Notifying the Public of Rights Under Title VI

Envision, Inc.

operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under title VI may file a complaint with Envision, Inc.

*For more information on Envision's civil rights program, and the procedures to file a complaint, contact (316) 425.7106; email jennifer.jones@envisionus.com; or visit our office at 2301 S Water St., Wichita, KS 67213

For more information, visit www.envisionus.com.

*A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the KDOT Office of Contract Compliance, Eisenhower State Office Building, 700 Southwest Harrison, 3rd Floor West, Topeka, KS 66603.

This notice is posted on the Lower Level break room bulletin board at 610 N. Main Street and on the first floor break room bulletin board at 2301 S. Water.

Title VI Complaint Procedure

The following pertains only to Title VI complaints regarding the services of *Envision, Inc.*
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.*

Envision, Inc. 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 Envision, Inc.'s federally funded programs have discriminated your civil rights on the basis of race, color, or national origin you may file a written complaint by following the procedure outlined below:

1. Submission of Complaint.
Any person who feels 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 causes by Envision, Inc., may file a written complaint with Envision, Inc.'s *Vice President, Human Resources.* A complaint form is available on the Envision Intranet and is available in hard copy at the offices of Envision, Inc. Upon request, Envision, Inc. will mail the complaint form. **Such complaints must be filed within 180 calendar days after the date the discrimination occurred.**

Notes: 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 Carrie Perry, (316) 425.7106.

Complaints should be mailed to or submitted by hand to:

Envision, Inc.
2301 S Water St.
Wichita, KS 67213
ATTN: Vice President, Human Resources

2. Referral to Review Officer

Upon receipt of the complaint, the Vice President, Human Resources at Envision, Inc. 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 his or her 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 Vice President, Human Resources *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 Envision, Inc.'s processes relative to Title VI, as appropriate. The staff review officer(s) shall forward their recommendations to the VP/CHRO for concurrence. If the Vice President, Human Resources concurs, he or she shall issue the Envision, Inc.'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, Envision, Inc. 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 VP/CHRO's response, he or she may request reconsideration by submitting the request, in writing, to the VP/CHRO within 10 calendar days after receipt of the VP/CHRO's response. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the VP/CHRO. The VP/CHRO 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 VP/CHRO agrees to reconsider, the matter shall be returned to the staff review officer(s) to reevaluate in accordance with Paragraph 2 above.

4. Appeal

If the request for reconsideration is denied, the Complainant may appeal the VP/CHRO's response by submitting a written appeal to the Envision, Inc. Board of Directors no later than 10 calendar days after receipt of the VP/CHRO's written decision rejecting reconsideration. The Envision, Inc. Board

of Directors 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 Envision, Inc.'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 Contract Compliance
Eisenhower State Office Building
700 Southwest Harrison
3rd Floor West
Topeka, KS 66603

Title VI Complaint Form

Envision is committed to ensuring that no person is excluded from participation in or denied the benefits of its services based on race, color, or national origin in accordance with the Title VI of the Civil Rights Act of 1964. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Envision, Inc. Complaints must be filed no more than 180 days from the date(s) of the alleged incident.

The following information is necessary to assist us in processing your complaint. If you require assistance in completing this form, please contact Jennifer Jones, Vice President, Human Resources at 316.425.7106 or Jennifer.Jones@envisionus.com. Once completed, return a signed and dated copy to:

Envision, Inc.
2301 S. Water St.
Wichita, KS 67213
Attn: Jennifer Jones, Vice President, Human Resources

Complainant Information:

Name: _____
Address: _____
Telephone (Cell/Home): _____
Telephone (Work): _____
Department/Business Unit: _____
Job Title: _____
Accessible Format Requirement:

- ☐ Large Print
- ☐ Braille
- ☐ TDD
- ☐ Audio Tape
- ☐ Other

Are you filing this complaint on your own behalf?

- ☐ Yes (If yes, go to complaint information)
- ☐ No

If no, please supply the name and relationship of the person for who you are filing the complaint:

Name: _____

Relationship: _____
Please explain why you filed for a third-party: _____
Please confirm that you obtained the permission of the aggrieved party if you are filing on their behalf: ☐ Yes ☐ No

Complaint Information:

I believe the discrimination I experienced was based on: (Check all that apply)

☐ Race ☐ Color ☐ National Origin

Date of Alleged Discrimination (Month, Day, Year): _____
Time: _____ Location: _____

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 you believe discriminated against you, as well as names of any witnesses. If more space is needed, attach additional sheets of paper.

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Have you previously filed a title VI complaint with this agency?

☐ Yes ☐ No
If yes, please explain: _____

Have you filed this complaint with any other federal, state, local agency, or within any federal or state court?

☐ Yes ☐ No

If yes, check all that apply:

☐ Federal Agency ☐ Federal Court ☐ State Agency
☐ State Court ☐ Local Agency

Please provide information about a contact person at the agency/court where the complaint was filed.
Name: _____
Address: _____
Telephone: _____

Have you filed a lawsuit regarding this complaint? ☐ Yes ☐ No
(Note: This above information is helpful for administrative tracking purposes. However, if litigation is pending regarding the same issues, we defer to the decision of the court.)

Name of individual complaint is against: _____
Title: _____

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 submit this form directly to or mail to:



Envision, Inc.
2301 S Water St.
Wichita, KS 67213
Attn: Jennifer Jones, Vice President, Human Resources

	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				

Envision, Inc.
Transit Public Participation Plan Outline

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

Envision, Inc. provides transportation to Envision employees who reside in Wichita, KS, that are determined to be eligible by the Wichita Transit Authority (WTA) under the most recent Americans with Disabilities Act (ADA). Transportation is provided in order to assist employees in living an independent life by maintaining permanent employment. Transportation to medical appointments may also be provided, if requested.

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

Envision, Inc. would notify those who utilize our transportation services as well as Envision management if there are fare changes, service hour changes, fixed route adjustments, and policy or procedure changes.

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

All notification would be planned as follows:

- *Meetings to be held at convenient times and accessible locations*
- *Various internal platforms would be utilized such as bulletin boards, emails, payday meetings, flyers and Auto Messenger (the Envision messaging system in which employees elect to receive text, email or audio messages)*
- *A database of contacts to include: Envision employees and management, the Envision Board of Directors, WTA and KDOT Public transit staff*

4. Brief description of outreach methods to engage minority and Limited English Proficiency (LEP) individuals

We will continue to utilize an interpreter to help us with communication and scheduling of rides for those who have a language barrier. We will also use online translation tools, Braille services, and sign language interpreters as well as contact interpreters to assist with any language barriers we would encounter.

5. Brief description of the desired outcomes of the agency's public participation efforts.
    - *The agency desires to have actively engaged Envision riders, its stakeholders, in the decision making process.*
    - *The agency strives to have given adequate notice of participation activities and allowed proper time for review and comment on key decision points.*
    - *The agency desires to provide timely information about transportation issues and processes to Envision riders.*
    - *The agency will provide responses to all input as appropriate.*
    - *The agency will have facilitated effective communication among a diverse group of stakeholders.*
    - *The agency will have established a timetable for review of the participation process to ensure it provides full and open access to all.*

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

    Periodic satisfaction surveys to past and present ridership are conducted by both the Wichita Transit Authority and the Wichita Area Metropolitan Planning Organization. The results are used to help identify issues and needs of transportation services so that these opportunities may be explored to better serve the ridership.

Limited English Proficiency Plan

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

Identified LEP individuals

There are no specific population groups that meet the criteria of more than 5% and more than 50 individuals.

Language Assistance Measures

As we do now, we would utilize an interpreter to help us with communication and scheduling of rides for those who have a language barrier. We would use online translation tools, Braille services, sign language interpreters and Envision employees as interpreters. If we are unable to utilize employees to help with interpretation, we would contact paid interpreters to assist with any language barriers we would encounter.

Training Staff

The Transportation Supervisor will communicate with the interpreter to schedule the rides. The drivers will communicate as best as possible with the riders during the route and utilize interpreters as needed.

Providing Notice

The LEP plan will be provided to any person or agency requesting a copy. The person of contact in regards to the LEP Plan is Nikki Freeman and can be reached via phone at (316) 440-1503.

Monitoring and Updating the LEP Plan

Envision, Inc. will update the plan according to the Title VI update schedule, which is every three years. The plan will also be updated any time changes in the demographics of the agency's service area are deemed significant in regards to LEP persons.

Language Assistance Plan
Limited English Proficiency Plan (LEP) Preview

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

Four Factor Analysis

1) Identify the number of or proportion of LEP individuals that can utilize the service provided by Envision, Inc.

A table has been constructed to demonstrate the composition of Envision employees. This table demonstrates the percentage of employees that that are eligible for transportation services, those that participate in transportation services and the total employee population that reside in Wichita. This information helps determine how likely an eligible employee is to be a person with limited capabilities to speak or read English. We find that there are no language groups that fit the criteria of more than 5% of total eligible employee population and more than 50 persons who speak English less than very well. We currently do not service individuals who would be categorized as this. In the event that we did, we would rely on Envision employees to provide interpretation in order to assist us with communication and scheduling rides for those individuals. If needed, we would contact paid interpreters to assist with any language barriers we might encounter.

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

Although there are no languages groups that currently qualify as a LEP group, we have the capabilities to serve several languages groups on a regular basis. We currently do not service any LEP individuals for transportation needs.

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

We provide transportation for employment and medical upon request for Envision employees in the Wichita area. We have the resources in place to utilize an interpreter to communicate and schedule rides for individuals who speak English less than very well. Envision encourages input from all stakeholders and every effort is taken to make the planning process as inclusive as possible.

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

Currently, utilizing internal Envision employees to interpret does not cost any additional funds. However, in the event that we utilize the services of a professional interpreter, the cost is approximately $40.00 per hour. In the event that these services are needed, we have a list of available resources.

Table Depicting Blind or Visually Impaired Envision Employees

Employees	Caucasian	Latino	African American	Asian American	Native American	Other
Eligible for Transportation Services	76%	83%	89%	70%	0%	100%
Participants in Transportation Services	24%	17%	11%	30%	0%	0%
Total Employee Population Residing in Wichita, KS	63%	7%	20%	6%	0%	4%
Employees Eligible for Transportation Services and with Limited English Proficiency	0%	0%	0%	0%	0%	0%