

## Public Notice of Title VI Rights

# Reno County Public Transportation Department

The Reno County Public Transportation Department operates its programs and services without regard to race, color, national origin, religion, sex, disability, and age in the provision of services to the public in accordance with Title VI of the Civil Rights Act. Any person who believes they've been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Reno County Public Transportation Department by visiting [www.renocountyks.gov/reno-county-area-transit-rcat](http://www.renocountyks.gov/reno-county-area-transit-rcat), under Quick Links, Title VI (PDF).

For more information on the Reno County Public Transportation Department's Civil Rights program, and the procedures to file a complaint, contact the Reno County Public Transportation Department at (620) 694-2913 or visit our administrative office at 120 W. Avenue B, Reno County Public Transportation Department, Hutchinson, Kansas 67501.

A complainant may file a complaint directly with the Office of Civil Rights Compliance at 800-854-3613 (Hearing Impaired 711), email [KDOT.CivilRights@ks.gov](mailto:KDOT.CivilRights@ks.gov), or visit the administrative office at 700 SW Harrison, 3<sup>rd</sup> Floor West, Topeka, KS 66603-3754 or with the

U.S. Department of Transportation, Office of Civil Rights, Attention: Title VI Program Coordinator, 1200 New Jersey Ave., SE, Washington, DC 20590, or on their website: <https://www.transit.dot.gov/civilrights>.

If information is needed in another language, contact (620) 694-2913.

This notice is posted in the Reno County Public Transportation Department's Transfer Station lobby, public conference rooms, Rcat vehicles and on the Reno County website at:

[www.renocountyks.gov/Reno-County-Area-Transit-RCAT](http://www.renocountyks.gov/Reno-County-Area-Transit-RCAT), under Related Links, Forms.

Title VI brochures available in the vicinity of Notice.

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## TRANSIT PUBLIC PARTICIPATION PLAN OUTLINE - RENO COUNTY

### 1. Brief description of provider's activities and services:

Reno County Government provides service to citizens through the Reno County Public Transportation Department, which operates Reno County Area Transit (Rcat). The service is financed through a combination of funds provided by Federal Transit Administration's (FTA) U.S.C. 49-5311, Kansas Department of Transportation (KDOT) grant monies, the Reno County tax General fund and the Reno County Aging Mill Levy tax. Rcat is a community asset, which serves the public with transportation on a first come first served basis.

Forms of service includes:

- Four (4) Fixed Routes running hourly throughout the cities of Hutchinson and South Hutchinson with correlating
- Paratransit service to eligible passengers under the Americans with Disabilities Act (ADA) in the cities of Hutchinson and South Hutchinson within a 6-mile radius of 17th and Plum in Hutchinson. The three general criteria for Paratransit eligibility established by the ADA are:
  - Can't navigate the fixed route transit system independently
  - Needs an accessible vehicle
  - Obstacles prevent reaching the bus on a fixed route
- Demand Response providing ADA accessible service to citizens within Reno County rural areas outside the defined Fixed Route and Paratransit service area.

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

The Reno County Public Transportation Department makes every reasonable effort to engage the public when making changes in fares, hours of service, route revision and service areas. The Reno County Public Transportation Commission meetings are open to the public and meet on a quarterly basis, providing such opportunities for the public to engage, providing feedback of current services and future needs.

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

Public notification and engagement opportunities would include but not be limited to:

posting(s) on the Reno County website; use of various social media platforms such as Facebook, X, Instagram; signs and posters placed in public locations; public hearings/meetings held at convenient time and in accessible locations; advertising through local print and online media (The Hutchinson News, The Rural Messenger, The Hutch Post), and rider surveys administered to a convenience sample and notice postings on Rcat vehicles.

### 4. Brief description of methods to address any language translation service needs for the general public and minority populations in Reno County (i.e., translation of public meeting materials, providing translation services if requested, targeted media messages in low-income neighborhoods of service area; work with existing neighborhood(s) and advocacy organizations).

Reno County Public Transportation Department would provide translation services and sign language interpretation upon prior request at public meetings. Written meeting materials would be translated upon prior request, into braille or other language(s). Google Translate is available that can translate text, documents and websites.

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

In general, desired outcomes could include, but are not limited to, the following:

- Reno County Public Transportation Department desires to have actively engaged transit riders, stakeholders, and members of the general public in transit decision-making processes.
- Strive to have given adequate public notice of public participation activities and allowed proper time for public review and comment during key decision points.
- Provide timely information about transportation issues and processes to transit riders, stakeholders and members of the general public.
- Reno County Public Transportation Department will provide responses to all public input as appropriate.
- Facilitate effective communication among a diverse group of stakeholders.
- Will establish a timetable for review of the public participation process to ensure it provides full and open access to all.

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

- Open public meetings of the Reno County Public Transportation Commission held quarterly at convenient times in an accessible location
- Utilized a variety of advertising platforms (i.e.: social media, newspaper, radio, and notices on vehicles, posters at transfer station and county website)
- Maintaining a database of contacts to include at a minimum the following: members of the public, elected officials, local government staff, Senior Centers, Hutchinson Community College Representatives, Hutchinson Hospital and Clinic Representatives, Local Business owners, and KDOT Public Transit Staff
- When feasible ZOOM meeting invites, email and/or mailing announcements to groups likely to be interested in Reno County Area Transit activities as well as those included in the database
- Employed visualization techniques, (when possible) to depict Rcat's activities/materials to the public (i.e., charts, graphs, photos, maps)
- Posted educational information and videos: "Purchase Rcat Passes" and "How to Use the Rcat Bike Rack" on county website including where public comments/feedback may be submitted.
- Public notice of open seats on the Reno County Public Transportation Commission posted on the county web page – open positions are publicized for 90 days before filling
- Display ads, brochures
- Local newspaper advertisements, and public notices
- Avoidance of technical jargon in presentations and information displayed
- Public opinion survey to assess widespread public opinion

**Additional Public Participation Resources**

FTA's Circular 4702.1B may be found at: [http://www.fta.dot.gov/documents/FTA\\_Title\\_VI\\_FINAL.pdf](http://www.fta.dot.gov/documents/FTA_Title_VI_FINAL.pdf)

## TITLE VI COMPLAINT PROCEDURE

### Title VI Complaint Procedures

The following pertains only to Title VI complaints regarding the services of the Reno County Public Transportation Department.

Title VI, 42 U.S.C. §2000d et seq., was enacted as part of the Civil Rights Act of 1964. At the heart of the regulation is the statement that:

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

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

#### 1. Submission of Complaint.

Any person who feels that he or she, individually or as a member of any class of persons, on the basis of race, color, or national origin has been excluded from or denied the benefits of, or subjected to discrimination caused by the Reno County Public Transportation Department, may file a written complaint with the Reno County Public Transportation Department's Director. A sample complaint form is available for download at [www.renocountyks.gov/Reno-County-Area-Transit-Rcat](http://www.renocountyks.gov/Reno-County-Area-Transit-Rcat) under Related Links, click Forms, click on Title VI Complaint Form (PDF) and is also available in hard copy at the offices of Reno County Public Transportation Department. Upon request, the Reno County Public Transportation Department will mail the complaint form. **Such complaints must be filed within 180 calendar days after the date the discrimination occurred. The Reno County Public Transportation Department will process complaints that are complete.**

Assistance in the preparation of any complaints will be provided to a person or persons upon request and as appropriate. If information is needed in another language, please contact the Reno County Public Transportation Director at (620) 694-2913.

Complaints can be mailed, or hand carried to:

Attn: Director  
120 W. Avenue B  
Hutchinson, KS 67501

Once the complaint is received, the Reno County Public Transportation Department will review it to determine if our office has jurisdiction. A letter of acknowledgement will be sent to the complainant informing them whether the complaint will be investigated by the Reno County Public Transportation Department. A person may also file a complaint directly with the Federal Transit Administration (FTA):

Office of Civil Rights  
1200 New Jersey Ave SE,  
Washington, DC 20590

## **2. Referral to Review Officer**

Upon receipt of the complaint, the Reno County Public Transportation Director shall appoint one or more staff review officers, as appropriate, to evaluate and investigate the complaint. If necessary, the Complainant shall meet with the staff review officer(s) to further explain their complaint. The staff review officer(s) shall complete their review no later than 45 calendar days after the date the agency received the complaint. If more time is required, the Reno County Public Transportation Department review officer(s) shall notify the Complainant of the estimated timeframe for completing the review. Upon completion of the review, the staff review officer(s) shall make a recommendation regarding the merit of the complaint and whether remedial actions are available to provide redress.

Additionally, the staff review officer(s) may recommend improvements to the Reno County Public Transportation Department's processes relative to Title VI, as appropriate. The staff review officer(s) shall forward their recommendations to the Reno County Public Transportation Director for concurrence. If the Reno County Public Transportation Department Director concurs, they shall issue the Reno County Public Transportation Department's written response to the Complainant. This final report should include a summary of the investigation, all findings with recommendations and corrective measures where appropriate.

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

## **3. Request for Reconsideration**

If the Complainant disagrees with the Reno County Public Transportation Director's response, he or she may request reconsideration by submitting the request, in writing, to the Reno County Public Transportation Director within 10 calendar days after receipt of the Reno County Public Transportation Director response. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the Reno County Public Transportation Department Director. The Reno County Public Transportation Director will notify the Complainant of his or her decision in writing either to accept or reject the request for reconsideration within 10 calendar days. In cases where the Reno County Public Transportation Director agrees to reconsider, the matter shall be returned to the staff review officer(s) to re-evaluate in accordance with Paragraph 2 above.

## **4. Appeal**

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

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

If the Complainant is dissatisfied with the Reno County Public Transportation Department's resolution of the complaint, he or she may also submit a written complaint within 180 days after the alleged date of discrimination to the State of Kansas Department of Transportation for further investigation.

KDOT Office of Civil Rights Compliance, 700 SW Harrison, 3rd Floor West, Topeka, Kansas 66603-3754

## RENO COUNTY PUBLIC TRANSPORTATION DEPARTMENT TITLE VI COMPLAINT FORM

The purpose of this form is to assist you in filing a complaint with the Reno County Public Transportation Department. You are not required to use this form; a letter containing the same information will be sufficient.

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

Section IV		
Have you previously filed a Title VI complaint with this agency?	Yes	No
Section V		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? <input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, check all that apply: <input type="checkbox"/> Federal Agency: <input type="checkbox"/> Federal Court <input type="checkbox"/> State Agency <input type="checkbox"/> State Court <input type="checkbox"/> Local Agency		
Please provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		
Section VI		
Name of agency complaint is against:		
Contact person:		
Title:		
Telephone number:		

You may attach any written materials or other information that you think is relevant to your complaint

Signature and date required below:

Signature \_\_\_\_\_ Date \_\_\_\_\_

Please mail or hand deliver this form to:

Reno County Public  
Transportation Department  
Title VI Coordinator  
120 West Ave B  
Hutchinson, Kansas

**List of Title VI Investigations, Lawsuits and Complaints**

	Date Submitted/Filed (Month, Day Year)	Summary of allegation (include basis of complaint: race, color, or national origin)	Status	Resolution/Action Taken
Investigations				
1				
2				
Lawsuits				
1				
2				
Complaints				
1				
2				

**Table Depicting Membership of Reno County Public Transportation Table Depicting Department Committees, Councils, Broken Down by Race**

Body	Caucasian	Hispanic or Latino	Black or African American	Asian	American Indian & Alaska Native	Native Hawaiian & Other Pacific Islander	Some Other Race
<b>Reno County Population within Service Area</b>	85.35%	10.29%	1.99%	0.61%	0.81%	1.53%	1.76%
<b>Board of County Commissioners</b>	100%	0%	0%	0%	0%	0%	0%
<b>Reno County Public Transportation Commission</b>	60%	40%	0%	0%	0%	0%	0%

The Reno County Public Transportation Commission (RCPTC) was established by resolution 99-44 by the Reno County Board of Commissioners. The RCPTC is subordinate to the Reno County Board of County Commissioners (BOCC) and members are appointed by the BOCC. Representatives from the following areas or concerns shall be given consideration for appointment to the commission: City of Hutchinson, small towns, persons involved with public and private education and the business community, disabled persons, and senior citizens. Minorities are

encouraged to seek membership through active promotion of vacancies by current members, at public meetings/events and to users of public transportation.

**RENO COUNTY PUBLIC TRANSPORTATION DEPARTMENT FIXED ROUTE SERVICE STANDARDS**

- 1. **Vehicle Load:** 15 Passenger Vehicle: 12 ambulatory + 1 mobility device + driver = 14 passengers

Load Factor:  $1 \rightarrow (14 \times 0.07) + 14 = 15$  (Rounded up from .98) – One standee permitted

**Policy:** The average load during the peak operating period should not exceed vehicles’ maximum operating capacity. The maximum operating capacity for a 15-passenger fixed route vehicle with 12 ambulatory seats, 1 mobility device seating area, and the driver = 14 passengers. This is associated with a maximum load factor of 1.

- 2. **Headway:** Reno County Public Transportation Department maximum headway for any fixed route in the Reno County Public Transportation Department transit system is 60 minutes. 60-minute headways allow for the most efficient operation of our current fixed route system.

Service operates cross-town routes every 60 minutes from morning until 5:00 p.m. On weekdays 60-minute service should begin by 8:00 a.m. and continue until 5:00 p.m.

**POLICY HEADWAYS AND PERIODS OF OPERATION**

WEEKDAY	Peak	Base
Cross-Town	60 min	60 min

- 3. **On-Time Performance:** Reno County Public Transportation Department’s target is 95% of all fixed route transit vehicles will complete their established runs no more than 5 minutes early or late in comparison to the established time schedule.
- 4. **Service Availability:** Reno County Area Transit (Rcat) will distribute transit service so that 35% of the population in Hutchinson and South Hutchinson are within ¼ mile of a wave and ride fixed route.

**SERVICE POLICIES**

**Vehicle Assignment:** Fixed route vehicles will be assigned in a manner that equalizes the use of each vehicle on every route. Vehicles are rotated based on the mileage of the route and the mileage of the vehicle such that no one vehicle will continually operate more miles than another within a reasonable variation.

**Transit Amenities:** Installation of transit amenities are based on the number of passengers boarding along a route. The location with the highest number of boardings will be the first with added amenities.