety, responding to emergencies, or collecting revenues, poor communications between city employees and limited English proficient (LEP) residents will undermine the quality of services rendered. The ability to deliver services in different languages makes the city a more hospitable location for newcomers to settle, promotes the development of small businesses and facilitates sound emergency management planning.

This document serves as the plan for the City of Bowling Green to provide a framework for the provision of timely and effective language assistance to City services for persons with limited English proficiency (LEP). It is designed to respond to Title VI of the Civil Rights Act of 1964 Section 601 which provides that no person shall “on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

The Supreme Court, in *Lau v. Nichols*, 414 U.S. 563 (1974), stated that a recipient’s failure to ensure meaningful opportunity to national origin minority, limited-English proficient persons to participate in the federally funded program violates Title VI and Title VI regulations because such conduct constitutes national-origin discrimination.

On August 11, 2000, President Clinton signed Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency.” The Executive Order requires federal agencies to examine the services they provide, identify any need for services to those with Limited English Proficiency (LEP), and develop and implement a system to provide those services so LEP persons can have meaningful access to them.

## Vision Statement

The City of Bowling Green will be a leader in customer service to all people who live, work, and play here; specifically, it will be a pacesetter among organizations seeking to eliminate language as a barrier and obstacle to its residents and visitors enjoyment of the full scope of its municipal services. We will seek to achieve levels of service which are fully compliant with Title VI and Executive Order 13166, and which set a high, consistent standard across departments that meets or exceeds the expectations of its residents, partners, and peers.

## Limited English Proficiency (LEP) Population Assessment and Four-Factor Analysis:

### 1. Number or Proportion of LEP individuals

To determine the number or proportion of LEP individuals in the City of Bowling Green, language data is compiled through the following data sources: U.S. Census Bureau, Warren County Public School System, Bowling Green Independent School District, Western Kentucky Refugee Mutual Assistance Association (WKRMAA/Bowling Green International Center). The most accurate data source comes from the most recent records provided by the City’s

interpretation services provider *LanguageLine Solutions*.

According to the 2019 American Community Survey, 5-year estimates, approximately 12.8% of the total population in the City of Bowling Green is foreign-born, and consequently 16.2% of residents in Bowling Green over the age of five (5) speak a language other than English at home. Of the 12,500 residents in the City of Bowling Green who speak a language other than English, 7,277 speak English “less than very well.”

Warren County Public Schools is the fourth largest school district in the state of Kentucky, boasting a total student population of 17,939. According to the 2020-2021 School Report Card, there are currently 2,778 students identified as English Learners. The most prevalent languages spoken by these students are Spanish (32%), Burmese (11.6%), Bosnian (10.6%), Swahili (9.5%), Karen (6.2%). The Bowling Green Independent School District also reports that 14% of their total student populations are English Learners (EL), with a total student population of 4,858 and 733 students identified as English Learners. The most prevalent languages spoken by these students are Spanish (53%), Swahili (26%), Burmese (2.4%), Bosnian (2.3%), Karen (1.6%).

The International Center of Bowling Green serves as a designated Refugee Resettlement Agency reporting 198 total arrivals to Bowling Green from October 1, 2020, to September 8, 2021, divided by immigration status as: 156 Refugees, 28 Secondary Migrants, and 14 Cuban entrants. The top five languages spoken by arrivals include Bembe (100), Swahili (68), Spanish (17), Karen (5), Chin (3). The International Center projects to resettle 490 refugees in FY 2022.

The City of Bowling Green compiles language data primarily via its interpretation services provider *LanguageLine Solutions*. Language Data compiled derives from LEP patrons seeking language assistance via the Bowling Green Police Department 911 Dispatch Center and the language line provided to the rest of the City Departments. Over-the-phone interpretation services indicate that, over the months of November 2020 through October 2021, the languages most frequently requested for interpretation were Spanish, Swahili, Burmese, Arabic, and Karen in order of relevance. There were 32 languages documented for over-the-phone and video remote interpreter use in a twelve-month period.

## 2. Frequency of Contacts

To gauge the frequency of contacts from LEP patrons seeking City services, two main methods are utilized to collect data:

1. **Contracted Interpreter Services via LanguageLine Solutions:** Data collected over the past 12 months (Nov. 2020 – Oct. 2021) shows a total of 1,695 calls placed by City employees to our interpreter services provider. These calls can be divided into 1,227 placed by 911 Police Dispatch, 441 placed by all other City Departments, and 27 placed to the video remote interpreter service. Collectively there were 22,800 minutes of language interpretation provided to LEP patrons seeking City services.
2. **International Communities Liaison Division (ICL):** The City of Bowling Green's International Communities Liaison (ICL) serves to coordinate the City's role in

communicating and working effectively with the diverse international communities represented in Bowling Green, and to serve as an advocate for Limited English Proficient (LEP) persons who may seek City services. Because of the nature of the division, this position's primary target is the LEP population seeking City services. The ICL tracks information and assistance provided to the LEP population via a web-based tracking system called New World. Data compiled between Jan. 2020 and July 2021 shows there were 1,351 cases recorded in New World, 798 of the cases recorded was assistance provided to Spanish-speaking patrons, and the services were provided directly in Spanish without the need of an interpreter. The 798 cases would be considered unduplicated cases since they were not counted in the report for contracted interpreting services.

### 3. Nature and Importance of the Program or Activity

The services provided by the City of Bowling Green are varied and diverse, ranging from emergency to parks and recreation services. The Bowling Green Police Department and the Bowling Green Fire Department provide services that are of an emergency nature. Because access to emergency services is crucial for all residents, the Bowling Green Police Department, whose dispatch center also processes incoming emergency contacts for the Bowling Green Fire Department, has two dedicated 24/7 language lines whose calls are escalated to emergency nature. Access to other City services may not necessarily rise to an emergency; nevertheless, ensuring equal access by all residents promotes the development of an inclusive community.

### 4. Resources Available

The City of Bowling Green recognizes the growing diversity of its citizens and strives to offer, whenever practicable, and provide the same high quality of service to all citizens, regardless of their language and communication abilities. This is a list current available resources:

#### A. Language Access:

1. **Language Access Plan (LAP):** This document serves as the plan for the City of Bowling Green to provide a framework for the provision of timely and effective language assistance to City services for persons with Limited English Proficiency (LEP). A copy of the city's Language Access Plan is available to City staff via *OnBase under the BGKY – Language Access Section*.
2. **International Communities Liaison Coordinator (ICL):** The ICL serves to coordinate the City's role in communicating and working effectively with the diverse international communities represented in Bowling Green, and to serve as an advocate for LEP (Limited English Proficient) persons who may seek City services. The ICL is responsible for the oversight and implementation of the City's Language Access Plan.
3. **Bilingual Staff:** bilingual and multicultural City employees may work in various departments, contact the International Communities Liaison (ICL) for updated information on which staff is qualified to provide language assistance.
4. **LanguageLine Solutions Interpreter Service:** The City contracts with this service provider to provide telephonic & video remote interpreting free of charge to LEP

patrons in **200+ different languages**. Refer to the Language Access Measures on page to see procedures related to accessing this service.

5. **Interpretation Services:** Procuring face-to-face interpreters is provided to employees via the City's International Communities Liaison Division at 270-393-3766.

B. Translated copies of essential forms:

Translated documents are available via the City's Language Access Portal and the International Communities Liaison Division and include:

- a. **"I Speaks Cards:"** available in 15 languages
- b. **International Communities Liaison Brochure:** available in 10 languages
- c. **Information for Victims of Crime Brochure:** available in English, Spanish, and Burmese (electronic form available).
- d. **Traffic Laws Brochures:** available in English, Spanish, and Burmese (electronic form available).
- e. **Keeping Your Children Safe Brochures:** available in English, Spanish, Burmese, Swahili, and Arabic (electronic form available).
- f. **In Case of Emergency Brochures:** available in English, Spanish, Arabic, and Swahili (electronic form available).
- g. **International Driver's License Scam Notice:** available in English, Spanish, and Burmese (electronic form available).
- h. **Miranda Rights Form:** available in English and Spanish (electronic form available).
- i. **Consent to Search Form:** available in English and Spanish (electronic form available).
- j. **Welcome to the Neighborhood Brochure:** available in Spanish and Bosnian (few copies available in print, no electronic copy available).
- k. **City of Bowling Green Website:** can be translated into multiple languages by clicking on a small link labeled "Translate" on the top right hand corner of the website. All information on the site will be translated, although the accuracy of the translation using Google translate is questionable. As of November 2021, there are 109 languages supported by Google Translate.

Purpose of City's Language Access Plan

The purpose of this plan is to establish and provide greater access and participation in public services, programs, and activities for residents of the City of Bowling Green with limited or no-English proficiency. "Access and participate" means to be informed of, participate in, and benefit from public services, programs, and activities offered by the City of Bowling Green at a level equal to English proficient individuals.

Following these guidelines is essential to the success of our mission to: "strengthen our vibrant community by focusing on quality of life, service delivery, fiscal responsibility, public safety, neighborhood revitalization, visionary leadership, and economic

development.

## Definitions

1. **Limited English Proficiency (LEP).** Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English can be limited English proficient, or "LEP." These individuals may be entitled language assistance with respect to a particular type or service, benefit, or encounter.
2. **Bilingual Staff.** People who are fully bilingual are fluent in two languages. They are able to conduct the business of the workplace in either of those languages. Bilingual staff can assist in meeting the Title VI and Executive Order 13166 requirement for federally conducted and federally assisted programs and activities to ensure meaningful access to LEP persons.
3. **Interpretation vs. Translation.** Interpretation involves the immediate communication of meaning from one language (the source language) into another (the target language). An interpreter conveys meaning orally, while a translator conveys meaning from written text to written text. As a result, interpretation requires skills different from those needed for translation.

## Language Assistance Procedures

### Identifying LEP individuals that need language assistance

The City of Bowling Green will have in place mechanisms to assess, on a regular and consistent basis, the language assistance needs of current and potential residents who access City services and the City's capacity to meet the needs according to the elements of this plan.

The following procedures have been adopted to identify the language needs of LEP individuals seeking City services:

- a. All current staff and personnel in a public contact position (PCP) will use language identification cards, or "I speak cards" which invite LEP individuals to identify their language need. City specific "I speak cards" are available in 15 languages and can be accessed by employees and residents via the Language Access Portal on the City's main website at: <https://www.bgky.org/language>.
- b. Bilingual staff can provide assistance in the target language of the LEP patron, for services, that they have been hired and trained by the City to provide within the scope of their position and duties. Bilingual staff should not be assumed to be competent interpreters and should not be used in such manner unless they have gone through approved training to provide language interpretation. The ICL should be consulted to make a determination of the language fluency and interpretation capacity for bilingual staff in question.
- c. If an LEP individual is unable to identify his/her primary language spoken, the (PCP) staff will call the City's over-the-phone service provider *LanguageLine Solutions* at 1-






- 866-874-3972** to obtain assistance in identifying the language.
- d. Notices shall be posted at public entrances notifying LEP individuals of language assistance and the right to obtain free interpretation services if needed. This will encourage LEP individuals to identify themselves and request an interpreter in their preferred language.
  - e. Language fields will be added to forms and documents, paper or electronic, available for the public to complete in order to access City services. Staff will be able to identify the preferred language used on the form and seek appropriate interpretation services.

#### Language Access Measures

City staff can provide language access to residents who are Limited English Proficient (LEP), whether the need is over-the-phone interpretation, video remote interpretation or face-to-face interpretation. Staff should refer to the procedures below that best apply to their position:

#### Over-the-Phone Interpretation Procedures for all City Departments, except Bowling Green Police Department:

1. If caller is on the telephone and speaking a language other than English, the *LanguageLine Solutions* line shall be accessed immediately. If the caller speaks limited English, notify them of their right to an interpreter. If there is difficulty communicating, the language line shall be accessed.
2. Ask the caller what language they speak:
  - **In Spanish:** *¿Habla Usted Español?* This means: “Do you speak Spanish?”
  - If the answer is: *Si = Yes*
  - Ask the caller to please hold – **In Spanish:** *Un momento, por favor. No cuelgue (kwel – geh).* This means: “One moment, please. Do not hang up.”
  - If the caller does not speak Spanish, “Language Line” will help in determining the caller’s language.
3. To access the *Language Line Solutions* over-the-phone Interpretation Services you must have a three-way conference call. To add on a third party:
  - From a connected call  (not on hold), press the **Conference**  button
  - Make a new call to *LanguageLine Solutions* at:  
DIAL: 1-866-874-3972
  - A voice response system will prompt you to enter your 6-digit Client ID:
  - Enter the City’s Client ID: 
  - You will be prompted to choose between two (2) options:
    - For Spanish Press 1
    - For Other Press 2
  - If the LEP patron requires a language other than Spanish, you must be able to




Speak the requested language into the phone. The voice response system will repeat the name of the language requested and you must verify if it is correct.

- An interpreter in the requested language will be live on the phone within seconds. The Interpreter will introduce themselves and provide an #ID. Document the name and ID# of the interpreter for reference.
- The interpreter will collect the following pieces of information from the employee: Department Name and Employee Number. This information is necessary to monitor how the service is being utilized across City Departments. Press the **Conference** button again. The conference begins and the phone displays “Conference” instead of caller ID.



- Repeat these steps to add more participants.
4. Continue with the call as usual, offering services and making appropriate referrals. Be mindful of working with an interpreter over-the-phone and follow the tips provided during training on how to work effectively with interpreters. The conference ends when all participants hang up.

✓ **“Conference in” a held call**

1. From a connected call  (not on hold), press the Conference button 
2. Press the pulsing green line button  for the held call that you want to add. Or, if the held call is on another line, press the Active Calls softkey, choose a call from the list, and press the Conference button.
3. The conference ends when all participants hang up.

✓ **Over-the-phone Interpretation Procedures for the Bowling Green Police**

**Department:** To expedite access to a language interpreter, the Bowling Green Police Department has two separate dedicated over-the-phone interpreter lines through *Language Line Solutions*, one specifically for Spanish language calls, which can be accessed through 911 Police dispatch. **This line is available for emergency personnel and first responders only.**

1. To access the “LanguageLine Solutions” you must contact Police dispatch at 393-3537 or 393-4580, a dispatcher will assist you in connecting to this service.

- ✓ **Over-the-Phone Interpretation Procedures from Mobile Phones:** The over-the-phone interpretation service is available from any phone. If you are on the field and require this service to communicate with an LEP resident face-to-face follow these procedures:
  1. If resident is speaking another language, the over-the-phone interpreter service shall be accessed immediately. If the resident speaks limited English, notify them of their right to an interpreter. If there is difficulty communicating, the language line shall be accessed.
  2. Ask the resident what language they speak:
    - **In Spanish:** ¿Habla Usted Español? This means: “Do you speak Spanish?”
    - If the answer is: *Si = Yes*
    - Ask the resident to please wait – **In Spanish:** *Un momento, por favor.* This means: “One moment, please.”
  3. If the resident does not speak Spanish, show them the Language Identification Brochure or “I Speak Card;” show him/her the portion of the card for the area of the world you believe he/she comes from. This will help you determine what language you need.
  4. Make a new call to *LanguageLine Solutions* at:  
DIAL: 1-866-874-3972
  5. A voice response system will prompt you to enter your 6-digit Client ID:  
Enter the City’s Client ID: XXXXXXXXXX
  6. You will be prompted to choose between two (2) options:
    - For Spanish Press 1
    - For Other Press 2
  7. If the LEP patron requires a language other than Spanish, you must be able to speak the requested language onto the phone. The voice response system will repeat the name of the language requested and you must verify if it is correct.
  8. An interpreter in the requested language will be live on the phone within seconds. The Interpreter will introduce themselves and provide an #ID. Document the name and ID# of the interpreter for reference.
  9. The interpreter will collect the following pieces of information from the employee: Department Name and Employee Number. This information is necessary to monitor how the service is being utilized across City Departments.
  10. Inform the interpreter that you are face-to-face with an LEP resident and are using a mobile phone and you will need to put the interpreter on speakerphone in order for all three individuals to communicate.
  11. Communicate with resident as usual, offering services and making appropriate referrals. Be mindful of working with an interpreter over-the-phone and follow the tips provided during training on how work effectively with interpreters.
- ✓ **Video Remote Interpretation for City Staff with Mobile Devices:** City employees with city-issued mobile devices have access to a video remote interpreting (VRI) mobile app

that offers on-demand, one-touch access to trained interpreters in more than 240 audio-only languages, as well as video interpreters in 36 languages, including American Sign Language (ASL). The City contracts with *LanguageLine InSight Video Interpreting®* to have access to this technology. It is available via tablet, smartphone, or laptop. It allows limited-English speakers, as well as the Deaf and Hard-of-Hearing, to feel heard and seen by another person. Functioning much like FaceTime or Skype, a City employee presses a single button, and within seconds, a live, professional ASL or language interpreter appears on the screen to interpret questions and answers between the employee and citizen.

Video Remote Interpreter (VRI) is an added resource and does not substitute the 1- 800 language line. Employees should continue using the Language Line over-the- phone as the preferred method and use Video if the situation warrants. *The VRI App.is available to City employees with City issued devices and or Cell Stipends ONLY – the services should NOT be downloaded to personal phones/devices unless you receive a stipend.*

1. Download the *LanguageLine Insight App.* onto your mobile device



2. Naming the Device – users must name their device with their computer login name/username, i.e., becl51

3. If user has a second device it should be named with their login name/username followed by #2, i.e., bekl51#2
4. Devices NOT assigned to particular employees should contact IT Helpdesk to assist in naming the device.
5. The device name is the ONLY way to identify the user, therefore devices with incorrect names are subject to deactivation
6. The authentication code is the same for all devices is: [REDACTED]. Once user activates the device, it will remain activated, and it will NOT require activation code for each use.
7. For 24/7 Technical Support, please call 1 (844) 373 – 1951 and for any other issues please contact the City’s ICL.

✓ **In-person Interpretation for City Staff in Public Contact Positions:** If your position deals with the public, please follow these procedures when helping an LEP resident in person:

1. If the resident speaks limited English, notify them of their right to an interpreter by pointing to the public notice or “I Speak cards” that specify this information.
2. Ask the resident what language they speak:
  - **In Spanish:** *¿Habla Usted Español?* This means: “Do you speak Spanish.”
  - If the answer is: *Si = Yes*
  - Ask the resident to please wait – **In Spanish:** *Un momento, por favor.*
  - Call Leyda Becker at #3766 and if available, will come to help interpret for the resident face-to-face or over the telephone.
3. If the resident does not speak Spanish and/or Leyda Becker is not available to interpret face-to-face show them the Language Identification Brochure or “I Speak Card;” show him/her the portion of the card for the area of the world you believe he/she comes from. This will help you determine what language you need.
4. City Staff will never require a family member or friend to be used as an interpreter unless the applicant/customer requests such assistance from their family member or friend.
5. Make a new call to *LanguageLine Solutions* at:  
DIAL: 1-866-874-3972
6. A voice response system will prompt you to enter your 6-digit Client ID:  
Enter the City’s Client ID: [REDACTED]
7. You will be prompted to choose between two (2) options:
  - For Spanish Press 1
  - For Other Press 2
8. If the LEP patron requires a language other than Spanish, you must be able to speak the requested language onto the phone. The voice response system will repeat the name of the language requested and you must verify if it is correct.
9. An interpreter in the requested language will be live on the phone within seconds. The



Interpreter will introduce themselves and provide an #ID. Document the name and ID# of the interpreter for reference. The interpreter will collect the following pieces of information from the employee: Department Name and Employee Number. This information is necessary to monitor how the service is being utilized across City Departments.

10. Communicate with resident as usual, offering services and making appropriate referrals. Be mindful of working with an interpreter over-the-phone and follow the tips provided during training on how to work effectively with interpreters.

✓ **Face-to-Face Interpretation for City Staff when meeting with LEP Clients** - When scheduling meetings, public information forums, etc. where LEP clients may be present, staff should schedule an in-person interpreter to be available for the LEP client. Follow these procedures to schedule an interpreter:

1. **Spanish Language Interpreter** – If it has been identified that the LEP Client needing language access speaks Spanish, contact Leyda Becker, International Communities Liaison, at leyda.becker@bgky.org or at #3766 to interpret for you.

2. **Interpreters for Other Languages** –

- Contact Leyda Becker, International Communities Liaison, at leyda.becker@bgky.org or at #3766. The ICL can assist any City Department in contracting an interpreter.
- Place a service request for an interpreter at least 3 days in advance if possible. Although this may not be possible in a number of settings, allow adequate time for contracting agency to reach a face-to-face interpreter.

Translated copies of essential forms

- a. The City of Bowling Green will coordinate the translations of vital documents into the top Languages spoken by LEP patrons.
- b. The extent of the City's obligation to provide written translations of documents should be determined by looking at the totality of the circumstances in light of the four factor analysis and the following factors: (1) the nature and importance of the information or document; (2) the number of persons who are eligible to be served and/or likely affected by the City's program is necessary. Such written materials to be translated could include:

- Applications to participate in a program or activity or to receive benefits or services,
- Consent and complaint forms,
- Intake forms with the potential for important consequences,
- Written notices of rights, denial, loss, or decreases in benefits or services,
- Notices advising LEP persons of free language assistance,
- Outreach materials published by City Departments that inform individuals about their rights or eligibility requirements for benefits and participation,

- Hard Copies of the above translated documents will be made available upon request or via the city's website.
- c. The city will incorporate plain language guidelines and standards into all translated materials so that documents are HDV(WR(UHDG
- d. Most translated documents should be posted on the City's website in the Language Access Portal page (<https://www.bgky.org/language>) and/or the City's International Communities Liaison Division (ICL) page (<https://www.bgky.org/ncs/icl>).
- e. The ICL will work with the Information Technology Department to develop an online language access policy pertaining to websites which each department intends to follow where practicable. A copy of the city's Language Access Plan is available to City staff via OnBase under the BGKY – Language Access Section.

#### Providing notice to LEP individuals of language assistance

The Language Access Plan also takes into account physical signage and spatial considerations so that interactions between City Staff and LEP patrons can take place in a cordial and appropriate manner.

- a. Each Department shall take appropriate steps to inform all patrons, applicants, recipients, community organizations, and other interested persons, including those whose primary language is other than English, of the provisions of this plan. Such notification shall also identify the name, office telephone number, and office address of the employee(s) responsible for compliance with this plan.
- b. Each department shall post and maintain signs in regularly encountered languages other than English in waiting rooms, reception areas and other initial points of entries. These signs must inform patrons, applicants, and beneficiaries of their right to free language assistance services and invite them to identify themselves as persons needing such services.

#### Training staff on LEP policies and procedures

The International Communities Liaison will oversee the implementation of training provided to City of Bowling Green employees on the City's language access plan, policies, and procedures.

#### 1. Diversity, Equity, and Inclusion Trainings:

- The City of Bowling Green entered into a license agreement with the Cross Cultural Health Care Program in Seattle, WA in 2014 for the Level 1 license fee. This license allows the CHCP licensed trainer to use the CCHCP Equity and Inclusion Training curriculum and materials within the organization and for internal staff only. Currently the only City staff licensed to train is the International Communities Liaison (ICL).

- All full-time and permanent part-time employees of the City of Bowling Green are required to attend this training within the first year of employment.
- Trainings are scheduled on an as-needed basis by the International Communities Liaison (ICL) working with Human Resource Department to identify employees in need of training. The ICL coordinates with each Department's Language Access Taskforce representative to notify employees and supervisors of upcoming training opportunities. Sign-in sheets with employee signatures will be used to record participation and employees will be credited for attending the training in Target Solutions.

## 2. Language Access Training:

- All full-time and permanent part-time employees of the City of Bowling Green are required to attend this training within the first year of employment and provided in conjunction with the Cultural Competency Training.
- Language Access Training refresher will be offered annually to all City employees via the Target Solutions platform.
- The City's Language Access Taskforce representatives will be the main point of contact in each Department and will work with the ICL to ensure that all new employees have been signed up to attend a training within their first year of employment.
- The ICL will work with managerial and supervisory staff, even if they do not interact regularly with LEP persons, to integrate the city's Language Access Plan into every city department in order to reinforce its importance and ensure its implementation by staff.
- The ICL will oversee the development of the necessary internal training programs, documents, and materials to inform City staff of language access programs, policies, and procedures.

## Monitoring Agency and Contracted offices for compliance

- a. A City employee Language Access Taskforce will be created to assist the International Communities Liaison in monitoring and implementing the language access plan. This taskforce will be composed of City staff and personnel who are key stakeholders to the success of the plan's implementation and appointed by Senior Management in each department.
- b. The Language Access Taskforce will convene on an as needed basis. The taskforce will make the following assessments in considering changes and improvements to the plan:
  - Reports indicating the number of requests for interpretation received and what languages were requested will be compiled by the taskforce.

- A determination of whether existing assistance is meeting the needs of residents with Limited English Proficiency. For example, were they able to assist the patron in getting the document they requested, did they refer them to the correct agency if we were unable to assist them?
  - An assessment of whether staff members understand the City's Language Access Plan its policies and procedures and how to implement them.
  - Available Language Resources and a determination of their effectiveness in providing language assistance.
- c. The ICL will work with the City's International Communities Advisory Council to provide advisement regarding the needs of New Americans residing in Bowling Green. Changes and improvements will be made to the Language Access Plan based on recommendations made by the International Communities Advisory Council and the Language Access Taskforce.

#### Outreach Measures

The International Communities Liaison will develop a plan to conduct outreach to communities with limited or no-English proficient populations about the City of Bowling Green's language access plans and about the benefits and services to be offered under the Language Access Plan. Methods of outreach may include the following:

- Organize events in LEP communities (e.g., fairs, community meetings, forums, educational workshops, etc.);
- Disseminate information through LEP media outlets when applicable (e.g., local TV, newspapers, and radio);
- Partner with Community-based organizations to implement a project and/or deliver a service;
- Distribute flyers, brochures, and other printed material;
- Disseminate information through the city's website;
- Issue press releases;
- Run a topic-specific campaign to raise awareness of a particular service or project in an LEP community;
- Sponsor educational, informational, cultural and/or social events in LEP communities;
- Participate in LEP community events and/or meetings;
- Invite LEP community to visit city service site(s) and government facilities;
- Cosponsor community events with Community-based organizations and other LEP organizations;
- Organize regular needs assessment meetings with LEP Community-based organizations.

**APPENDIX 7 Service Standards Policy**



GO bg Transit

**SERVICE STANDARDS POLICY**

October 29, 2021



## **SUMMARY**

GO bg Transit was started in 1993 by Community Action of Southern Kentucky with funds from The United Way. The City of Bowling Green, Kentucky, had no public transit service in place at that time. In 2003, the City of Bowling Green became eligible to receive funds from the Federal Transit Administration's Urbanized Area Formula Grant Section 5307 for public transportation.

In 2020, the City of Bowling Green solicited through the procurement process for Transit Management and Operations Services. The decision was made by the City of Bowling Green to award a management contract to RATP Dev USA and an operations contract to the Community Action of Southern Kentucky. The City of Bowling Green has planned to continue competitively procure management and operations services every three years.

GO bg Transit coordinates with community partners to secure alternative funding opportunities to procure and install additional bus shelters and transit stop amenities for the fixed route stops as financially permitted. GO bg Transit collaborates with private business and property owners wherever possible to include transit stop amenities in new property and land use development, and property rehabilitation when it will serve the community and be readily accessible adhering to Americans with Disabilities Act (ADA) requirements. The City of Bowling Green has previously assisted GO bg Transit with funding from Community Development Block Grants (CDBG) to procure bus shelters. Additional bus stop amenities are incorporated into the development as financial resources permit.

The City of Bowling has adopted a Title VI Policy and Procedures to ensure service design and operational practices do not result in discrimination on the basis race, color, or national origin. Service policies may differ from service standards in that they are not necessarily based on quantitative threshold.

## **PURPOSE**

The Transit Service Guidelines are designed to provide cost effective, convenient, and reliable service for transit customers. The guidelines define the conditions that require action when standards are not met but allow flexibility to respond to varied customer needs and community expectations in an accountable, equitable and efficient manner. As stated above this document is a guideline and is subject to transit administration interpretation and discretionary use. Due to the sustaining and projected growth in City of Bowling Green, markets, and customer expectations are ever changing as well as growing thus these service guidelines are considered to be a living document.

GO bg Transit ensures that no person or groups of persons shall be discriminated against with regard to the routing, scheduling, or quality of service of transportation service furnished as part of the project on the basis of race, color, or national origin. Furthermore, frequency of service,

age and quality of vehicles assigned to routes, quality of stations serving different routes, and location of routes shall not be determined on the basis of race, color, or national origin.

### **GO bg TRANSIT SERVICE GUIDELINES**

The adopted service guidelines are in the following areas:

- Transit Coverage
- Transit Access
- Bus Stop Spacing and Amenities
- Route Monitoring System
- New Transit Services
- Load Standards
- On-time Performance
- Duplication of Service
- Route Directness
- Route Patterns
- Service Frequency and Span
- Vehicle Assignment
- Title VI Guidelines
- Service Change policy and procedures

The service guidelines are intended to be applied to two primary areas of focus: the evaluation of existing services and the evaluation of proposals for new service.

As an example, the service guidelines can be applied in the following situations:

- Restructuring service to **eliminate lower productivity** segments or branches or **adjusting service frequency** to better reflect the demand for service. Routes that do not meet standards are not automatically eliminated. These guidelines call for the elimination of unproductive routes only as a last resort when it has been determined that no cost- effective actions are available to improve the productivity of the service. The guidelines for evaluation of existing routes are not intended to preclude changes to routes that meet these minimum standards.

In many cases, it may be possible to improve the productivity of routes that meet the minimum standards by making changes to headways or trip times. These guidelines should not be used to prevent changes to improve the efficiency of existing routes, as long as the changes meet the route design standards.

- The evaluation of new service proposals will take place as **proposals are received or needs identified**. New service proposals will be evaluated based on the most recent information available regarding system standards. Decisions regarding implementation of new routes will be made through the service planning process and by the Internal Transit Service Development Review Committee.

### **TRAVEL MARKETS**

Public Transportation cannot reasonably serve all person trips within a city. However, transit can compete effectively for market share in many situations. To guide decisions on resource allocation and to provide a basis for measuring performance over time, GO bg Transit has identified those markets where it will seek to be competitive. The selected local travel markets are consistent with the GO bg Transit Vision and will support attainment of the GO bg Transit Strategic Objectives, regional coordination plan, and the objectives of the City of Bowling Green plan.

#### Travel Markets

GO bg Transit will identify and consider City of Bowling Green and area economic development plans when service changes or reductions are proposed. Travel markets reviewed will include but not limited to the following:

- Financial (e.g., banks and loan institutions)
- Medical (e.g., hospitals and health clinics)
- Educational (e.g., primary, secondary, and post-secondary institutions)
- Social Services
- Dining
- Safety (Road safety, city engineers, power company, cable company & other utilities)
- Legal Services
- Grocery
- Fitness
- Recreation
- Parks
- Entertainment (e.g., Theaters, Bingo, etc.)
- Extracurricular Activities
- Nutrition Centers
- Assisted Living Centers
- Business Centers
- Workforce Development Centers
- Nonprofit Services
- Emergency Housing

- Emergency Services
- Alternative Transportation (e.g., Greyhound, Taxi, Airport)
- Mail Logistic Centers (USPS, FedEx, UPS)
- Utility Services;
- Community Centers
- Housing and Urban Development Centers
- Religious Services
- Neighborhood Services
- Vital Records
- Security

### **TRANSIT COVERAGE**

The purpose of these guidelines is to provide convenient access to transit service in all areas exceeding a minimum density. It is very difficult to provide effective transit services in low-density areas. This guideline supports the land-use goal of encouraging higher densities in coordination with transit services. Census block group and Traffic Analysis Zone (TAZ) data will be used to measure residential and employment density. City of Bowling Green Neighborhood & Community Services Department – Neighborhood Improvements Program, City-County Planning Commission, and Warren County Metropolitan Planning Organization issues documents, study's, and guides to aid in aggregating the information. The coverage area will be three-quarter mile around the desired pick-up area.

#### **Residential Density**

In order for an area within City of Bowling Green UZA to be considered for GO bg Transit fixed- route services, the area must meet a residential density more than 2.8 persons per acre.

Employment factors will be considered when recommending transportation coverage to UZA areas around City of Bowling Green.

#### **Suburban Areas**

In outlying suburban areas, park and ride lot plans will be considered only if practical in UZA areas likely to attract good ridership and in locations where they can effectively intercept potential riders. Currently GO bg Transit does not have service in the surrounding areas to City of Bowling Green.

## **TRANSIT ACCESS**

Buses can do substantial damage to parking lots and roadways that are not built to accommodate the weight of a bus. This needs to be considered in the planning for transit services.

### **Road Condition**

Transit service will only be provided on paved roadways that have sufficient strength to accommodate repetitive bus and transit vehicle axle loads. The roadways must be in good condition and buses must safely be able to maneuver.

## **BUS STOP DESIGN**

This section contains recommended steps and guidelines for locating and designing bus stops. Further guidance is provided on effectively spacing and locating bus stops as well as principles to consider when configuring a stop.

### **Universal Design and ADA Accessibility**

When designing stops, it is important to consider usability and equity. These two core components are incorporated through universal design elements and accessibility standards, which ensure that the system is familiar at every point a customer accesses it and that it is accessible to anyone that wishes to use it. Universal design also makes the system easier to use because the design elements are reinforced through repetition, making the communication of system information easier and reducing the cost of maintenance by making components interchangeable across the system.

Before beginning any bus stop design, the responsible party should review the most current applicable ADA Standards for Accessible Design, as well as transit agency, local, state, and federal guidelines that may impact accessibility or universal design elements.

### **Accessibility**

#### **Boarding Areas**

Bus stops should be located to allow safe and convenient ingress and egress for passengers at all bus doors. Designers need to consider all buses in GO bg Transit's fleet that would typically be assigned to that route. In addition, ADA standards require a 5' x 8' accessible landing pad for passengers.



### Accessible Routes and Connectivity

It is important to maintain connectivity to bus stops through clearly defined paths between the stop and pedestrian destinations. Ideally, sidewalks are already present on streets with bus stops, but there may be cases where the stop needs to be connected via a path. ADA guidelines also require that the ADA accessible landing pad must be connected to the street, sidewalk, or other pedestrian path via an accessible route.

### Clear Space

Clear space around stop elements like shelters and benches is important for allowing pedestrians to safely walk around the stop. Narrow paths or misplaced amenities can create pinch points that reduce pedestrian flow and make the stop uncomfortable. They also may restrict access for passengers with disabilities, especially those in wheelchairs. Bus stop and pedestrian path of travel standards from the City of Bowling Green Street Plan should be adhered to; any proposed modification to the standards should be coordinated and approved by GO bg Transit Administration in coordination with respective City departments and MPO. In addition, companion space next to benches and within shelters is an important consideration for those accessing the transit system via wheelchair. The latest ADA guidelines regarding clear space and companion space should be referenced for any shelter or enclosed area at a bus stop or transit center.

### Signs, Maps and Elements of Communication

It is important that passengers be able to clearly identify bus stops via signage. GO bg Transit utilizes templates to outline the design and layout of all signs at a bus stop including stop identification, schedules, timetables, and system maps and are discussed further in this document. The design and layout of all signs at bus facilities including stop identification, schedules, timetables, and system maps should follow the most up-to-date GO bg Transit templates.

### Detectable Warning Strips

Detectable warning strips are a tactile device installed on walking surfaces to warn visually-impaired pedestrians of hazards when they are leaving a pedestrian area. They consist of a slip resistant surface with raised domes that provide a tangible distinction from the pedestrian walkway and are used to indicate a boundary between pedestrian-only paths and paths for other

modes of travel. They should be used when pedestrian routes cross or transition into other modes via a flush rather than a curbed transition, such as a curb ramp leading to a pedestrian crosswalk at an intersection or a shared path between bicycles and pedestrians.

## Lighting

The use of lighting at bus stops (when applicable) not only makes the system usable during non-daylight hours but also adds security by increasing visibility. The type and context of a stop as well as existing lighting should first be looked at before considering lighting options. When lighting is added to a stop, care should be taken so that the transition from darkness to light is not too abrupt. Considering this transition will ease the adjustment of eyesight and prevent the creation of a light halo that can negatively affect nighttime visibility.



*Tactile warning*



*Bus stop lighting*

## ADA Bus Stop



Some of the findings of optimization studies across the United States are:

- As acceleration or deceleration rates increase, optimal stop spacing will narrow (i.e., an intermediate stop imposes a smaller time penalty).
- As steady running speed attained after acceleration increases, optimal spacing will widen (i.e., an intermediate stop will impose a greater time penalty).
- As the speed of the feeder mode is increased, optimal spacing will widen.
- As dwell time is reduced, optimal spacing will narrow.

Although analytical studies to determine optimal stop spacing provide some useful guidelines, stops must ultimately be sited to serve major trip generators, and attractors in the service area. Over time there is a tendency for additional stops to be added to bus routes, as requests for service in front of more places are accepted. When stops are as frequent as every or every other city block, it may be useful to comprehensively re-examine the location of all stops.

### Bus Stop Spacing

The spacing of bus stops impacts travel time and system performance and involves trade-offs. Efficient bus stop spacing balances the goal of minimizing travel time for the bus and walking distance for the passenger. This section provides guidance to inform the spacing of bus stops.

### Guiding Principles

Stop spacing is an important tool in achieving operational performance and service coverage goals. When stops are uniformly placed, passengers can more easily understand the layout of the system and rely less on maps and guides. In general, bus stop spacing should adhere to the following principles:

### Land Use Type and Population Density

Stops should be located near areas of high population density or activity. This typically means shorter spacing between stops in core areas of cities and increased spacing as land-use becomes less dense and more spread out. Certain types of land use present unique circumstances for stop consideration when they are outside of dense urban environments, including:

- Major employment and/or retail centers
- Education centers
- Major medical facilities with out-patient care

- Housing developments accommodating senior citizens or persons with disabilities
- Popular recreational areas

Stop spacing for these types of land use and activity centers may deviate from the preferred spacing based on consideration of the route type and expected ridership. Exceptions should be kept to a minimum in order to ensure that routes operate as efficiently as possible and provide reliable service to passengers.

#### Route Interconnectivity

Stops should be strategically placed at transfer points where routes overlap in order to enhance coordination in the network. When nearby routes don't overlap, stop spacing should be adjusted to take into consideration the shortest path between nearby bus routes.

#### Guidelines

GO bg Transit has developed general spacing standards based on the type of service and nearby land use as outlined below:

- Local service stops serve as moderately spaced stops to connect passengers to frequent service. This stop type is designed with neighborhoods as a focus, with routes that may serve less congested areas.
- Rapid service stops are spaced closer together to allow for easier connections to the frequent service that serves the stops. These stops serve dense, mixed-use areas along major corridors in the region.
- Circulator service stops serve downtown and popular destinations with convenient stop locations placed close-by along routes.

Factors that should be considered in determining bus stop locations/spacing are as follows:

1. Provide stops at **major generators** (For example: employment centers, residential areas with 100+ units, retail centers, public education centers, major medical facilities, etc.).
2. Provide bus stops at **transfer locations**. (For example, GO bg Transit Center transfer location)
3. To the extent possible, provide bus stops at **signalized intersections** where there are designated crossings.
4. Provide **intermediate stops** based on the distance a person has to travel to arrive at a



bus stop:

The items listed below outline GO bg Transit's recommended spacing for bus stops. While these are recommended there are unique conditions that may require exceptions. Closer stops may be needed to provide access to highly utilized facilities such as government buildings, senior centers, and healthcare facilities, or stops may be further apart due to considerations such as sparse development, operating needs, or unsafe roadside conditions.

**Residential and Business Districts (Local Service Type):**

- A. High Minimum 500 feet
- B. High to medium density areas: 750 to 900
- C. Medium to low density areas: 900 to 1,300 feet
- D. Low density to rural areas: as needed, no more frequent than 1,500 to 2,500 feet.

**Business District or Commercial District (Circulator Service Type):**

- A. Key landmarks and destinations

5. Bus stop spacing shall correspond to the spacing established in the GO bg Transit Passenger Amenities Guidelines.

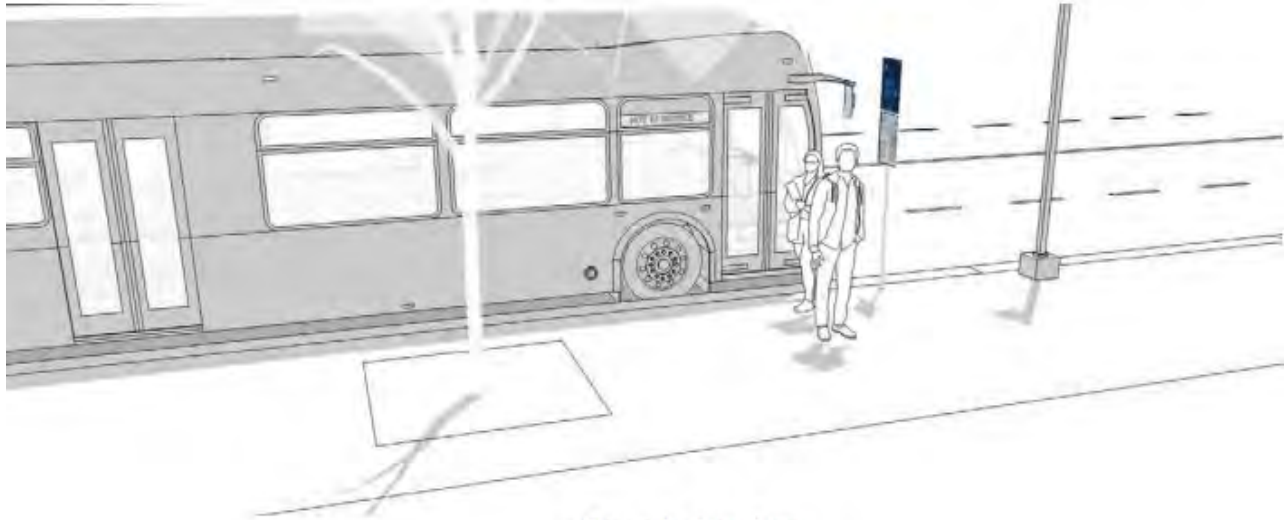
### Bus Stop Types

GO bg Transit uses a few types of bus stops for its service routes and utilizes transit centers for multimodal transit modes. Stop type is driven primarily by the level and type of ridership in an effort to maximize the cost-effectiveness of the investment in amenities and infrastructure. Stops with higher ridership or a larger number of youth, senior, or disabled passengers may incorporate amenities such as shelters, benches, and bike racks. Stops with lower ridership may simply have a sign indicating the stop.

The types of stops are described below with corresponding examples and guidelines for their application. The Transit center is discussed later in this document.

### Sign Stops

Sign stops include only two components, a sign indicating where the front of the bus stops, and an ADA accessible landing surface connected to a pathway. An example is shown in Figure 2.



**Figure 2 - Sign Stop**

## Guidelines

The following guidelines should be used to guide the design of a sign stop:

- Sign placement should adhere to the guidance provided. Signs should be placed 2' from the 5' x 8' clear

landing area and 2' from the face of the curb to prevent being struck by the mirror of the bus. The edge

of any sign below 7' should be placed outside of the 5' clear pedestrian walkway or City Department

overseeing streets.

- The bus stop sign should be located at the front of each bus zone as the bus driver will align the front of

the bus with the sign.

- The bus stop sign should be on an independent post, separate from other signage.

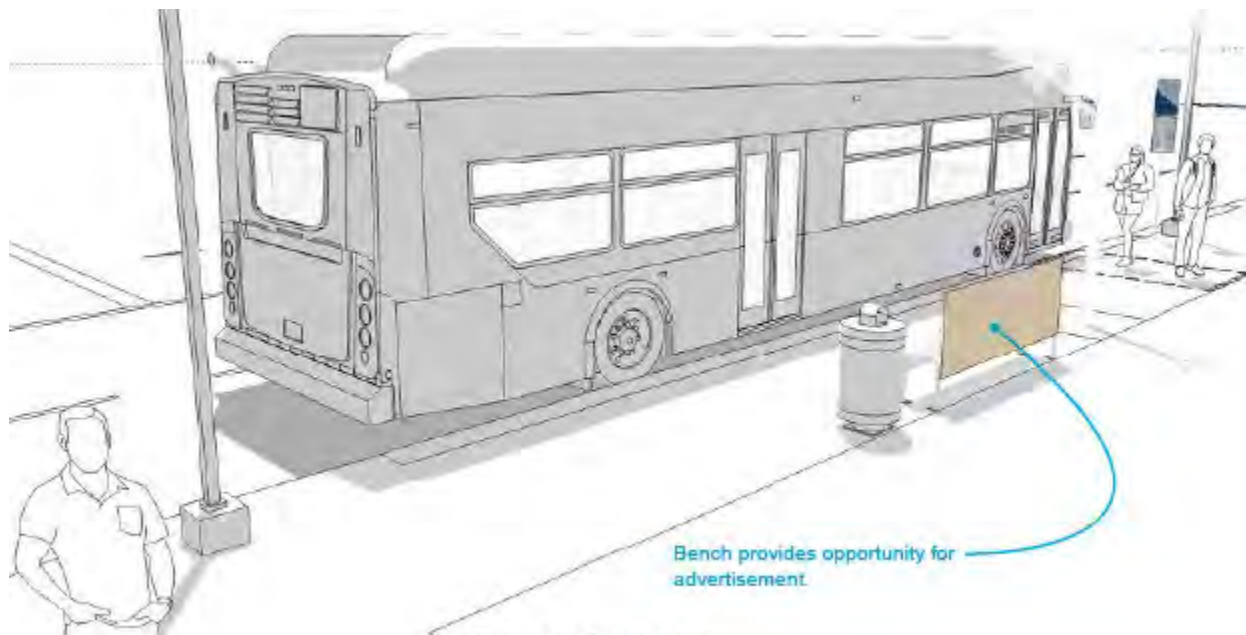
- The bus stop sign must be clearly visible to the approaching bus driver and should neither block nor be

blocked by other jurisdictional signs or other obstructions.

- Sign locations should be coordinated with existing street lights and security cameras, when possible, to increase visibility and enhance security at the stop.

### Bench Stops

Bench stops are used at locations that serve over 25 riders boarding daily, locations that incur long wait times, or locations that are likely to attract riders with difficulty walking or standing. A bench stop includes the components of a sign stop with the addition of a bench and may also include trash cans as shown in **Figure 3**. ADA standards related to bench stops can be found in **Appendix A**.



**Figure 3 - Bench Stop**

### Guidelines

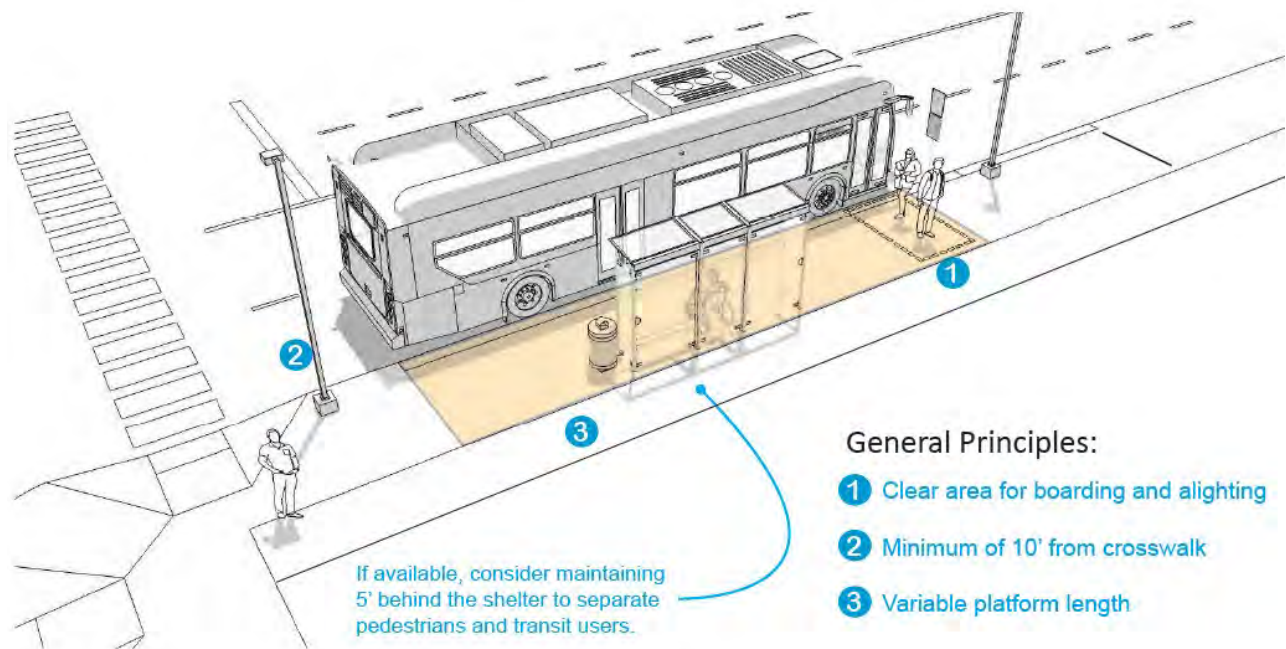
Bench stops should follow the guidelines for signs noted in the previous section, with the addition of the following guidelines:

- Benches should incorporate backs and companion seating areas per ADA standards.
- Bus stop and pedestrian path of travel standards from the Street Plan should be adhered to; any proposed modification to the standards should be coordinated.
- The bench should be installed adjacent to (but not impeding) the ADA landing area and connected to a pedestrian pathway.
- Benches and other stop elements should be located outside of a minimum 10-foot radius around an Electric Service pole for a fall safe zone.
- Locate benches away from driveways to enhance patron safety and comfort.
- Coordinate bench locations with existing shade, if possible, to avoid direct exposure to heat and sun, which can discourage use of the bench.

#### Shelter Stop

Shelter stops should be applied where possible at locations that serve over 25 riders boarding daily, transfer points, stops in weather-exposed locations without nearby shelter, and stops with a relatively high use by senior and child passengers. Shelter stops incorporate the elements of sign and bench stops with the addition of a partially closed waiting area. Shelters can significantly improve the perception of wait time and customer satisfaction. ADA standards related to shelter stops can be found in **Appendix A**.

Shelter stops may incorporate additional amenities such as bike racks, route maps, trash cans and advertisements depending on site or service needs. An example of a shelter stop is shown in **Figure 4**.



**Figure 4 - Shelter Stop**

## Guidelines

Shelter stops should include the guidelines for signs and benches noted in the previous sections, with the addition of the following guidelines:

- The 5' x 8' ADA accessible landing pad may be located within or outside the shelter.
- Shelters must not be more than 15' from the ADA landing pad.
- Shelters must not be located within 15' of a fire hydrant or handicap parking space.
- A minimum clearance of 2' between the shelter roof and curb face is required to prevent it from being struck by mirrors.

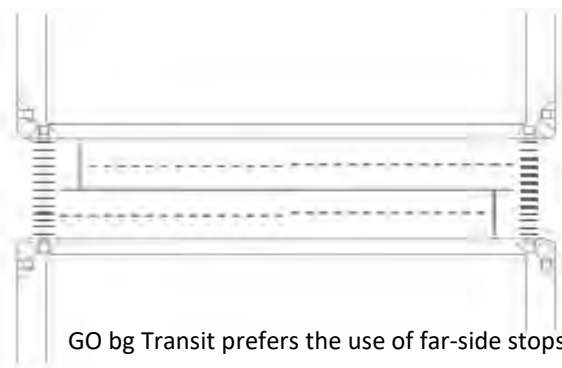
GO bg Transit bus stops should be located at intersections to provide safe access to crosswalks and improve the connectivity to intersecting bus routes. Stops may be placed before the intersection (near-side) or after a bus crosses an intersection (far-side). Under certain situations, bus stops may also be placed at mid-block locations away from intersections. These three types are illustrated in **Figure 6**.





### Near-Side Bus Stop

Bus stops before entering the intersection

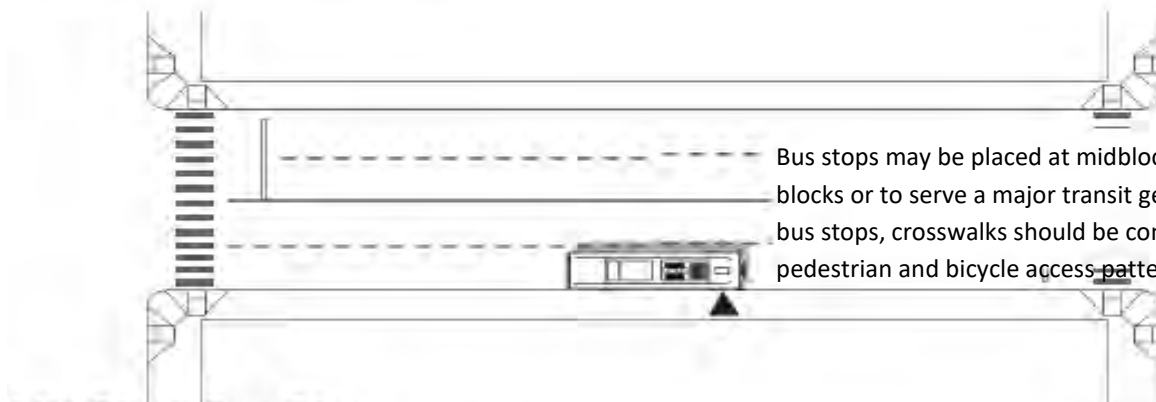
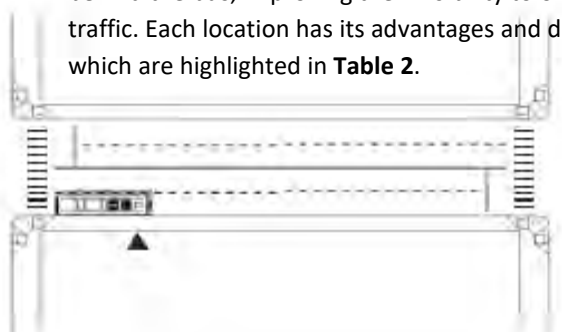


GO bg Transit prefers the use of far-side stops because they reduce conflicting interactions with other vehicles and encourage passengers to cross at the intersection behind the bus, improving their visibility to oncoming traffic. Each location has its advantages and disadvantages, which are highlighted in **Table 2**.



### Far-Side Bus Stop

Bus stops after going through intersection



Bus stops may be placed at midblock locations on long blocks or to serve a major transit generator. At midblock bus stops, crosswalks should be considered based on pedestrian and bicycle access patterns.

### Mid-Block Bus Stop

Bus stops in the middle of the block. Undesirable and should only be considered in limited applications.

**Figure 6 - Stop Placement**

## Bus Stop Placement

### Far-Side (Preferred)

#### Advantages

- Minimizes conflicts between right turning vehicles and buses
- Provides additional right turn capacity (because bus is not stopped in lane)
- Encourages pedestrians to cross behind bus
- Creates shorter deceleration distances for buses since the bus can use the intersection to decelerate
- Bus can re-enter traffic via gaps in traffic flow created at signalized intersections
- Minimizes sight distance issues on approach to intersection

#### Disadvantages

- Could result in traffic queued into intersection when bus is stopped in travel lane
- May obscure sight distance for crossing vehicles
- May cause sight distance problems for pedestrians crossing from behind the bus in the same direction of travel
- Potential for double stopping – stopping for signal and then at stop
- May increase rear-end accidents if drivers do not anticipate the bus stopping after the intersection

### Near-Side

#### Advantages

- Minimizes potential for “gridlock” when traffic is heavy on the far side of the intersection
- Allows passengers to access closest crosswalk
- Driver has width of intersection to pull away from curb

- Eliminates the potential of double stopping – stopping for passengers and stopping for traffic signal
- Allows passengers to board and alight while bus is stopped at red light

#### Disadvantages

- Increases conflict with right turning vehicles
- May result in stopped buses obscuring curbside traffic control devices and crossing pedestrians
- May block through lanes during peak period with queuing buses
- May introduce sight distance problems for pedestrians and motorists
- Vehicles may attempt to turn in front of a stopped bus that is beginning to pull away
- Pedestrians may try to cross in front of the bus at an unsignalized or mid-block crosswalk

#### Mid-Block Advantages

- Minimizes sight distance problems for vehicles and pedestrians
- May result in passenger waiting areas experiencing less pedestrian congestion
- Reduces influence of congestion at intersections

#### Disadvantages

- Requires additional distance for no-parking restrictions
- Encourages patrons to cross street at mid-block
- Increases walk distance for patrons to reach intersection crossing
- Interrupts traffic flow

## Customer Safety

Stops should ultimately be located at safe crossing locations or have access to safe crossings. To improve safety, near-side stops should be avoided at unsignalized or mid-block crosswalks to prevent pedestrians from crossing in front of the bus. The relative safety of any potential site should be considered, with GO bg Transit maintaining the ability to adjust stop spacing.

## Visibility

Bus stops should not be located over the crest of a hill, immediately after a road curve to the right, or at other locations that limit the visibility of the stopped bus to oncoming traffic. Stops should also be placed in areas that are easily identifiable by passengers and allow clear visibility between waiting passengers and the bus driver. Locating stops near major trip generators should increase the

visibility of GO bg Transit service.

## Guidelines

The following guidelines should be used to assist in deciding stop placement:

- At stops adjacent to crosswalks, the boundaries of the stop should be at least 10' away from the crosswalk.
- Bus stops should be located within public right-of-way. (Easements can be considered on a case-by-case basis)
- Bus stops should avoid being placed in front of curb cuts, storm drains and swales.
- Bus stops should be located in places with minimal above grade obstacles (guide wires, power poles, utility boxes, etc.).
- Desired minimum lengths for bus stops based on stop location and bus size are provided below in **Table 3**.

**Table 3 - Platform Length**

Desired Minimum Platform Length		
Stop Position	30' Bus	40' Bus
Near-Side	26	35
Far-Side	34	45
Mid-Block	26	35

In general, far-side alignment is preferable. The following table provides guidance for common scenarios and the preferable placement of the stop.

**Table 4 - Preferred Placement**

Situation	Preferred Placement
Far-Side bus accumulation would spill into intersection and	Near-Side
Route alignment requires a left turn	Far-Side, a minimum of 75 feet after the left turn
Route alignment requires a right turn	Far-Side, a minimum of 100 feet after the right turn
High volume of right turns at intersection	Far-Side
Complex intersection with multi-phase signals or dual right or left turn lanes	Far-Side
When the route alignment requires a left turn and it is unfeasible or undesirable to locate a bus stop on the far-side of the intersection after the left turn	Mid-block
When transfer activity between two lines exhibits a strong direction pairing (e.g. heavy volumes from westbound to northbound)	One near-side, one far-side to eliminate street crossings required to transfer
If two or more consecutive stops having signals	Alternate near-side and far-side (starting near-side) to maximize advantage from timed signals

#### Driveways and Intersection Sight Distance

GO bg Transit is focused on areas of activity within a network of intersections that emphasize pedestrian mobility at its core. The system operates within City of Bowling Green's existing and growing development space, so overlap with commercial driveways may be common. The interaction of buses with intersections and driveways introduces opportunities for conflict, both for buses and passengers.



## Guiding Principles

Stops need to make the best use of available space and avoid sight distance issues. Buses stopped at intersections may block visibility for both pedestrians attempting to cross the street and vehicles attempting to enter the roadway. Placement of the stop should balance the need to be near the intersection for passenger access and the need to maintain safe visibility. Placement near driveways should be avoided, when possible, but poor access management along corridors may make the occurrence unavoidable. When presented with an instance that involves intersections and driveways, it is preferable to block driveways rather than intersections.

Below is a set of guidelines focusing on safety and visibility at intersections and driveways that should be followed when installing or updating GO bg Transit bus stops or transit centers.

## Guidelines

As mentioned in earlier guidelines, at least 10' of clear sidewalk space should be provided between the bus and the intersection at stops to allow for pedestrian visibility. This facilitates eye contact between pedestrians attempting to cross the street and vehicle or bus drivers at the intersection.

It is preferable that bus stops are not placed near a driveway; however, if placement near a driveway is unavoidable, the guidelines below should be followed:

- Locate bus stops to allow adequate visibility for vehicles leaving the property and to minimize vehicle/bus conflicts. This is best accomplished by placing bus stops where driveways are behind the stopped bus.
- Attempt to keep at least one exit and entrance open to vehicles accessing the property while a bus is loading or unloading passengers.

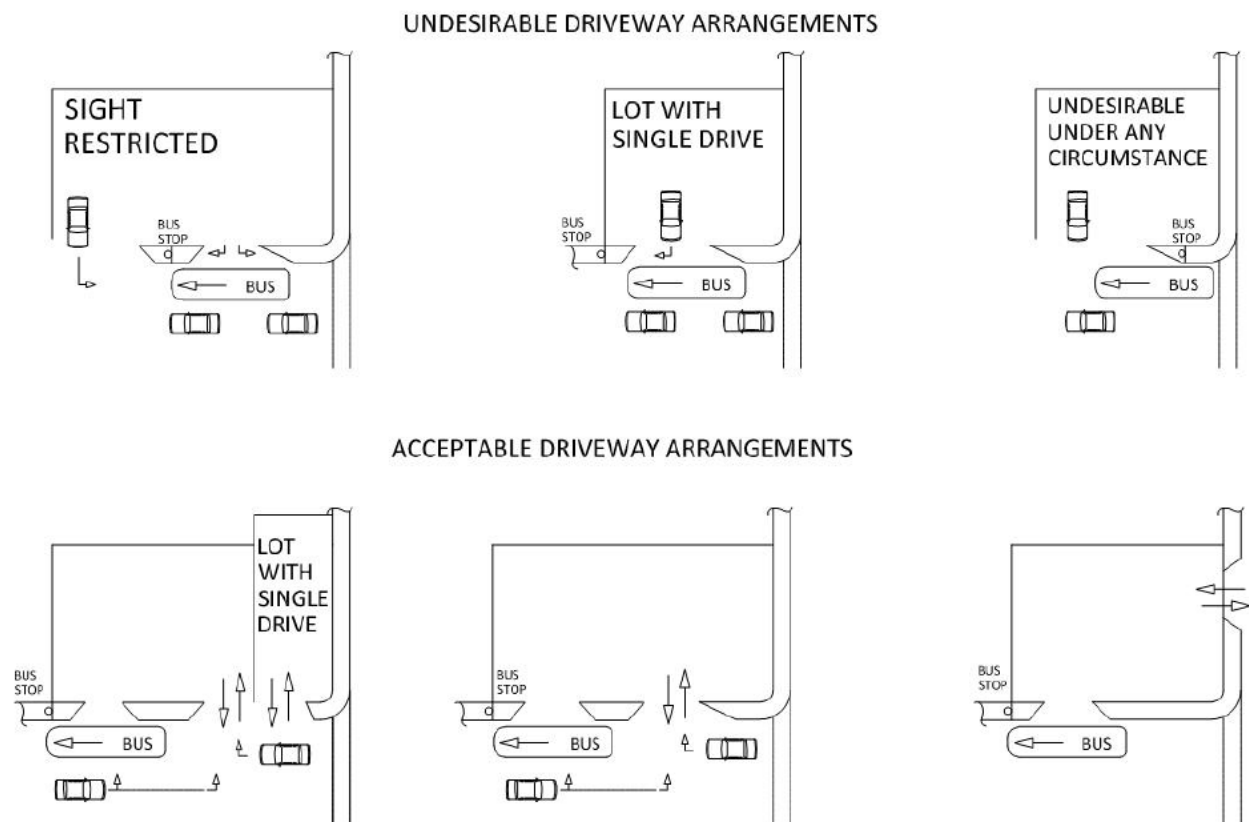
### ***Figure 6 - Driveway Arrangements***

- When there are two driveways to a parcel on the same street, the upstream driveway would preferably be blocked in order to force vehicles to turn behind the bus to access the driveway.

- It is preferable to fully block rather than partially block a driveway to prevent vehicles from attempting to circumvent the bus in a situation with reduced sight distance.
- Ensure that passengers have a safe area to wait when loading must occur in or adjacent to a driveway.

**Figure 6**

provides examples of undesirable and acceptable **driveway arrangements**.



## *Figure 6 Driveway Arrangements*

### Amenities

#### Introduction

An investment in passenger amenities enhances the overall transit experience by making facilities more comfortable, safe, functional, and efficient. Strategically placed amenities have the potential to increase ridership and attract non-riders to the system by making transit more accessible and easier to use. However, due to limited investment resources, GO bg Transit should utilize planning guidelines to maximize the impact and cost-effectiveness of their investment in passenger amenities. Selection of bus stops at which to install amenities considers a number of factors, including:

- Total boarding activity
- Proximity to major trip generators
- Passenger transfer activity
- Wait times
- Feasibility of construction (site specific)
- Planned neighborhood improvements
- Transit corridor marketing efforts
- Equity among communities
- Community requests



*Bus stop with shelter canopy, seating, and signage*

#### Guiding Principles

Well-designed and cared for facilities reflect positively on the entire transit system. Good design incorporates two primary elements: customer experience and the life-cycle of the stop components. In choosing and applying amenities that improve the customer experience, the following guiding principles should be applied.

## Public Safety

Public safety is an important consideration at all levels of the passenger experience because it affects the public perception of the transit service and their choice to use the system. While the

accessible nature of public transportation makes it difficult to control all aspects of safety, there are important considerations to be made in the design of transit facilities that can improve it. For example, visibility in and around transit stops improves the customer's ability to maintain awareness of their surroundings and can discourage

inappropriate activity. Visibility can be improved for the customer by utilizing transparent materials for shelters and implementing or improving site lighting. Installing surveillance cameras at select

transit locations provide an opportunity to monitor the site and add an extra layer of comfort for users knowing that they are in use. The combination of these two strategies creates a site that discourages

inappropriate activity by making it difficult to conceal.



*Bus stop with bollard-protected boarding area*



*Open shelter for ease of seeing approaching bus*

Some stops may not be able to incorporate elements of monitoring due to site specific conditions, and larger sites with more elements

and amenities will also provide more opportunities for blocked site lines and covered spaces. In these situations, the design concept should be focused on being as open as possible with special attention applied to evaluating the stop in the context of the surrounding site and maintaining unobstructed site lines to public spaces. Site lighting may also be a higher priority at these stops.

## Accessibility

People of all ages and abilities should be accommodated in the planning and design of bus stops. In addition to state and local requirements, ADA guidelines for accessibility must be adhered to when selecting and designing amenities for a transit facility. These guidelines help ensure that amenities benefit all users and can help ensure they do not conflict with accessibility requirements.

Improvements to existing stations should seek to improve accessibility as is feasible.



*Bus stop with ramp and warning strip*

## Rider Comfort

Rider comfort is an important consideration because it can influence the overall perception of the bus transit and affect customer perception of wait and travel times. Comfort can be measured both in the physical comfort in using the transit amenities and vehicles, and in the mental ease in navigating the system itself.

Basic amenities such as seating and windscreens are low cost investments with high impact on comfort. Clear, consistent, and easily accessible information is a fundamental

investment in the system that makes it more accessible for new and regular passengers.

Amenities like public art, electric vehicle charging stations and accessible Wi-Fi are more intensive investments, but they can make a larger impact on the impression of the agency's brand as being progressive and invested in the community. Art, architecture, and landscaping can have an especially important impact as a strategy of place-making that leaves a lasting impression in the customer's mind.



*Bus stop with passenger seating*



## Signage

Maps, signs, and their graphic elements should be standard across the entirety of the system to improve familiarity and provide consistency across the journey. In addition, the level of

signage and detail should be appropriate to the stop so neither are overwhelming nor lacking information. All new station and wayfinding signage should follow the most up to date GO bg Transit signage and mapping available to create graphically consistent elements across the system. In addition, all applicable ADA

guidelines for communication elements must be adhered to when selecting and developing these types of amenities. Principles for the types, amount, and location of signage for bus stops are defined in this chapter.



*Directional arrows and signage to street*

## Uniform Color Usage

Uniform color usage is an important part of consistent signage as well as in the elements of stop design. Color can be used to define stop elements or provide visual cues, but they must be uniform to be consistently interpreted. Color can also be used in wayfinding to convey information much simpler and faster, much in the same way red, yellow, and green are used in traffic signal systems. Principles for the application of the color palette at stops should follow the most up-to-date GO bg Transit branding graphics.



*Consistent color use on bus and station signage*



## Open Design

The addition of amenities to new or existing stops should strive to mitigate clutter in the stop area and adjacent circulation paths.

Poorly orchestrated amenities can affect the customer perception of the quality of service and affect site security and monitoring.

Placing amenities in such a way that blocks circulation or sightlines makes it more difficult for customers to efficiently navigate the stop



*Transit center with transparent canopy*

and read key information, while also affecting security by reducing visibility. Standardizing the placement of stop elements in an open and efficient manner can improve operational efficiency and customer satisfaction.

## Design Elements

The life-cycle of existing and new materials used to create amenities is an important consideration because it affects how often maintenance and replacement will interrupt operation, how the customer perceives the stop, and will dictate the cost and effort to maintain the stop. A comprehensive evaluation of the life-cycle cost includes:

- Sourcing and availability
- Manufacturing and delivery lead times
- Potential for cost fluctuation
- Ease of installation and access
- Availability of replacement parts
- Required maintenance routine
- Performance life
- Degree of customization of components
- Need for special protective coatings and finishes



*Transit stop with well arranged amenities*

Choosing the right material for the stop amenity can reduce its overall cost by reducing the time needed to maintain, repair, or replace it. In choosing amenities that meet these life-cycle goals, the following guiding principles should be applied.

### Durable Materials

Material durability directly affects the transit facility, with strong durability allowing for less service interruption and maintenance interference, which enhances the rider experience. The effects of weather and daily public usage are the two primary factors in measuring durability. Transit facilities receive daily wear and tear from these two sources, requiring more robust materials to ensure length in their serviceable life. Characteristics to consider are resistance to vandalism, susceptibility to moisture, scratch resistance and the durability of moving parts.



*Standard shelter stop components*

### Standardized Components

Customized amenities can give unique character to a transit facility and add context sensitivity to the surrounding site, but they also have more specific manufacturing, installation, and replacement requirements. In general, amenities should be standardized to reduce cost and time requirements. The standardization of pieces reduces the overall cost and makes their installation and maintenance procedures repetitive and thus easier to learn. Materials can be ordered in bulk and kept in stock, cutting down on lead times, and they are easily interchangeable.

### Access & Replacement

Replacement parts should be quick to source, easy to find, or simple to reproduce if they are produced in-house. Easy, secure access to materials or stocked items should be considered early in

the planning and design process due to how this affects the speed of repair and replacement. Amenities that require electrical and IT infrastructure need easily identified and well-placed access panels to be incorporated into the design of stop structures, and secure access should be standardized to reduce the opportunities for lost keys, pass codes, etc.

### Cleaning

The cleanliness of transit facilities impacts both the customer and the general public's perception of the transit system. Choosing materials that require less cleaning or are less susceptible to

showing dirt or fingerprints reduces the amount of time and staff needed to maintain a clean appearance. For example, designing stops that are open with less corners for dirt and debris to

accumulate reduces the cleaning effort needed at the stop. Protective coatings, such as anti-fingerprint, scratch-resistant, and anti-graffiti coatings, should be used, when possible, to reduce maintenance and cleaning needs, while fabrics shall be avoided for any components.



*Cleaning and maintenance at stop*

Large transit centers, which are likely to have more passengers waiting or transitioning between modes, should be designed with cleaning equipment in mind. When cleaning is required, surface materials should be easy to wipe down or require uncomplicated equipment and processes.

### Introduction

The GO bg Transit system includes various bus stops that can be unique depending on their location, site constraints and surroundings. Many factors must be evaluated at each site when determining the types of amenities to consider: Right of way, adjacent properties, zoning restrictions, ridership, safety, and accessibility. Guidelines help to determine the level of investment and the types of amenities for each stop type including sign, bench, shelter, or transit center.

City of Bowling Green, GO bg Transit is investing in the overall system and its patrons. GO bg Transit is committed to improving rider experience and its facilities so that every passenger has a safe, comfortable, and efficient experience. Perceived passengers wait time is affected greatly by the amenities that each stop has and by providing shelters, bus arrival times, wayfinding and other stop elements, the passenger will be more informed and comfortable during their trip. This section of the guidelines establishes the various amenities that accompany each transit stop type.

**Table 7** provides a list of each system amenity along with the associated bus stop type. The following amenities should be provided where listed with an important understanding that each site may have constraints which restrict the placement of a particular element. Basic ADA-related notes are included with amenity descriptions with additional ADA details for specific amenities located in **Appendix A**.

## Amenities - Matrix

<i>Table 7 - Amenities by Stop Type</i>				
Amenity	Local Service			
	Sign Stop	Bench Stop	Shelter Stop	Transit Center
Bus Stop Sign	X	X	X	X
Bench		X	X	X
Trash Receptacle		X	X	X
Bicycle Rack				X
Shelter	X		X	
Site Lighting				X
Next Bus Sign				X
System Map and Timetables			X	X
Integrated Advertising		X	X	X
Canopies		*	*	X
Local Area Maps and Wayfinding				X
Ticket Vending Machine				X
Bicycle Lockers				X
Surveillance Cameras				X
Call Boxes and Emergency Buttons				X
Climate-Controlled Waiting Area				*
Employee Restrooms				X
Wi-Fi				*
Vendor Space				*
Bollards		X	X	X
Landscaping				X
Public Art and Placemaking		*	*	*
Shared Mobility				X
Park & Ride				
Van Pool Space				
Passenger Pick-up & Drop-Off				X
Taxi and Ride Sharing Waiting Area				X
Supplemental Bus Parking				*

X = Included at Stop, \* = Context Dependent

## Amenities – Bus Stop Signs

Bus route and passenger information can be displayed in various ways, the most common being flag signs. Each bus stop must be marked with a sign showing GO bg Transit's logo as well as the bus route numbers that serve that stop. Signs indicate to passengers and drivers where buses

stop, as well as publicize the availability of the service. Sign visibility, ADA requirements, and vandalism prevention should all be considered prior to installing a bus stop sign.

### *GO bg Transit Guidelines*

Bus stop signs should be located at the downstream end of the bus stop, on the far side of the accessible landing area, as sign location will identify the approximate location of the front door of the bus. Sign color and style should be coordinated with the most current GO bg Transit colors and styles used for bus stop signs. Signs containing information for the route designation, bus number, nearby destinations, and access information must comply with ADA regulations. Examples of ADA requirements related to bus signs include, but are not limited to, character size, spacing, and legibility.

### *Design Elements*

Bus stop signs should indicate the destination or direction that the stop is serving. All bus stop signs should meet reflective standards to provide adequate visibility. Signs will be standardized to allow for easy maintenance and replacement.

*Guiding Principles:* Public Safety, Accessibility, Consistent and Appropriate Signage, Uniform Color Usage



*Included at:* All Bus Stops



Single Route Sign Example



Multi-Route Sign Example

### Amenities – Benches

Bus benches are often viewed as an important amenity for passengers who may have difficulty walking and standing, and generally provide comfort and convenience at the stop. Benches are installed at all standard shelters, and priority at sites without shelters should be given to:

- Stops that serve over 25 riders boarding daily
- Stops with existing infrastructure that can accommodate a minimum clearance of 60 inches (5-feet) between the bench and the edge of the sidewalk curb
- Stops with potential passenger demand due to committed changes in land use development (i.e. increased employment and/or residential density)

- Stops in proximity to establishments such as hospitals, assisted living facilities, schools, or other

facilities that serve a diverse group of abilities and ages.

In addition, bus stops with long headways and sites where there is evidence of bus patrons sitting on nearby structures are factors that could influence the decision to install a bench. Providing benches can improve the perception of wait time and customer satisfaction.

### *GO bg Transit Guidelines*

Benches outside of shelters should consider locations near natural cover to promote comfort and provide shade and protection from rainfall. To maintain safety in these situations, locations should also be coordinated with existing ambient lighting to increase visibility of the surrounding area for the transit user as well as to provide notice for approaching buses and passing traffic. Benches at GO bg Transit bus stops must comply with ADA standards such as clear space, accessible routes, bench dimensions, and other related requirements. When benches are located outside shelters, backs must be incorporated that meet ADA standards.

### *Design Elements*

Benches used by GO bg Transit should maintain a uniform design to best utilize standard components and replacement parts. When located in shelters, benches should utilize the back of the shelter for support instead of featuring a permanent back. Benches should use durable yet comfortable materials to encourage their use.

*Guiding Principles:* Public Safety, Accessibility, Rider Comfort, Uniform Color Usage, Open Design

*Included at:* Bench Stops, Shelter Stops, and Transit Center.



Bus Bench with Advertising



Bus Bench in a Shelter

#### Amenities – Shelters

A bus shelter provides protection from the elements while waiting for a bus. Their placement is limited by available funding, right-of-way constraints, and site-specific conditions. Selecting bus stops at which to install shelters considers a number of factors, including:

- Number of daily boarding's and/or transfers

Type	Criteria
Standard Shelter	50 Daily Boarding's
Large Shelter	Over 100 Daily Boarding's and/or Regularly have 5 or More Passengers Waiting
Slim Shelter	Applied When site Conditions Can't Accommodate the Size of a Standard Shelter

- Frequency of service
- Existing land use compatibility or expected passenger demand due to committed changes in land use development (i.e., increased employment and/or residential density)
- Availability of space and existing infrastructure to accommodate GO bg Transit's standard bus shelter design, ADA requirements and City Street Standards.
- Proximity to hospitals, assisted living facilities, schools, social service facilities or other major activity centers

System equity, local priorities, and neighborhood requests can also influence the decision to include a shelter at a bus stop. GO bg Transit utilizes four types of standardized shelter to accommodate various site demands and different passenger volumes.

Shelter size, design, and layout will vary, but when feasible, should be large enough to accommodate the number of passengers typically waiting during the busiest times of day.

### *GO bg Transit Guidelines*

Shelters at GO bg Transit stops should incorporate transparent panels to enhance visibility for transit users waiting for their next bus as well as for approaching drivers checking for customers. Shelter panels should use the most up to date GO bg Transit graphics to promote visibility of the shelter for pedestrians and vehicles. Like benches, shelter placement relies heavily on context and should aim to use existing amenities such as site lighting and landscaping to help create a defensible space for transit users while also promoting visibility of the stop. Additionally, adequate clearance between the shelter and the curb should be maintained at a recommended 24 inches to prevent buses from clipping shelters. Shelter design should take into consideration all applicable ADA requirements such as clear floor, accessible routes, landing pads, and other related standards before installation.

### *Design Elements*

Shelters with solar powered lighting are currently used in GO bg Transit's system and should be used for replacements and new installations. Photo cells are included on shelters and will manage when lighting comes on and off based on sunlight. Refer to the most recent vendor specifications used by GO bg Transit for shelter equipment and installation details.

When considering new shelter design, material durability and standardized components across the GO bg Transit system should be prioritized to ease maintenance and upkeep. The use of interchangeable wall panels should also be considered in the event that vandalism becomes an issue at shelter locations. Steel mesh can replace glass panels in the shelter, which are more resistant to vandalism.

*Guiding Principles:* Public Safety, Accessibility, Rider Comfort, Consistent & Appropriate Signage, and Open Design

*Included at:* Shelter Stops

#### Amenities – System Maps and Timetables

Route maps and timetable displays are not required at all bus stops, but efficient distribution of route and schedule information to the public is critical to the success of a transit network and adds to the convenience and comfort of the passengers. At busy stops with a large number of passengers or transfers, clear and easily identifiable route information can promptly guide passengers to their

destination and improve the efficiency of bus operations.

Route maps may show a single route with fixed schedules or frequencies but can also be scaled up depending on the type of stop, with larger system maps showing pertinent transfer information and timetables. GO bg Transit requires that route maps and timetable displays be provided at the following locations:



- Transfer Points (A fixed location where passengers interchange from one route or vehicle to another)
- Timepoints (A location on a bus route assigned a specific scheduled time that is part of a larger line schedule)
- Downtown Transit Center – Full system map and timetables
- All buses – Full system map and timetables
- All transit shelters – Full system map and timetables

### *GO bg Transit Guidelines*

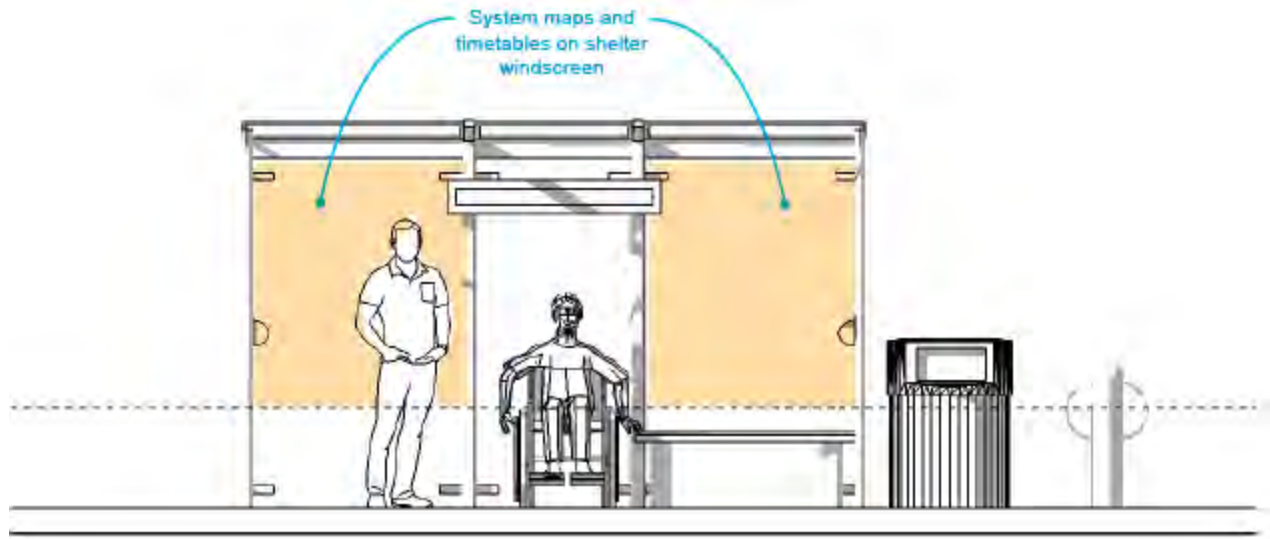
At shelter and rapid stops, route maps and timetable displays should be provided within the shelter, when possible. At stops without shelters, route and schedule information should be visible from the accessible landing pad. Signs should be placed perpendicular to the street and mounted below the bus stop sign when possible. Maps and timetables should be displayed for all routes that use the stop.

### *Design Elements*

Maps and timetables will utilize GO bg Transit logos and route colors to designate routes that frequent each stop. Maps will be produced on durable surfaces that are easily cleaned to prevent graffiti, scratches, and other elements from defacing the map.

*Guiding Principles:* Accessibility, Consistent and Appropriate Signage, Uniform Color Usage

*Included at:* Shelter Stops, and Transit Center



## Transit Center

This section discusses the transit center, explored through three layers: location, essential components, and expanded sites. Each layer includes an increasing level of detail for the creation of a GO bg Transit Center. Locating the transit center relies on analysis of GO bg Transit routes and examination of potential qualitative site benefits. Defining basic components quantifies the necessary elements that serve to differentiate the transit center from a typical bus stop. With basic components determined, site-specific improvements can then be added to the transit center using the amenity guidelines in this document. Note that the elements of universal design and ADA

accessibility outlined in this document also apply to the transit center.

## Location

The Transit center is designed to be a multi-modal focal point of transportation. The Transit center is typically applied at the junction between local service, and other modes of transportation at layover stops or transfer points and can be a mixture of on-street stops and off-street bus berths depending on the types of routes served. The Transit center is a destination point that can serve as a transportation hub by including connections to park & ride lots, electric vehicle recharging, car-share and bike-share services, greenways, bicycle routes and facilities, and paratransit service. This benefit can only be realized if the Transit center is located properly at the convergence

of important routes and in an area that will draw riders to utilize them through accessible and safe means. By implementing the following guidelines, GO bg Transit can enhance its ability to choose appropriate site for a transit center.

## Guiding Principles

Locating and selecting a site for a transit center requires a balance between multiple factors. Location can be considered from a broad perspective in terms of how the location fits within the greater GO bg Transit system and from a more focused perspective in terms of how the center fits into the available area and nearby intersections. Below are a set of principles that highlight the system and location-specific considerations that should be made when evaluating the placement of a transit center.

### *Route Coordination*

Because transit centers are intended to be a multi-modal focal point, they should be placed at the intersection of two or more routes. By placing transit centers at locations where higher transit activity is expected, the cost to develop and enhance the stop can be maximized to impact more riders. It also provides a higher quality of service at transfer points.

### *Neighborhood Context*

In any area throughout the system, a transit center should be located in a neighborhood, business district or near an activity center that will help drive ridership and in turn, result in a positive investment for the community. Transit center placement should incorporate neighborhood input and be sited in a way that ensures the transit center can become a focal point within the community. Suggested locations include civic institutions such as universities and hospitals as well as neighborhood, business districts, and development centers for offices and shopping that have high levels of pedestrian activity to enhance ridership and security at the transit center.

### *On- or Off-Street Placement*

When considering locations for a transit center, the level of development and congestion at the location should be taken into consideration in conjunction with the characteristics of the transit service to determine whether an on-street or off-street center is appropriate. Off-street facilities

require more time for the bus to enter and exit the facility, which is affected by the turning requirements, traffic congestion, and internal circulation. This type of site is most appropriate at a location where layovers occur. On-street facilities only require time for boarding and alighting and entering and exiting the traffic stream, which aligns well with rapid service requirements.

This type of site would be appropriate at facilities that include parking or off-street passenger pick-up and drop-off because it removes the conflict between circulating buses and passengers walking to and from the parking area.

### *Efficient Access*

When transit centers are constructed as off-site facilities, care should be taken to ensure that the bus operations are not significantly affected by its location. This means making sure driveways are adequately spaced to avoid congestion at the intersection, and that every effort is made to provide convenient access for buses, which means avoiding or mitigating left turns to and from the site as much as possible. If left turns are unavoidable, it is preferable to coordinate with a signalized intersection from the main street to a side street access point with more opportunities for accessible gaps.

Placement of amenities should be based upon factors that consider equity in distribution throughout the service area, and factors that consider the benefit to the user and site-related constraints. Greater consideration should be given to stops on key bus routes due to a generally higher level of demand. **Stop locations that have boarding greater than 25 people per day will be given priority.**

Other factors that should be considered in determining the priority for amenities at stops are:

- Lengthy wait times between buses (Closer to 60 minutes),
- High percentage of transfer passengers (more than 25 percent), and
- High percentage of seniors or disabled persons using the stop (more than 25 percent)

The necessary infrastructure (such as sidewalks and ADA accessibility) must be in place in order to consider a full installation. The integration of the necessary infrastructure and

amenities in newly developed or redeveloped areas should be coordinated with the development.

GO bg Transit will at times work with private landowners, and developers to the extent practicable, to leverage the construction or the monies to offset the construction costs of necessary infrastructure and bus stop amenities.

#### Accessibility

All of GO bg Transit services and passenger facilities will be accessible to people with disabilities and the elderly in accordance with the rules and regulations of the Americans with Disabilities Act (ADA).

### **NEW TRANSIT SERVICE**

Proposals for new service come from a variety of sources including: The Transit Development Plan (updated every five (5) years), customers, employees, and reviews of system performance.

New service proposals are reviewed during the service change process and are implemented based upon customer need and resource availability.

#### Performance Evaluation

All new services will be subject to performance evaluations and will be expected to meet the performance standards for their service type within two (2) years of implementation.

New services will be expected to meet a performance monitoring score of 0.5 or better after one year. If this does not occur, GO bg Transit will review the service and look for ways to improve its performance. If the service performance slips to below 0.5 after two years, the route will be a candidate for discontinuation.

#### New Employment Shuttles

New shuttle services in employment areas may require a financial contribution from business community stakeholders of up to 104 percent of the marginal operating cost and at this time City of Bowling Green does not actively have engaged stakeholders with a budget to aid for new employment shuttles.

## Bus Services Outside City of Bowling Green

GO bg Transit will follow the legislation set forth in designated boundaries for service. At this time City of Bowling Green, GO bg Transit does not service areas outside the City Limit, as it is not allowed.

### **LOAD STANDARDS**

The objective of load standards is to balance passenger comfort and safety with operating cost. Average load factor is the ratio of passenger miles traveled, per vehicle revenue mile or VOMS.

#### Load Standards

GO bg Transit standard load factors for its transit services in regular service are:

125% or 1.25 vehicle load of seated capacity for fixed-route transit service during peak hour service based on 22 passenger bus. Peak intervals: Monday-Friday between 7:00 am and 9:00 am Monday-Friday between 2:00 pm to 5:30 pm.

100% or 1.0 of seated capacity for fixed-route transit service during off-peak hour service based on 22 passenger bus.

GO bg Transit will work not to exceed its standard load factors for more than 60 minutes per trip on a given route. If a service is consistently above the seated capacity, then GO bg Transit will bring to the attention of Transit Administration for needed adjustments not that involve adding additional service outside the scope.

Any changes approved will be added to the prior scheduled service change if funding is available. If the standing load compromises safety in any way, GO bg Transit will review the possibility to implement additional services to meet the demand.

#### Individuals in Wheelchair, Boarding's

GO bg Transit will analyze wheelchair boarding's annually and make necessary schedule adjustments. Transit Supervisors or service sub-contractor will be utilized if particular trips continually are not able to provide service to all Individuals in wheelchair boarding's on a given fixed-route services.



## Passenger Capacities

To design facilities for buses, it is important to know the specifications of the design vehicles using the facilities. GO bg Transit currently uses 3 sizes of bus in its fleet: all under 31 feet standard cutaway buses. Elements of the bus such as wheelchair ramp location, door spacing, and bike racks need to be considered when designing bus facilities to ensure coordination.

Critical dimensions for each bus are provided below for reference. Designers should verify with GO bg Transit that they have the most current bus specifications prior to initiating the design of a bus facility.

Minimum turning paths are also important design considerations as they affect the space required to accommodate the bus. Turning path templates can assist in determining the proper intersection curve radii and show how the bus may encroach into adjacent lanes or curbside space. It should be noted that the outer turn radii shown in the turning path templates include accommodation for the clearance of bike racks attached to the front of the bus.

	Unit#	Division	Year	Make	Type	Type	Ambulatory Capacity including driver	Wheelchair Capacity
1	PT-50	PT	2007	Dodge	Wagon 4D	Van	6	0
2	PT-53	FR	2014	Ford	Cutaway	Bus	28	2
3	PT-54	FR	2014	Ford	Cutaway	Bus	28	3
4	PT-56	FR	2016	Ford	Cutaway	Bus	24	2
5	PT-57	FR	2016	Ford	Cutaway	Bus	24	2
6	PT-60	PT	2017	Dodge	Wagon 4D	Van	6	0
7	PT-61	PT	2018	Ford	Cutaway 2D	Bus	14	2
8	PT-62	PT	2018	Ford	Cutaway 2D	Bus	14	2
9	PT-63	FR	2017	Ford	Cutaway	Bus	24	2
10	PT-64	FR	2018	Ford	Cutaway	Bus	24	2
11	PT-65	PT	2019	Dodge	Wagon 4D	Van	6	0
12	PT-72	FR	2019	Ford	Cutaway	Bus	24	2
13	PT-73	FR	2019	Ford	Cutaway	Bus	24	2
14	PT-74	FR	2020	Ford	Cutaway	Bus	24	2
15	PT-75	FR	2021	Ford	Cutaway	Bus	12	2

### **ON-TIME PERFORMANCE**

GO bg Transit will perform reliably in accordance with the public timetables prepared and distributed by GO bg Transit, on-time performance standards have been established. A vehicle is considered “late” when it arrives five (5) minutes or more after the scheduled time. A vehicle is considered “early” if it departs zero (0) minutes or more prior to the scheduled time. All other trips are considered “on time.”

#### **On-Time Performance**

GO bg Transit routes that achieve an on-time performance score of 80 percent (80%) or less over a course of two (2) service changes will be reviewed and remedial action to improve performance will be put in place at the next service change.

### **DUPLICATION OF SERVICE**

Service duplication occurs when two (2) or more routes serve the same roadway. Duplication of service can sometimes be needed or unavoidable due to the presence of activity centers or the lack of alternate routing options. When services share the same street, segment GO bg Transit will do the following:

#### **Duplication of Service**

If two (2) services use the same street, schedules should be adjusted to maximize frequency on the shared alignment.

### **ROUTE DIRECTNESS**

GO bg Transit will design routes to operate as directly as possible to and from major destinations in order to minimize passenger travel time. Routes shall operate on major **arterial streets** as much as possible. When a deviation exists or is being considered, the gain in convenience to those passengers who are boarding or alighting during the deviation must be balanced against the additional travel time for the passengers traveling through.

#### **Directness:**

1. To the extent possible, **bi-directional service** shall be provided on the same street.
2. **Express service** shall be routed in the most direct manner possible.
3. Deviations from the basic route alignment to serve activity centers will be made only when they have the potential to attract new riders equal to or exceeding the route

performance evaluation standard for the corresponding route category.

4. **Additional time to operate** route deviations should not exceed five (5) minutes (one-way) or 10 percent (10%) of the one-way run time, whichever is less.

5. **No mid-route loops shall be operated.**

6. Terminal loops shall not exceed 25 percent (25%) of a route's total length for routes that exceed 60 minutes in one-way travel time.

### **ROUTE PATTERNS**

It is sometimes more efficient to provide service to a certain area with one route having several **branches** than to operate several different routes. In addition, some bus trips on a route may not go to the end of the line due to very low ridership in that area at a particular time of day, also known as a **turn back**. These service designs can result in a route network that is difficult for current and potential customers to understand and utilize. Therefore, to provide a user-friendly service and to encourage maximum use of the system by all current and potential riders, standards for branches and turn backs shall be set.

Route Patterns:

- No route shall have more than two (2) distinct branches
- No route shall have more than one (1) turn around on a given branch. When two (2) routes are interlined, each route shall be treated as a separate route for the application of this standard.

### **SERVICE FREQUENCY AND SPAN**

Service frequency is established to provide a sufficient number of vehicles to accommodate passenger volume at the most crowded location(s), during a given time period. On high ridership routes, the frequency of service provided is a function of **demand and peak period loads**.

Service span refers to the hours that service is provided and defines the minimum period of time that service will operate at any point in the system.

Headways and Frequency

The policy headway for GO bg Transit **local and neighborhood routes** will be 60 minutes or better. **Crosstown services** will be no greater than 120 minutes in frequency during **peak or non-peak service**. In peak periods, 60-minute headways will be the norm on local routes

unless low demand warrants less frequent service. **Express services** will have a minimum of three (3) trips in each peak direction.

#### Service Span

GO bg Transit Fixed-Route and Special Transportation Services will operate between 6:00 a.m. and 6:00 p.m. Monday through Friday, and no weekend service. Exceptions will be based on ridership and productivity to follow utilizing service change policies and procedures.

### **VEHICLE ASSIGNMENT**

GO bg Transit vehicles shall be assigned to specific service types according to the following guidelines. Exceptions to this may take place based upon operational and scheduling practices to maintain optimal efficiency.

#### Vehicle Assignment

Fleet types should be assigned based on the service type it is intended to serve when feasible.

- Express Service = 25'-39' foot cutaway
- Local Service = 25'-39' foot cutaway
- Shuttle Services = 25'-39' foot cutaway
- Crosstown Services = 25'-39' foot cutaway

### **TITLE VI**

#### **Major Service Change Policy**

All major service changes as specified by GO bg Transit in coordination with the Federal Transit Administration (FTA) are subject to a Title VI Equity Analysis prior to Transit Administration approval of the service change.

GO bg Transit will work to complete an equity analysis for a major service change and present to the public in the form of public meetings and to the City of Bowling Green Commission for its consideration and included in the Title VI program with a record of action taken by the City of Bowling Green Commission.

A major service change is defined by GO bg Transit as: route elimination, new route creation, change of a route in which is 25% or more revenue miles are adjusted to a different route. In addition, anytime there is a 25% or greater change in revenue hours or revenue miles, 25% or

greater reduction in span of service or fare change all of which will constitute a major service change.

#### Disproportionate Burden Policy

Reference: *FTA C 4702.1B Chapter IV Requirements and Guidelines for Fixed-Route Transit Providers*

GO bg Transit is not required to follow a Route Monitoring System, evaluating service and fare equity changes, provide service monitoring because it does not operate 50 or more fixed-route vehicles in peak service and is not located in a UZA of 200,000 or more in population. Alternatively, GO bg Transit will use its resources to ensure that changes will not create a disparate impact on the community.

#### Route Planning Major Service Change Steps

STEP 1 Service change proposal development

STEP 2 Community involvement

STEP 3 Schedule development

STEP 4 Infrastructure needs

STEP 5 Customer information and education

STEP 6 Implementation

#### Disparate Impact Policy

Reference: *FTA C 4702.1B Chapter IV Requirements and Guidelines for Fixed-Route Transit Providers*

GO bg Transit is not required to have a Disparate Impact Policy, evaluating service and fare equity changes, provide service monitoring because it does not operate 50 or more fixed-route vehicles in peak service and is not located in a UZA of 200,000 or more in population.

### **SERVICE CHANGE PROCESS**

GO bg Transit typically reviews and works to implement service changes to its bus service system annually if deemed necessary. The service change month typically take place in July, of every year, although GO bg Transit reserves the right to reschedule any service change to

coincide with the change or implementation of any other GO bg Transit service and skip year(s) if service proves to have positive results.

#### Planning Process

Service changes for GO bg Transit services are initiated by **proposals generated by the realization of GO bg Transit goals and objectives and the identification of problems and issues** concerning GO bg Transit service.

- **Input and request for service changes** are taken from customers, citizens, and elected officials.
- GO bg Transit conducts **research and analysis** of the input and request for service changes that are received.
- GO bg Transit will review the research and analysis conducted to **develop alternatives and create service change recommendations**.
- Reviews, research, and analysis of the GO bg Transit System is taken before GO bg Transit **Advisory groups** for further review and approval.
- GO bg Transit reviews service change recommendations by **evaluating available budget and equipment resources** to determine when to implement certain service change recommendations, or if certain service changes recommendations can be implemented.

#### **FARE AND SERVICE CHANGE PUBLIC COMMENT POLICY AND PROCEDURE**

##### Purpose

To establish the policy and procedure for soliciting public comments regarding fare and service changes.

##### Policy

It is the policy of GO bg Transit that an adequate process is in place to solicit and consider public comments before implementing a fare or service change on GO bg Transit services if major or outside FTA rules.

##### Procedure

A. Service Levels: GO bg Transit bases fixed-route service on the approved annual operating budget as adopted by City of Bowling Green Commission.



B. Fare Changes: All changes to GO bg Transit fares require approval through City of Bowling Green Commission.

C. Minor Service Changes: Minor service changes include service increases and schedule or route adjustments that do not meet the major service reduction threshold per FTA rules. A public meeting and public comment period are not required for minor service changes. GO bg Transit may hold public meetings to solicit feedback or a public information open house to inform GO bg Transit users of the proposed changes.

D. Major Service Reductions: Major Service Reductions require a public meeting and public comment period. A major service reduction is defined as follows:

- a) The elimination of a route,
- b) A decrease in at least 25 percent of an existing route's pattern, measured in route miles,
- c) The reduction in the span of service or frequency of service on any route by at least 25 percent, measured in timetable revenue hours, or,
- d) The reduction in regular days of service on any route

The following activities are not considered a major service reduction:

- a) Service for special events,
- b) Routing changes to address construction or road closures, and
- c) Added or reduced service operated during emergencies

E. Program of Projects: The Program of Projects (POP) is the list of projects that GO bg Transit is proposing to undertake with Federal Transit Administration (FTA) formula funds. As required by the FTA, GO bg Transit must provide an opportunity for citizens to review and comment on the proposed POP. City of Bowling Green's Transportation Improvement Program (TIP) process is used to satisfy the public participation and public hearing process of the POP as required by 49 U.S.C. 5307.

## **RESPONSIBILITIES**

A. GO bg Transit:

For public meetings or public information open houses conducted by GO bg Transit, the Transit Manager, or their designee, shall:

1. Assure that meetings and open houses are fair and open,
  2. Assure that the meeting place is accessible to the elderly and persons with disabilities,
  3. Address significant comments that oppose the GO bg Transit proposed changes,
  4. In most cases, GO bg Transit responds in writing, when applicable, to public input.
- When comments are received as a result of a public comment period, a report on the disposition of comments is made to GO bg Transit Administration. The report can also be made available to the public upon request through the Open Records Act.
5. Provide adequate notice to City of Bowling Green residents. All GO bg Transit public meetings shall be advertised at least 72 hours before the public meeting. Meetings may be further advertised via on-bus notification, public service announcements, through [www.bgky.org/transit](http://www.bgky.org/transit), and media outlets to include newspapers, and
  6. Public meeting advertisements will offer the opportunity for assistance with listening devices or interpreters with 48 hours' advance notice.
  7. If a meeting is to be conducted on a virtual platform all listed items above will be followed as possible and best practicable.

**B. GO bg Transit:**

Public participation activities for GO bg Transit shall:

- 1.State that the public participation activities and established timelines for public review and comments on the TIP will satisfy the POP requirements, and
- 2.The POP as presented during the TIP public participation process will serve as the final POP unless amended.

**C. City of Bowling Green Commission:**

The City of Bowling Green Commission must provide GO bg Transit with an annual operating budget according to procedures described in City of Bowling Green financial plan.

Public hearings conducted by City of Bowling Green Commission according to City of Bowling Green Code of Ordinances:

1. All meetings of City of Bowling Green Commission will be public,
2. City of Bowling Green Commission by ordinance shall adopt procedures for maximum reasonable public notice of all meetings,
3. At each such meeting the public shall have reasonable opportunity to be heard, and
4. No official action may be taken in executive sessions.

## **APPENDIX A – ADA GUIDELINES**

GO bg Transit bus stops and transit centers are required to follow the latest ADA Standards related to transportation facilities. The 2010 Standards are referenced and current as of the publishing of these guidelines. The references to these standards are not intended to be all encompassing but rather act to direct the user of the guidelines to areas of ADA that may need to be incorporated when implementing amenities and elements at bus stops and transit centers. Guidelines that apply to the general design and layout of a stop are introduced first, as the application of these specific guidelines will occur repeatedly throughout stop design and implementation. Individual amenities are then presented with related ADA sections.

### **Accessible Routes**

ADA guidelines related to accessible routes are included in this document Scoping Requirements Accessible Routes.

### **Building Blocks**

Building Blocks, illustrate how to apply ADA standards to provide necessary space and usability for passengers. Important sections in this document include 302 Floor or Ground Surfaces, 303 Changes in Level, 304 Turning Space, 305 Clear Floor or Ground Space, 306 Knee and Toe Clearance, 307 Protruding Objects, 308 Reach Ranges, and 309 Operable Parts. Many of these components play a part in the design and layout of a bus stop or transit center, as different elements can affect the applicability of certain ADA standards.

### **Amenities**

#### **Bus Stop Signs**

Signs should follow 810.4 which references the user to section 703 Signs, where other requirements are listed.

#### **Benches**

Benches used at GO bg Transit stops should follow section 903 Benches.



## **Shelters**

Shelters should follow the requirements listed under section 810.3

## **Real-Time Bus Displays**

Transit centers and stops that use real-time bus displays should follow section 810.8.

## **Emergency Call Boxes**

Emergency telephones installed at transit centers should follow section 704.



## **Employee Restrooms**

Employee restrooms require multiple considerations under ADA. Sections to examine include 404, 603, 605, 606, and 703.



## **Parking Areas**

Parking areas tied to Park & Rides at transit centers should follow section 502 related to handicap parking spaces.

## **Passenger Pick-Up and Drop-Off Areas**

Loading areas for passengers should follow section 503.

### **VEHICLE LOAD FOR EACH MODE**

<b>Vehicle Type</b>	<b>Average Passenger Capacities</b>			
	<b><u>Seated</u></b>	<b><u>Standing</u></b>	<b><u>Total</u></b>	<b><u>Maximum Load Factor</u></b>
30' Standard Bus	32	13	45	1.4
29' Low Floor Bus	20	8	28	1.4
26' Low Floor Bus	18	7	25	1.4
20' Low Floor Bus	15	6	21	1.4
20' Standard Bus	18	7	25	1.4
18' Van	9	0	9	1.0
16' Van	4	0	4	1.0

### **Vehicle headways for each mode**

<b>Weekday</b>	<b>Peak</b>	<b>Base</b>	<b>Evening</b>	<b>Night</b>
Urban Service	85	75	75	0

<b>Saturday</b>	<b>Peak</b>	<b>Base</b>	<b>Evening</b>	<b>Night</b>
Urban Service	85	75	75	0

**On-time performance for each mode**

Ninety-Five (95%) percent of GO bg Transit vehicles will complete their established runs no more than 0 minutes early or 5 minutes late in comparison to the established schedule/published timetables.

**Service availability for each mode:**

The City of Bowling Green will distribute transit service so that most residents in the service have access to bus service.



## **APPENDIX 8 General Requirements and Guidelines as Effected by Federal Policy**

### **Introduction**

This section describes requirements that all FTA recipients must follow to ensure that their programs, policies, and activities comply with DOT's Title VI regulations.

### **Requirement To Provide Title Vi Assurances**

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with DOT's Title VI regulations. This requirement shall be fulfilled when the applicant/recipient submits its annual certifications and assurances to FTA. Primary recipients shall collect Title VI assurances from subrecipients prior to passing through FTA funds. The text of FTA's annual certifications and assurances is available on FTA's website.

### **Requirement To Prepare And Submit A Title Vi Program**

Title 49 CFR Section 21.9(b) requires recipients to "keep such records and submit to the Secretary timely, complete, and accurate compliance reports at such times, and in such form and containing such information, as the Secretary may determine to be necessary to enable him to ascertain whether the recipient has complied or is complying with this [rule]." 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. For all recipients (including subrecipients), 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.

### **Contents**

Every Title VI Program shall include the following information:

1. A copy of the recipient's Title VI notice to the public that indicates the recipient complies with Title VI and informs members of the public of the protections against discrimination afforded to them by Title VI. Include a list of locations where the notice is posted.
2. A copy of the recipient's instructions to the public regarding how to file a Title VI discrimination complaint, including a copy of the complaint form.
3. A list of any public transportation-related Title VI investigations, complaints, or lawsuits filed with the recipient since the time of the last submission. This list should include only those investigations, complaints, or lawsuits that pertain to allegations of discrimination on the basis of race, color, and/or national origin in transit-related activities and programs and that pertain to the recipient submitting the report, not necessarily the larger agency or department of which the recipient is a part.
4. A public participation plan that includes an outreach plan to engage minority and limited English proficient populations, as well as a summary of outreach efforts made since the

last Title VI Program submission. A recipient's targeted public participation plan for minority populations may be part of efforts that extend more broadly to include other constituencies that are traditionally underserved, such as people with disabilities, low-income populations, and others.

5. A copy of the recipient's plan for providing language assistance to persons with limited English proficiency, based on the DOT LEP Guidance.
6. Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees or councils.
7. Primary recipients shall include a narrative or description of efforts the primary recipient uses to ensure subrecipients are complying with Title VI, as well as a schedule of subrecipient Title VI program submissions.
8. If the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc., the recipient shall include a copy of the Title VI equity analysis conducted during the planning stage with regard to the location of the facility.
9. Additional information as specified in chapters IV, V, and VI, of FTA Circular 4702.1b depending on whether the recipient is a fixed route transit provider, a State, or an MPO.

#### Upload Title VI Program to TrAMS

Direct and primary recipients must upload their Title VI Program into FTA's TrAMS system, or other tracking system as directed by FTA. Recipients must also notify their FTA Regional Civil Rights Officer via email that they have uploaded their Title VI Program to TrAMS. The Title VI Program must be uploaded to TrAMS no fewer than sixty calendar days prior to the date of expiration of the Title VI Program.

#### Determinations

The status of a direct or primary recipient's Title VI Program will be noted in TrAMS. The three status determinations are:

1. Concur. This status indicates that the recipients' Title VI Program meets the requirements as set out in this Circular. The recipient may receive grant funds.
2. In review. This status indicates that the recipient's Title VI Program is being reviewed by FTA staff and a determination as to sufficiency has not yet been made. "In review" status is only effective for sixty days and grants may be processed while a Title VI Program has an "in review" status.
3. Expired/Expiration. This status indicates that the recipients' Title VI Program has expired and that an updated Title VI Program must be submitted. A recipient with an expired

Title VI Program may have its draw-down privileges suspended and grants may not be processed.

#### Requirement To Notify Beneficiaries Of Protection Under Title VI

Title 49 CFR Section 21.9(d) requires recipients to provide information to the public regarding the recipient's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI. At a minimum, recipients shall disseminate this information to the public by posting a Title VI notice on the agency's website and in public areas of the agency's office(s), including the reception desk, meeting rooms, etc. Recipients should also post Title VI notices at stations or stops, and/or on transit vehicles.

#### Contents

The Title VI notice shall include:

1. A statement that the agency operates programs without regard to race, color, or national origin.
2. A description of the procedures that members of the public should follow in order to request additional information on the recipient's Title VI obligations.
3. A description of the procedures that members of the public shall follow in order to file a Title VI discrimination complaint against the recipient.

#### Effective Practices for Fulfilling the Notification Requirement

1. Dissemination. Agencies shall inform the public of their rights under Title VI through such measures as posting the Title VI notice on posters, comment cards, or flyers placed at stations, bus shelters, and in transit vehicles. The type, timing, and frequency of these measures are at the recipient's discretion, as long as the type, timing, and frequency are sufficient to notify passengers and other interested persons of their rights under DOT's Title VI regulations with regard to the recipient's program.
2. Document translation. Notices detailing a recipient's Title VI obligations and complaint procedures shall be translated into languages other than English, as needed and consistent with the DOT LEP Guidance and the recipient's language assistance plan.

#### Requirement To Develop Title Vi Complaint Procedures And Complaint Form

In order to comply with the reporting requirements established in 49 CFR Section 21.9(b), all recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public. Recipients must also develop a Title VI complaint form, and the form and procedure for filing a complaint shall be available on the recipient's website. FTA requires direct and primary recipients to report information regarding their complaint procedures in their Title VI Programs in order for FTA to determine compliance with DOT's Title VI regulations. In order to reduce

the administrative burden associated with this requirement, subrecipients may adopt the Title VI complaint investigation and tracking procedures and complaint form developed by the primary recipient.

#### Requirement To Record And Report Transit-Related Title Vi Investigations, Complaints, And Lawsuits

In order to comply with the reporting requirements of 49 CFR Section 21.9(b), FTA requires all recipients to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin: active investigations conducted by entities other than FTA; lawsuits; and complaints naming the recipient. This list shall include the date that the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to, the investigation, lawsuit, or complaint. This list shall be included in the Title VI Program submitted to FTA every three years.

#### Promoting Inclusive Public Participation

The content and considerations of Title VI, the Executive Order on LEP, and the DOT LEP Guidance shall be integrated into each recipient's established public participation plan or process (i.e., the document that explicitly describes the proactive strategies, procedures, and desired outcomes that underpin the recipient's public participation activities). Recipients have wide latitude to determine how, when, and how often specific public participation activities should take place, and which specific measures are most appropriate. Recipients should make these determinations based on a demographic analysis of the population(s) affected, the type of plan, program, and/or service under consideration, and the resources available. Efforts to involve minority and LEP populations in public participation activities can include both comprehensive measures, such as placing public notices at all transit stations, stops, and vehicles, as well as targeted measures to address linguistic, institutional, cultural, economic, historical, or other barriers that may prevent minority and LEP persons from effectively participating in a recipient's decision-making process. FTA has developed a Circular, 4703.1, "Environmental Justice Policy Guidance for Federal Transit Administration Recipients," that includes many examples of effective strategies for engaging minority and low-income populations. FTA encourages recipients to review that Circular for ideas when developing their public engagement strategy. Some of those effective practices include:

- a. Scheduling meetings at times and locations that are convenient and accessible for minority and LEP communities.
- b. Employing different meeting sizes and formats.
- c. Coordinating with community- and faith-based organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.

- d. Considering radio, television, or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations could also include audio programming available on podcasts.
- e. Providing opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments.

Grant recipients are required to comply with the public participation requirements of 49 U.S.C. Sections 5307(b) (requires programs of projects to be developed with public participation) and 5307(c)(1)(I) (requires a locally developed process to consider public comment before raising a fare or carrying out a major reduction in transportation service). FTA/FHWA (Federal Highway Administration) joint planning regulations (23 CFR part 450) require States and MPOs engaged in planning activities to seek out and consider the needs and input of the general public, including interested parties and those traditionally underserved by existing transportation systems, such as minority and LEP persons, who may face challenges accessing employment and other services, as States and MPOs develop and conduct their public involvement activities. Recipients engaged in planning and other decision-making activities at the local level should consider the principles embodied in the planning regulations and develop and use a documented public participation plan or process that provides adequate notice of public participation activities, as well as early and continuous opportunities for public review and comment at key decision points.

#### Requirement To Provide Meaningful Access To LEP Persons

Consistent with Title VI of the Civil Rights Act of 1964, DOT's implementing regulations, and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (65 FR 50121, Aug. 11, 2000), recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are limited-English proficient (LEP). Circular 4702.1b contains only a summary of the LEP requirements as they apply to FTA recipients; recipients are encouraged to review DOT's LEP guidance for additional information (70 FR 74087, Dec. 14, 2005) <http://www.gpo.gov/fdsys/pkg/FR-2005-12-14/pdf/05-23972.pdf>. Recipients are also encouraged to review DOJ's guidelines on self-assessment, Language Access Assessment and Planning Tool for Federally Conducted and Federally Assisted Programs (May 2011), as well as other materials, available at [www.lep.gov](http://www.lep.gov).

#### Four Factor Analysis

In order to ensure meaningful access to programs and activities, recipients shall use the information obtained in the Four Factor Analysis to determine the specific language services that are appropriate to provide. A careful analysis can help a recipient determine if it communicates effectively with LEP persons and will inform language access planning. The Four Factor Analysis is an individualized assessment that balances the following four factors:

**(1) The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.** This population will be program-specific. In addition to the number or proportion of LEP persons served, the recipient's analysis should, at a minimum, identify:

- How LEP persons interact with the recipient's agency;
- Identification of LEP communities, and assessing the number or proportion of LEP persons from each language group to determine the appropriate language services for each language group;
- The literacy skills of LEP populations in their native languages, in order to determine whether translation of documents will be an effective practice; and
- Whether LEP persons are underserved by the recipient due to language barriers.

**(2) The frequency with which LEP persons come into contact with the program.** Recipients should survey key program areas and assess major points of contact with the public, such as:

- Use of bus and rail service;
- Purchase of passes and tickets through vending machines, outlets, websites, and over the phone;
- Participation in public meetings;
- Customer service interactions;
- Ridership surveys;
- Operator surveys.

**(3) The nature and importance of the program, activity, or service provided by the program to people's lives.** Generally speaking, the more important the program, the more frequent the contact and the likelihood that language services will be needed. The provision of public transportation is a vital service, especially for people without access to personal vehicles. An MPO's regional planning activities will impact every person in a region. Development of a coordinated plan to meet the specific transportation needs of seniors and people with disabilities will often also meet the needs of LEP persons. A person who is LEP may have a disability that prevents the person from using fixed route service, thus making the person eligible for ADA complementary paratransit. Transit providers, States, and MPOs must assess their programs, activities, and services to ensure they are



providing meaningful access to LEP persons. Facilitated meetings with LEP persons are one method to inform the recipient on what the local LEP population considers to be an essential service, as well as the most effective means to provide language assistance.

- (4) The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.** Resource and cost issues can often be reduced by technological advances, reasonable business practices, and the sharing of language assistance materials and services among and between recipients, advocacy groups, LEP populations and Federal agencies. Large entities and those entities serving a significant number of LEP persons should ensure that their resource limitations are well substantiated before using this factor as a reason to limit language assistance.

#### Developing a Language Assistance Plan

After completing the Four Factor Analysis, the recipient shall use the results of the analyses to determine which language assistance services are appropriate. Additionally, the recipient shall develop an assistance plan to address the identified needs of the LEP population(s) it serves. The DOT LEP Guidance recognizes that certain recipients, such as those serving very few LEP persons or those with very limited resources, may choose not to develop a written plan. However, FTA has determined it is necessary to require its recipients to develop an assistance plan in order to ensure compliance. A recipient may formally request an exemption from this requirement if it believes it fits within the exception described.

Recipients have considerable flexibility in developing a Language Assistance Plan, or LEP Plan. An LEP Plan shall, at a minimum:

- a. Include the results of the Four Factor Analysis, including a description of the LEP population(s) served;
- b. Describe how the recipient provides language assistance services by language;
- c. Describe how the recipient provides notice to LEP persons about the availability of language assistance;
- d. Describe how the recipient monitors, evaluates, and updates the language access plan; and
- e. Describe how the recipient trains employees to provide timely and reasonable language assistance to LEP populations.

FTA will solely determine, at the time the recipient submits its Title VI Program or subsequent to a complaint investigation or compliance review, whether a recipient's plan is sufficient to ensure meaningful access and thus ensure the recipient is not engaging in discrimination on the basis of national origin.

After completing the Four Factor Analysis, a recipient may determine that an effective LEP plan for its community includes the translation of vital documents into the language of each frequently encountered LEP group eligible to be served and/or likely to be affected by the recipient's programs and services. Vital written documents include, but are not limited to, consent and complaint forms; intake and application forms with the potential for important consequences; written notices of rights; notices of denials, losses, or decreases in benefits or services; and notices advising LEP individuals of free language assistance services. Examples of vital documents include an ADA complementary paratransit eligibility application, a Title VI complaint form, notice of a person's rights under Title VI, and other documents that provide access to essential services. Failure to translate these vital documents could result in a recipient denying an eligible LEP person access to services and discrimination on the basis of national origin.

#### Safe Harbor Provision

DOT has adopted DOJ's Safe Harbor Provision, which outlines circumstances that can provide a "safe harbor" for recipients regarding translation of written materials for LEP populations. The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

These safe harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. A recipient may determine, based on the Four Factor Analysis, that even though a language group meets the threshold specified by the Safe Harbor Provision, written translation may not be an effective means to provide language assistance measures. For example, a recipient may determine that a large number of persons in that language group have low literacy skills in their native language and therefore require oral interpretation. In such cases, background documentation regarding the determination shall be provided to FTA in the Title VI Program.

#### Minority Representation On Planning And Advisory Bodies

Title 49 CFR Section 21.5(b)(1)(vii) states that a recipient may not, on the grounds of race, color, or national origin, "deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program." Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial

breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.

#### Determination Of Site Or Location Of Facilities

Title 49 CFR Section 21.9(b)(3) states, “In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin; or with the purpose or effect of defeating or substantially impairing the accomplishment of the objectives of the Act or this part.” Title 49 CFR part 21, Appendix C, Section (3)(iv) provides, “The location of projects requiring land acquisition and the displacement of persons from their residences and businesses may not be determined on the basis of race, color, or national origin.” For purposes of this requirement, “facilities” does not include bus shelters, as these are transit amenities and are covered in Chapter IV, nor does it include transit stations, power substations, etc., as those are evaluated during project development and the NEPA process. Facilities included in this provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc. In order to comply with the regulations:

- a. The recipient shall complete a Title VI equity analysis during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. Recipients shall engage in outreach to persons potentially impacted by the siting of facilities. The Title VI equity analysis must compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site.
- b. When evaluating locations of facilities, recipients should give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result. Analysis should be done at the Census tract or block group where appropriate to ensure that proper perspective is given to localized impacts.
- c. If the recipient determines that the location of the project will result in a disparate impact on the basis of race, color, or national origin, the recipient may only locate the project in that location if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin. The recipient must show how both tests are met; it is important to understand that in order to make this showing, the recipient must consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative.

#### Requirement To Provide Additional Information Upon Request

FTA may request, at its discretion, information other than that required by this Circular from a recipient in order for FTA to investigate complaints of discrimination or to resolve concerns about possible noncompliance with DOT’s Title VI regulations.

## **APPENDIX 9 Requirements and Guidelines for Fixed Route Transit Providers**

### **Introduction**

The requirements described in this section apply to all providers of fixed route public transportation (also referred to as transit providers) that receive Federal financial assistance. Contractors are responsible for following the Title VI Program(s) of the transit provider(s) with whom they contract. Transit providers that are subrecipients will submit the information required in this chapter to their primary recipient (the entity from whom they directly receive transit funds) every three years on a schedule determined by the primary recipient. Direct and primary recipients will submit the information required in this section to FTA every three years.

All transit providers—whether direct recipients, primary recipients that receive financial assistance from FTA are also responsible for following the general requirements in Chapter III of FTA Circular 4702.1b. The requirements in this section are scaled based on the size of the fixed route transit provider.

Providers of public transportation that operate fixed route and demand response service, or only fixed route service, are responsible for the reporting requirements in this chapter, but these requirements only apply to fixed route service.

<b>Requirement</b>	<b>Transit Providers that operate fixed route service</b>	<b>Transit Providers that operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,000 or more in population</b>
Set system-wide standards and policies	Required	Required
Collect and report data	Not required	Required: Demographic and service profile maps and charts Survey data regarding customer demographic and travel patterns
Evaluate service and fare equity changes	Not required	Required
Monitor transit service	Not required	Required

If a transit provider:

Operates 50 or more fixed route vehicles in peak service and is located in an Urbanized Area (UZA) of 200,000 or more in population; or

Has been placed in this category at the discretion of the Director of Civil Rights in consultation with the FTA Administrator,

Then the transit provider's Title VI Program must contain all of the elements described in this section.

If a fixed route transit provider does not meet the threshold in the previous paragraph, then the transit provider is only required to set system-wide standards and policies, as further described below.

**Threshold.** FTA requires all transit providers to submit a Title VI Program to comply with DOT Title VI regulations; the threshold provides a distinction regarding the degree of evidence a fixed route transit provider must provide to demonstrate compliance with those regulations.

#### Implementation

**Service Equity Analyses.** Transit providers under 50 or more vehicles in fixed route service may follow the service equity analysis guidance provided in FTA Circular 4702.1A. A transit provider may conduct a service equity analysis consistent with the new Circular for major service changes occurring prior to April 1, 2013. City of Bowling Green is not currently required to do so.

#### Requirement To Prepare And Submit A Title VI Program

As stated in Chapter III of this Circular, in order to ensure compliance with the reporting requirements of 49 CFR Section 21.9(b), FTA requires that all direct and primary recipients document their compliance by submitting a Title VI Program to their FTA regional civil rights officer once every three years or as otherwise directed by FTA.

For all transit providers, the Title VI Program must be approved by the transit provider's board of directors or appropriate.

Transit providers shall submit a copy of the board resolution, meeting minutes, or similar documentation with the Title VI Program as evidence that the board of directors or appropriate governing entity or official(s) has approved the Title VI Program. FTA will review and concur or request the recipient provide additional information.

**Contents of the Title VI Program.** Providers of fixed route public transportation shall include the following information in their Title VI Program.

All fixed route transit providers shall submit:

All general requirements set out in Section 4 of Chapter III of FTA Circular 4702.1b; and

System-wide service standards and system-wide service policies, whether existing or new.

### Requirement To Set System-Wide Service Standards And Policies

These requirements apply to all fixed route providers of public transportation service. Title 49 CFR Section 21.5 states the general prohibition of discrimination on the grounds of race, color, or national origin. Section 21.5(b)(2) specifies that a recipient shall not “utilize criteria or methods of administration which have the effect of subjecting persons to discrimination because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program with respect to individuals of a particular race, color, or national origin.”

Section 21.5(b)(7) requires recipients to “take affirmative action to assure that no person is excluded from participation in or denied the benefits of the program or activity on the grounds of race, color, or national origin.” Finally, Appendix C to 49 CFR part 21 provides in Section (3)(iii) that “[n]o person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of service of transportation service furnished as a part of the project on the basis of race, color, or national origin. Frequency of service, age and quality of vehicles assigned to routes, quality of stations serving different routes, and location of routes may not be determined on the basis of race, color, or national origin.”

All fixed route transit providers shall set service standards and policies for each specific fixed route mode of service they provide.

These standards and policies must address how service is distributed across the transit system and must ensure that the manner of the distribution affords users access to these assets.

Providers of fixed route public transportation shall also adopt system-wide service policies to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin. Service policies differ from service standards in that they are not necessarily based on a quantitative threshold.

### Effective Practices to Fulfill the Service Standard Requirement

FTA requires all fixed route transit providers to develop quantitative standards for all fixed route modes of operation for the indicators listed below. Providers of public transportation may set additional standards as appropriate or applicable to the type of service they provide.

#### Vehicle load for each mode

Vehicle load can be expressed as the ratio of passengers to the total number of seats on a vehicle. For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees. A vehicle load standard is generally expressed in terms of peak and off-peak times. Transit providers that operate multiple modes of transit must describe the specific vehicle load standards for peak and off-peak times for each mode of fixed route transit service (i.e., bus, express bus, bus rapid transit, light rail, heavy rail, commuter rail, passenger ferry, etc., as applicable), as the standard may differ by mode.



#### Vehicle headway for each mode

Vehicle headway is the amount of time between two vehicles traveling in the same direction on a given line or combination of lines. A shorter headway corresponds to more frequent service. Vehicle headways are measured in minutes (e.g., every 15 minutes); service frequency is measured in vehicles per hour (e.g., 4 buses per hour). Headways and frequency of service are general indications of the level of service provided along a route. Vehicle headway is one component of the amount of travel time expended by a passenger to reach his/her destination. A vehicle headway standard is generally expressed for peak and off-peak service as an increment of time (e.g., peak: every 15 minutes; and off peak: every 30 minutes). Transit providers may set different vehicle headway standards for different modes of transit service. A vehicle headway standard might establish a minimum frequency of service by area based on population density. For example, service at 15- minute peak headways and 30-minute off-peak headways might be the standard for routes serving the most densely populated portions of the service area, whereas 30- minute peak headways and 45-minute off-peak headways might be the standard in less densely populated areas. Headway standards are also typically related to vehicle load. For example, a service standard might state that vehicle headways will be improved first on routes that exceed the load factor standard or on routes that have the highest load factors.

#### On-time performance for each mode

On-time performance is a measure of runs completed as scheduled. This criterion first must define what is considered to be “on time.” For example, a transit provider may consider it acceptable if a vehicle completes a scheduled run between zero and five minutes late in comparison to the established schedule. On-time performance can be measured against route origins and destinations only, or against origins and destinations as well as specified time points along the route. Some transit providers set an on-time performance standard that prohibits vehicles from running early (i.e., ahead of schedule) while others allow vehicles to run early within a specified window of time (e.g., up to five minutes ahead of schedule). An acceptable level of performance must be defined (expressed as a percentage). The percentage of runs completed system-wide or on a particular route or line within the standard must be calculated and measured against the level of performance for the system. For example, a transit provider might define on-time performance as 95 percent of all runs system-wide or on a particular route or line completed within the allowed “on-time” window.

#### Service availability for each mode

Service availability is a general measure of the distribution of routes within a transit provider’s service area. For example, a transit provider might set a service standard to distribute routes such that a specified percentage of all residents in the service area are within a one-quarter mile walk of bus service. A standard might also indicate the maximum distance between stops or stations. These measures related to coverage and stop/station distances might also vary by population density. For example, in more densely populated areas, the standard for bus stop distance might be a shorter distance than it would be in less densely populated areas, and the percentage of the total population within a one-quarter mile walk of routes or lines might be higher in more densely populated areas than it would be in less densely populated areas.

## Effective Practices to Fulfill the Service Policy Requirement

FTA requires fixed route transit providers to develop a policy for each of the following service indicators. Transit providers may set policies for additional indicators as appropriate.

Distribution of transit amenities for each mode. Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. Fixed route transit providers must set a policy to ensure equitable distribution of transit amenities across the system. Transit providers may have different policies for the different modes of service that they provide. Policies in this area address how these amenities are distributed within a transit system, and the manner of their distribution determines whether transit users have equal access to these amenities. This subparagraph is not intended to impact funding decisions for transit amenities. Rather, this subparagraph applies after a transit provider has decided to fund an amenity.

This policy does not apply to transit providers that do not have decision-making authority over the siting of transit amenities. Transit providers are not responsible for setting a policy for transit amenities that are solely sited by a separate jurisdiction (e.g., a city, town, or county) unless the transit provider has the authority to set policies to determine the siting of these amenities. Transit providers are responsible for setting a policy for transit amenities that are installed under a contract between the transit provider and a private entity. In these cases, the transit provider shall communicate its service policy to the private entity.

Transit providers shall submit their siting policy where the definition of transit amenities includes but is not limited to:

Seating (i.e., benches, seats at stops/stations)

bus and rail shelters and rail platform canopies

Provision of information:

Printed signs, system maps, route maps, and schedules.

Digital equipment such as next vehicle arrival time signs along bus routes and at fixed guideway stations (i.e., electronic signage that depicts when a transit vehicle will next arrive at the station or stop).

Escalators

Elevators

Waste receptacles (including trash and recycling)

## Vehicle assignment for each mode

Vehicle assignment refers to the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider's system. Policies for vehicle assignment may be based on the age of the vehicle, where age would be a proxy for condition. For example, a transit provider could set a policy to assign vehicles to depots so that the age of the vehicles at each depot does not exceed the system-wide average. The policy could also be based on the type of vehicle. For example, a transit provider may set a policy to assign vehicles with more capacity to routes with higher ridership and/or during peak periods. The policy could also be based on the type of service offered. For example, a transit provider may set a policy to assign specific types of vehicles to express or commuter service. Transit providers deploying vehicles equipped with

technology designed to reduce emissions could choose to set a policy for how these vehicles will be deployed throughout the service area.

## **APPENDIX 10 Title VI and Limited English Proficiency Technical Assistance Resources**

The following resources should help recipients integrate the guidance and procedures of this circular into their planning and operations. Recipients seeking additional resources that may have been published subsequent to the date of FTA Circular 4702.1b may inquire with their local FTA Regional Office or FTA's Office of Civil Rights. Technical assistance resources will be published on the FTA Office of Civil Rights website, [http://www.fta.dot.gov/civil\\_rights.html](http://www.fta.dot.gov/civil_rights.html), on an ongoing basis.

### **Relevant Websites**

Recipients and subrecipients are encouraged to review information on the following websites:

#### **FTA's Title VI Website**

[www.fta.dot.gov/civilrights/civil\\_rights\\_5088.html](http://www.fta.dot.gov/civilrights/civil_rights_5088.html). This website provides an overview of FTA's Title VI activities, including links to recent compliance reviews of recipients, related websites, policy guidance and procedures, and instructions on how to file a Title VI complaint.

#### **Federal Interagency Working Group on Limited English Proficiency**

[www.lep.gov](http://www.lep.gov) promotes a cooperative understanding of the importance of language access to Federal programs and Federally-assisted programs. The site acts as a clearinghouse, providing and linking to information, tools, and technical assistance regarding limited English proficiency and language services for Federal agencies, recipients of Federal funds, users of Federal programs and Federally-assisted programs, and other stakeholders.

#### **U.S. Department of Justice Civil Rights Division**

<http://www.justice.gov/crt/> The Civil Rights Division of the Department of Justice, established in 1957, is the program institution within the Federal government responsible for coordinating the implementation and enforcement of Federal statutes prohibiting discrimination on the basis of race, color, national origin, and other protected classes.

#### **Community Impact Assessment Website**

<http://www.ciatrans.net>. The Community Impact Assessment (CIA) website seeks to inform transportation officials and the general public about the potential impacts of proposed transportation actions on communities and their subpopulations.

#### **United We Ride**

[www.unitedweride.gov](http://www.unitedweride.gov). United We Ride is an interagency Federal national initiative that supports States and their localities in developing coordinated human service delivery systems originating from the Office of Program Management or the Federal Transit Administration. In addition to State coordination grants, United We Ride provides State and local agencies a transportation-coordination and planning self-assessment tool, help along the way, technical assistance, and other resources to help their communities succeed.

## Technical Assistance Products

Recipients and subrecipients are encouraged to review information on the following technical assistance products. Interested parties can access these products through the relevant website or by contacting FTA's Office of Civil Rights.

### "How to Engage Low-Literacy and Limited English Proficient Populations in Transportation Decision-making."

<http://www.fhwa.dot.gov/hep/lowlim/>. This report documents "best practices" in identifying and engaging low-literacy and limited-English- proficiency populations in transportation decision-making. These "best practices" were collected during telephone interviews with individuals in 30 States.

### "Disaster Response and Recovery Resource for Transit Agencies"

<http://transit-safety.volpe.dot.gov/Publications/order/singledoc.asp?docid=437>. This resource provides local transit agencies and transportation providers with useful information and best practices in emergency preparedness and disaster response and recovery, including information on how to respond to the needs of low-income persons, limited English proficient persons, persons with disabilities, and older adults.

**APPENDIX 11 City of Bowling Green Board of Commissioners Municipal Order and Approval**



AGENDA  
BOARD OF COMMISSIONERS  
CITY OF BOWLING GREEN, KENTUCKY  
REGULAR MEETING - CITY HALL  
December 7, 2021, 4:30 p.m.

CALL TO ORDER

INVOCATION/PLEDGE OF ALLEGIANCE

ROLL CALL

AWARDS & RECOGNITIONS

CITY MANAGER COMMENTS

APPROVAL OF MINUTES                      Regular Meeting November 16, 2021

ITEMS FOR CONSIDERATION:

***Municipal Orders require one reading and vote***

1.    Municipal Order No. 2021 – 204      Municipal Order approving the probationary appointments of Daylan Brookshire, Cole Burton, John Chidester, Brian Donnelly, Justin Gentry, Garrett Houchins, Kristina Stivaletti and Wade Weisbrodt to the position of Firefighter in the Fire Department
  
2.    Municipal Order No. 2021 – 205      Municipal Order approving the probationary appointment of Telia Butler to the position of Downtown Development Coordinator in the Neighborhood and Community Services Department
  
3.    Municipal Order No. 2021 – 206      Municipal Order approving the probationary appointment of Jeffrey Carter to the position of Parks Facility Maintainer I in the Parks and Recreation Department
  
4.    Municipal Order No. 2021 – 207      Municipal Order approving the probationary appointment of Farah Wallace to the position of Office Associate I in the Public Works Department

*(Agenda-December 7, 2021)*

5. Municipal Order No. 2021 – 208      Municipal Order approving the probationary appointments of Matthew Taylor and Nicholas Updegraff to the position of Service Technician in the Public Works Department
6. Municipal Order No. 2021 – 209      Municipal Order approving the probationary appointment of Benjamin Hall to the position of System Analyst I in the Information Technology Department
7. Municipal Order No. 2021 – 210      Municipal Order authorizing and accepting Bid #2022-25 for ADA improvements from NPM LLC of Elizabethtown, Kentucky in the amount of \$104,800
8. Municipal Order No. 2021 – 211      Municipal Order approving actions of the City Manager and accepting the emergency purchase of two Dodge Durangos from Don Franklin Chrysler Nissan located in Somerset, Kentucky, and further approving the painting and up-fitting from various vendors in the total amount not to exceed \$91,781.50
9. Municipal Order No. 2021 – 212      Municipal Order approving the Title VI Civil Rights Plan for the City of Bowling Green Transit Program and authorizing its submission to the Federal Transit Administration (FTA)
10. Municipal Order No. 2021 – 213      Municipal Order authorizing the acceptance of a grant through the 2021 Community Oriented Policing Services (COPS) Hiring Program from the U.S. Department of Justice in the amount of \$500,000
11. Municipal Order No. 2021 – 214      Municipal Order authorizing the submission of a grant application to the U.S. Department of Homeland Security through the Federal Emergency Management Agency (FEMA) Assistance to Firefighters Grant Program in an amount up to \$582,167 for the purchase of a vehicle for the Fire Department
12. Municipal Order No. 2021 – 215      Municipal Order authorizing the submission of a grant application to the U.S. Department of Homeland Security through the Federal Emergency Management Agency (FEMA) Assistance to Firefighters Grant Program in an amount up to \$255,605 for equipment and training for the Fire Department

*(Agenda-December 7, 2021)*

- |  |  |
|--|--|
| 13. Municipal Order No. 2021 – 216                             | Municipal Order authorizing and approving an Interlocal Contract for Cooperative Purchasing between the City of Bowling Green and Houston-Galveston Area Council |
| 14. Ordinance No. BG2021 – 46<br>(First Reading – Non-Binding) | ORDINANCE APPROVING MUTUAL AID AGREEMENT<br>Ordinance approving a Mutual Aid Agreement between the City of Bowling Green and Warren County Sheriff's Office      |

PUBLIC COMMENTS

NEXT SCHEDULED MEETING	December 21, 2021
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ADJOURNMENT

MUNICIPAL ORDER NO. 2021 - 212

MUNICIPAL ORDER APPROVING THE TITLE VI  
CIVIL RIGHTS PLAN FOR THE CITY OF BOWLING  
GREEN TRANSIT PROGRAM AND AUTHORIZING  
ITS SUBMISSION TO THE FEDERAL TRANSIT  
ADMINISTRATION (FTA)

WHEREAS, the Federal Transit Administration (FTA) has been delegated authority to award federal financial assistance for transportation programs; and,

WHEREAS, the City of Bowling Green has been designated a small urban area because of the 2000 census; and,

WHEREAS, the City of Bowling Green receives Section 5307 funds for the operation, planning and capital expenses related to the Bowling Green Transit Program; and,

WHEREAS, the Transit Program is currently administered under contracts with RATP Dev USA, Inc. and Community Action of Southern Kentucky effective through June 30, 2023; and,

WHEREAS, the Federal Transit Administration requires that all transit programs receiving federal assistance adopt a Title VI Civil Rights Plan in order to outline the policy and procedures for providing the civil rights of transit participants; and,

WHEREAS, it is in the best interest of the City to adopt this final document and authorize submission to the FTA.

NOW, THEREFORE, BE IT ORDERED by the City of Bowling Green, Kentucky as follows:

1. The City of Bowling Green Title VI Civil Rights Plan for the City of Bowling Green Transit Program, a copy of which is attached to and made a part of this Municipal Order as if copied in full herein, is hereby approved and adopted.

2. The Mayor and all other appropriate City officials are hereby authorized and directed to execute and submit any and all documents necessary for the Title VI Civil Rights Plan, and the City Manager is to act for and in the name of the City throughout the administration and performance thereof.

**2021-212**

(Municipal Order No. 2021 - 212)

3. This Municipal Order shall be in full force and effect upon signature and recordation.

ADOPTED: December 7, 2021

APPROVED:   
Mayor, Chairman of Board of Commissioners

ATTEST: Ashley Jackson  
City Clerk

SPONSORED BY: Jeffery B. Meisel, City Manager

## Demographic Representation Information<sup>1</sup>

### A. Demographic Representation Table<sup>2</sup>

The table below depicts U.S. Census data City of Bowling Green population data by race and the City of Bowling Green's Transit Advisory Committee.

Body	Caucasian	Hispanic / Latino	Black/ African American	Asian American	Native American	Two or More Races
City of Bowling Green Population	64%	10%	14%	8%	0.4122%	7%
City of Bowling Green Transit Advisory Committee	0.0301%	0.0285%	0.0100%	0.0000%	0.0000%	0.000%

### B. Efforts to Encourage Minority Participation

The City of Bowling Green understands diverse representation on committees, councils, and boards as it results in a sound policy reflective of its entire population. As such, City of Bowling Green encourages participation of all its citizens.

As vacancies on non-elected boards such as the Transit Advisory Committee become available, City of Bowling Green will make efforts to encourage and promote diversity.

To encourage participation on its committees, City of Bowling Green will continue to reach out to community organizations to connect with all population groups in its service area. In addition, City of Bowling Green will use creative ways to make participating realistic and reasonable, such as scheduling meetings at times best suited to its members.

## *Demographic Representation Data Collection Form<sup>3</sup>*

### Transit Advisory Committee

Date:

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<sup>1</sup> If City of Bowling Green has transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by City of Bowling Green, Title VI regulations require City of Bowling Green to provide a table depicting the membership of those committees broken down by race and a description of efforts made to encourage the participation of minorities on such committees.

<sup>2</sup> County data by race is available at the US Census Bureau website <http://data.census.gov>

<sup>3</sup> This form is an optional tool City of Bowling Green can use to gather information on the racial composition of its committee members for the purposes of meeting the Title VI plan requirements.



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RE: Request to self-identify

Dear Transit Advisory Committee Member,

The City of Bowling Green, as a recipient of federal transportation funds is required under Title VI of the Civil Rights statute to ascertain the racial/ethnic make-up of any non-elected boards, commissions, councils, etc.

Data from this section is used for statistical and reporting purposes. The information may be subject to disclosure under federal or state law or rule.

### **Anti-Discrimination Notice**

It is unlawful for City of Bowling Green to fail or refuse to provide services, access to services or activities, or otherwise discriminate against an individual because of an individual's race, color, religion, sex, national origin, disability, or veteran status.

As a program under the jurisdiction of City of Bowling Green, we invite committee members to voluntarily self-identify their race/ethnicity in order for us to comply with FTA Title VI and LEP requirements. This information will be used according to the provisions of applicable federal and state laws, executive orders and regulations, including those requiring the information to be summarized and reported to the federal government for civil rights enforcement purposes.

### **Race/Ethnicity**

If you choose to self-identify, please mark the **one box** describing the race/ethnicity category with which you primarily identify:

\_\_\_ *Asian or Pacific Islander*: All persons having origins in any of the peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands. This area includes, for example, China, Japan, Korea, the Philippine Islands and Samoa.

\_\_\_ *Black and/or African American* (not of Hispanic origin): All persons having origins in any of the Black racial groups of Africa.

\_\_\_ *Hispanic*: All persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.

\_\_\_ *American Indian or Alaskan Native*: All persons having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.

\_\_\_ *Caucasian* (not of Hispanic origin): All persons having origins in any of the original peoples of Europe, North Africa or the Middle East.