

Mark Twain Regional Council of Governments

42494 Delaware Lane • Perry, Mo 63462

573-565-2203

Title VI Program

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MTRCOG used a template, provided by the Missouri Department of Transportation (MoDOT) Transit Section, as a resource for producing the triennial Title VI Program document for Federal Transit Administration recipients and subrecipients. FTA Circular 4702.1B, dated October 1, 2012, *“Title VI Requirement and Guidelines for Federal Transit Administration Recipients”* was the primary source of material for this template. MTRCOG recognizes that the use of this template does not override its responsibility to interpret the requirements as expressed in FTA Circular 4702.1B, or as amended in the future.

This template is available online, through a link at:

<http://www.modot.org/othertransportation/transit/transitapplicationsreportsprograms.htm>

Check this link periodically for most recent, dated template updates.

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A. Title VI Assurances

Mark Twain Regional Council of Governments (MTRCOG) agrees to comply 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. 200d *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.

MTRCOG assures that no person shall, as provided by Federal and State civil rights laws, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity. MTRCOG further ensures every effort will be made to ensure non-discrimination in all programs and activities, whether those programs and activities are federally funded or not.

MTRCOG meets the objectives of the FTA Master Agreement which governs all entities applying for FTA funding, including MTRCOG and its third-party contractors by promoting actions that:

- A. Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin.
- B. Identify and address, as appropriate, disproportionately high and adverse effects of programs and activities on minority populations and low-income populations.
- C. Promote the full and fair participation of all affected Title VI populations in transportation decision making.
- D. Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- E. Ensure meaningful access to programs and activities by persons with Limited English Proficiency (LEP).

B. Agency Information

1. Mission of Mark Twain Regional Council of Governments

The Mission of MTRCOG is to enhance the quality of life for residents of the Mark Twain Region.

2. History (including year started)

History

In 1965 the Missouri legislature adopted the State and Regional Planning and Community Development Act. The act created the Missouri Department of Community Affairs (now called the Missouri Department of Economic Development) and authorized the governor to create regional planning commissions upon the petition of local governments. State statutes say that if the governor finds a need for a regional planning commission in an area, and if the petitioning cities and counties in that area comprise more than half of the proposed region's total population, then the governor may create a regional planning commission in that area. (Revised Statutes of Missouri, 1969, ed., Sec. 251.010, Sec. 251.030)

MTRCOG is Formed

In April of 1968, the Mark Twain Regional Council of Governments officially came into being. Gov. Warren E. Hearnes signed the documents creating the MTRCOG and the commission elected its first officers during April.

What Planning Is

Gov. Hearnes' proclamation explained regional planning as "a means whereby municipalities and counties may work cooperatively to solve problems and to plan the future development of human, natural, and economic resources of a region" and called it "an indispensable guide to local units in accomplishing a coordinated and efficient development of the region which will best promote the public health, safety, general welfare and economic prosperity in accordance with existing and future needs." According to state statutes, regional planning commissions "may conduct all types of research studies, collect and analyze data, prepare maps, charts and tables and conduct all necessary studies for the accomplishment of its other duties. In matters relating to comprehensive planning, a regional planning commission...may enter into a contract and cooperate with any federal, state or local unit including other planning commissions or organizations within this or other states under laws of Missouri." (RSMo. 1969, Sec. 251.300,250.380.)

Economic Development

A federal law, the Public Works and Economic Development Act, enacted in 1965, makes the Mark Twain Region eligible for federal aid because of the area's relatively high unemployment and low family income levels. The law is designed to help stimulate the area's economy by providing funding for community services. Once the MTRCOG was certified, the MTRCOG member governments became eligible for more public assistance to improve the local economy.

3. Regional Profile

The Mark Twain region covers eight counties and approximately 4,700 square miles in the Northeast portion of Missouri. The region is bordered on the East by the Mississippi River and extends westward to Macon, Randolph, and Audrain Counties. The Mississippi River has an important influence on the economic and social development of the area. The river lends accessibility to the region and has provided transportation for commerce and development in the region. The river bottoms contain some of the most productive and fertile soils in the country. The natural beauty of the river valley, its colorful history, and the river itself are recreational and tourism assets for the area.

Moving westward away from the river the landscape consists of some areas of rolling hills, however generally speaking much of the region is relatively flat and open. The area would be considered by most to be extremely rural however, like all places; there are major population centers throughout the region. There are numerous small communities that hold on to their small town, historic, and attractive nature. The majority of land area in the region would be considered open space used in a variety of agricultural and outdoor activities. There are many public parks, public recreation areas, and opportunities for outdoor activity dispersed throughout the region.

The climate of the area is considered moderate, with four distinct seasons, none of which is extreme. There is ample rainfall and growing season, which accounts for plentiful vegetation and forests full of hardwood trees.

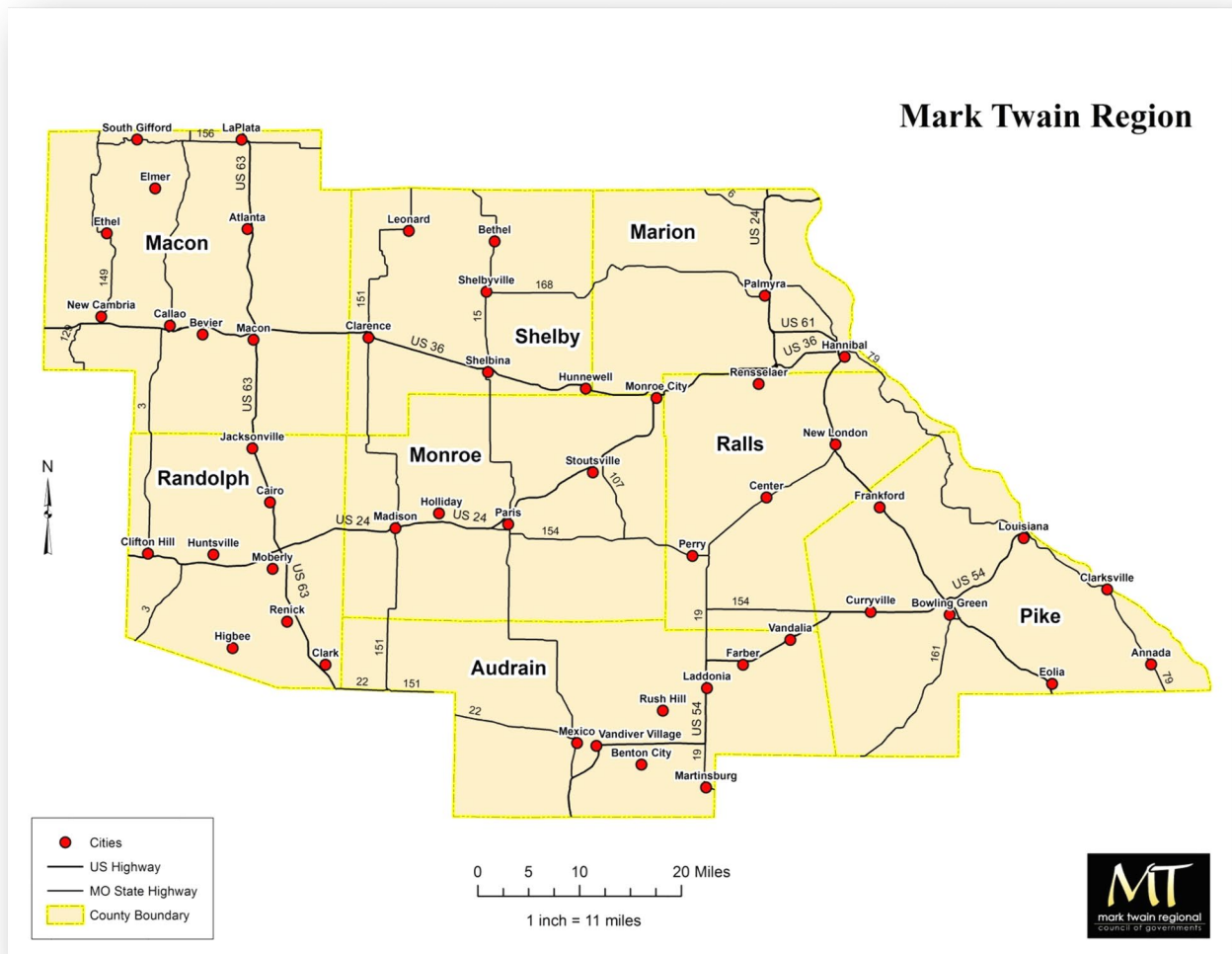
It is likely the population of the region will continue to grow over the next 30-years based on natural change and migration.

4. Population served (in relation to regional population)

The Mark Twain Region is made up of eight counties (Audrain, Macon, Marion, Monroe, Pike, Ralls, Randolph and Shelby) and 49 cities with a total population of 136,123 people according to the 2020 Census.

Demographic data by county is attached in the appendixes.

5. Service area (include map, with any routes utilized)



6. Governing body make-up (include terms of office)

MTRCOG is governed by a 16 member board. Of these, 10 are local elected officials (city mayors and county presiding commissioners) or their representatives, 4 are non-government representatives, and 2 represent cities. Elected officials serve for as long as they hold the public office of mayor or presiding commissioners. Non-governmental members are recommended by MTRCOG board members and confirmed by the full MTRCOG board.

C. Notice to the Public

Notifying the Public of Rights under Title VI

Mark Twain Regional Council of Governments (MTRCOG) posts Title VI notices on our agency's website, in public areas of our agency, in our board room, and on our buses and/or paratransit vehicles.

MTRCOG operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964.

If you believe you have been discriminated against on the basis of race, color, or national origin by MTRCOG, you may file a Title VI complaint by completing, signing, and submitting the agency's Title VI Complaint Form.

How to file a Title VI complaint with MTRCOG:

1. Contact Cindy Hultz: Phone- (573)565-2203
 Email- chultz@marktwaincog.com
 Executive Director, MTRCOG
 42494 Delaware Drive
 Perry, MO 63462
 Website: marktwaincog.com

In addition to the complaint process at MTRCOG, complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights, Region 7, 901 Locust Street, Suite 404, Kansas City, Missouri 64106; Phone: (816) 329-3920 Fax: (816) 329-3921.

2. Complaints must be filed within 180 days following the date of the alleged discriminatory occurrence and should contain as much detailed information about the alleged discrimination as possible.
3. The form must be signed and dated, and include your contact information.

If information is needed in another language, contact (573) 565-2203.

D. Procedure for Filing a Title VI Complaint

Filing a Title VI Complaint

The complaint procedures apply to the beneficiaries of MTRCOG's programs, activities, and services.

RIGHT TO FILE A COMPLAINT: Any person who believes they have been discriminated against on the basis of race, color, or national origin by MTRCOG may file a Title VI complaint by completing and submitting the agency's **Title VI Complaint Form**. Title VI complaints must be received in writing within 180 days of the alleged discriminatory complaint.

HOW TO FILE A COMPLAINT: Information on how to file a Title VI complaint is posted on our agency's website, and in public areas of our agency.

You may download the MTRCOG Title VI Complaint Form at www.marktwaincog.com, or request a copy by writing 42494 Delaware Lane, Perry, MO 63462. Information on how to file a Title VI complaint may also be obtained by calling Cindy Hultz, Executive Director at (573) 565-2203.

You may file a signed, dated complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number.
- Specific, detailed information (how, why and when) about the alleged act of discrimination.
- Any other relevant information, including the names of any persons, if known, the agency should contact for clarity of the allegations.

Please submit your complaint form to Mark Twain Regional Council of Governments, Cindy Hultz, Executive Director, 42494 Delaware Lane, Perry, MO 63462.

COMPLAINT ACCEPTANCE: MTRCOG will process complaints that are complete. Once a completed Title VI Complaint Form is received, MTRCOG will review it to determine if MTRCOG has jurisdiction. The complainant will receive an acknowledgement letter informing them whether or not the complaint will be investigated by MTRCOG.

INVESTIGATIONS: MTRCOG will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, MTRCOG may contact the complainant. Unless a longer period is specified by MTRCOG, the complainant will have ten (10) days from the date of the letter to send requested information to the MTRCOG investigator assigned to the case.

If the requested information is not received within that timeframe the case will be closed. Also, a case can be administratively closed if the complainant no longer wishes to pursue the case.

LETTERS OF CLOSURE OR FINDING: After the Title VI investigator reviews the complaint, the Title VI investigator will issue one of two letters to the complainant: a closure letter or 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 provides an explanation of the corrective action taken.

If the complainant disagrees with MTRCOG's determination, the complainant may request reconsideration by submitting the request in writing to the Title VI investigator within seven (7) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the reconsideration. MTRCOG will notify the complainant of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, MTRCOG will issue a determination letter to the complainant upon completion of the reconsideration review.

A person may also file a complaint directly with the Federal Transit Administration, at the FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, contact Cindy Hultz, Executive Director at 42494 Delaware Lane, Perry, MO 63462, or at (573) 565-2203.

**E. Monitoring Title VI Complaints, Investigations, Lawsuits
and Documenting Evidence of Agency Staff Title VI Training**

**Title VI
Self-Survey Form
*ATTACHMENT 2***

Documenting Title VI Complaints/Investigations

All Title VI complaints will be entered and tracked in MTRCOG's complaint log. Active investigations will be monitored for timely response on the part of all parties. The agency's Title VI Coordinator shall maintain the log.

Agency Title VI Complaint Log

Date complaint filed	Complainant	Basis of complaint R-C-NO	Summary of allegation	Pending status of complaint	Actions taken	Closure Letter (CL)	Letter of Finding (LOF)	Date of CL or LOF

Documenting Evidence of Agency Staff Title VI Training

MTRCOG's staff are given Title VI training, and agency can answer affirmatively to all the following questions:

1. Are new employees made aware of Title VI responsibilities pertaining to their specific duties?
2. Do new employees receive this information via employee orientation?
3. Is Title VI information provided to all employees and program applicants?
4. Is Title VI information prominently displayed in the agency and on any program materials distributed, as necessary?

F. Public Engagement Plan

Goal

The goal of the Public Engagement Plan is to have significant and ongoing public involvement, by all identified audiences, in the public participation process for major agency outreach efforts.

Objectives

- To understand the service area demographics and determine what non-English languages and other cultural barriers exist to public participation.
- To provide general notification of meetings and forums for public input, in a manner that is understandable to all populations in the area.
- To hold public meetings in locations that are accessible to all area stakeholders, including but not limited to minority and low income members of the community.
- To provide methods for two-way communication and information and input from populations which are less likely to attend meetings.
- To convey the information in various formats to reach all key stakeholder groups.

Identification of Stakeholders

Stakeholders are those who are either directly or indirectly affected by an outreach effort, system or service plan or recommendations of that plan. Stakeholders include but are not limited to the following:

- Board of Directors – the governing board of the agency. The role of the Board is to establish policy and legislative direction for the agency. The Board defines the agency's mission, establishes goals, and approves then budget to accomplish the goals.
- Advisory Bodies – non-elected advisory bodies review current and proposed activities of the agency, and are encouraged to be active in the agency's public engagement process. Advisory bodies provide insight and feedback to the agency.
- Agency Transit riders and clients
- Minority and low income populations, including limited English proficient persons
- Local jurisdictions and other government stakeholders
- Private businesses and organizations
- Employers
- Partner agencies

Elements of the Public Engagement Plan

It is necessary to establish a public participation plan that includes an outreach plan to engage minority and limited English proficient (LEP) populations.

Elements of the Public Engagement Plan include:

1. Public Notice

- a. Official notification of intent to provide opportunity for members of the general public to participate in public engagement plan development, including participation in open Board/council meetings, and advisory committees.

2. Public Engagement Process/Outreach Efforts:

- a. Public meetings
- b. Open houses
- c. Rider forums
- d. Rider outreach
- e. Public hearings
- f. Focus groups
- g. Surveys
- h. Services for the Disabled (Notices of opportunities for public involvement include contact information for people needing these or other special accommodations.)

Events such as public meetings and/or open houses are held at schools, churches, libraries and other non-profit locations easily accessible to public transit and compliant with the Americans with Disabilities Act.

3. Public Comment

- a. Formal public comment periods are used to solicit comments on major public involvement efforts around an agency service or system change.
- b. Comments are accepted through various means:
 - i. Dedicated email address.
 - ii. Website.
 - iii. Regular mail.
 - iv. Forms using survey tool for compilation.
 - v. Videotaping.
 - vi. Phone calls to Customer Service Center [phone]

4. Response to Public Input

All public comments are provided to the Board of Directors prior to decision making. A publicly available summary report is compiled, including all individual comments.

Title VI Outreach Best Practices

MTRCOG ensures all outreach strategies, communications and public involvement efforts comply with Title VI. MTRCOG's Public Engagement Plan proactively initiates the public involvement process and makes concerted efforts to involve members of all social, economic, and ethnic groups in the public involvement process. Aligned with the above referenced communication tactics, MTRCOG provides the following:

- a. Public notices published in non-English publications (if available).
- b. Title VI non-discrimination notice on agency's website.
- c. Agency communication materials in languages other than English (subject to Safe Harbor parameters).
- d. Services for Limited English Proficient persons. Upon advance notice, translators may be provided.

2023 – 2026 Title VI Program Public Engagement Process

MTRCOG will conduct a Public Engagement Process for the 2023-2026 Title VI Program. This process includes Community Meetings to seek input, provide education, and highlight key components of the Title VI Plan. Materials have been created to explain Title VI policies as well as provide education on how they relate to minority populations.

MTRCOG will provide briefings to the Board of Directors and Advisory Bodies.

MTRCOG will conduct a 30-day public comment period to provide opportunities for feedback on the 2023-2026 Title VI Program.

Comments are accepted during the public outreach period via:

- a. Email
- b. Mail
- c. Phone
- d. In person
- e. Survey tool (agency option)

G. Language Assistance Plan

MTRCOG Limited English Proficiency Plan

This limited English Proficiency (LEP) Plan has been prepared to address MTRCOG's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964; Federal Transit Administration Circular 4702.1B, dated October 1, 2012, which states that the level and quality of transportation service is provided without regard to race, color, or national origin.

Executive order 13166, titled "Improving Access to Services for Persons with Limited English Proficiency," indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discriminations do not take place. This order applies to all state and local agencies which receive federal funds.

Service Area Description:

Audrain, Macon, Marion, Monroe, Pike, Ralls, Randolph and Shelby Counties.

MTRCOG has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by MTRCOG. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, and the ways in which assistance may be provided.

In order to prepare this plan, MTRCOG undertook the **four-factor LEP analysis** which considers the following factors:

Four Factor Analysis

1. The number and proportion of LEP persons eligible to be served or likely to be encountered in the service area:

A significant majority of people in the MTRCOG service area are proficient in the English language. Based on 2020 Census data, .72% of the population five years of age and older speak English “less than very well” – a definition of limited English proficiency.

LEP Population in Mark Twain Regional Council of Governments Service Area		
Population 5 years and over by language spoken at home and ability to speak English	Service Area Total	Percentage of Population 5 Years and Older
Population 5 Years and Over	128,807	94.6%
Speak English “less than very well”	1,346	1.04%
Spanish		
Speak English “less than very well”	447	0.3%
Other Indo-European		
Speak English “less than very well”	711	0.6%
Asian and Pacific Island		
Speak English “less than very well”	131	0.1%
All Other		
Speak English “less than very well”	57	0.04%

2. Frequency of Contact by LEP Persons with MTRCOG’s Services:

The MTRCOG staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons. To date, MTRCOG has, on average, no requests for an interpreter. MTRCOG averages 0 phone calls per month.

LEP Staff Survey Form	
<p><u>MTRCOG</u> is studying the language assistance needs of its riders so that we can better communicate with them if needed.</p>	
1.	<p>How often do you come into contact with passengers who do not speak English or have trouble understanding you when you speak English to them?</p> <p style="text-align: center;">DAILY WEEKLY MONTHLY LESS THAN MONTHLY</p>
2.	What languages do these passengers speak?
3.	What languages (other than English) do you understand or speak?
4.	Would you be willing to serve as a translator when needed?

Frequency of Contact with LEP Persons	
Frequency	Language Spoken by LEP Persons
Daily	0
Weekly	0
Monthly	0
Less frequently than monthly	0

3. The importance of programs, activities or services provided by MTRCOG to LEP persons:

Outreach activities, summarized in MTRCOG's Title VI Public Engagement Plan, include events such as public meetings and/or open houses held at schools, churches, libraries and other non-profit locations, and include specific outreach to LEP persons to gain understanding of the needs of the LEP population, and the manner (if at all) needs are addressed.

Outside Organization LEP Survey

Organization: _____

1. What language assistance needs are encountered?
2. What languages are spoken by persons with language assistance needs?
3. What language assistance efforts are you undertaking to assist persons with language assistance needs?
4. When necessary, can we use these services?

4. The resources available to _____ and overall cost to provide LEP assistance:

Strategies for Engaging Individuals with Limited English Proficiency include:

1. Language line. Upon advance notice, translators can be provided.
2. Language identification flashcards.
3. Written translations of vital documents (identified via safe harbor provision)
4. One-on-one assistance through outreach efforts.
5. Website information.
6. To the extent feasible, assign bilingual staff for community events, public hearings and Board of Directors meetings and on the customer service phone lines.

As applicable: Based on our demographic analysis (Factor 1) _____ has determined that no language group(s) within its service area meets Safe Harbor criteria requiring written translated "vital documents" by language group(s).

_____ will provide assistance and direction to LEP persons who request assistance.

Staff LEP Training

The following training will be provided to MTRCOG staff:

1. Information on MTRCOG Title VI Procedures and LEP responsibilities.
2. Description of language assistance services offered to the public.

3. Use of Language Identification Flashcards.
4. Documentation of language assistance requests.

Monitoring and Updating the LEP Plan

The LEP Plan is a component of MTRCOG's Title VI Plan requirement.

MTRCOG will update the LEP plan as required. At minimum, the plan will be reviewed and updated when it is clear that higher concentrations of LEP individuals are present in the MTRCOG service area. Updates include the following:

1. How the needs of LEP persons have been addressed.
2. Determine the current LEP population in the service area.
3. Determine as to whether the need for, and/or extent of, translation services has changed.
4. Determine whether local language assistance programs have been effective and sufficient to meet the needs.
5. Determine whether MTRCOG's financial resources are sufficient to fund language assistance resources as needed.
6. Determine whether MTRCOG has fully complied with the goals of this LEP Plan.
7. Determine whether complaints have been received concerning MTRCOG's failure to meet the needs of LEP individual.

H. Advisory Bodies

Table Depicting Membership of Committees, Councils, By Race

Committee [examples]	Caucasian	Latino	African American	Asian American	Native Indian	Total
MTRCOG Board	100% (16)	0	0	0	0	100%
TAC Advisory Committee	93.33% (14)	0	6.67% (1)	0	0	100%
						100%

I. Subrecipient Assistance

Subrecipient Assistance

MTRCOG does not have any subrecipients.

J. Subrecipient Monitoring

Subrecipient Monitoring

MTRCOG does not have any subrecipients.

K. Equity Analysis of Facilities

MTRCOG has not constructed any storage facilities, maintenance facilities, or operations centers in the last three years.

Attachment 1

Mark Twain Regional Council of Governments
TITLE VI COMPLAINT FORM

“No person in the United States shall, on the basis 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.”

If you feel that you have been discriminated against in the provision of transportation services, please provide the following information to assist us in processing your complaint. Should you require any assistance in completing this form or need information in alternate formats, please let us know.

Please mail or return this form to:
Cindy Hultz
Mark Twain Regional Council of Governments
42494 Delaware Lane, Perry Mo. 63462
chultz@marktwaincog.com
Phone: (573) 565-2203

PLEASE PRINT

1. Complainant's Name:		
a. Address:		
b. City:	State:	Zip Code:
c. Telephone (include area code): Home () or Cell ()		Work
() -		() -
d. Electronic mail (e-mail) address:		
Do you prefer to be contacted by this e-mail address? () YES () NO		
2. Accessible Format of Form Needed? () YES specify: _____ () NO		
3. Are you filing this complaint on your own behalf? () YES If YES, please go to question 7. () NO If no, please go to question 4		
4. If you answered NO to question 3 above, please provide your name and address.		
a. Name of Person Filing Complaint:		
b. Address:		
c. City:	State:	Zip code:
d. Telephone (include area code): Home () or Cell ()		Work
() -		() -
e. Electronic mail (e-mail) address:		
Do you prefer to be contacted by this e-mail address? () YES () NO		
5. What is your relationship to the person for whom you are filing the complaint?		
6. Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. () YES, I have permission. () NO, I do not have permission.		
7. I believe that the discrimination I experienced was based on (check all that apply): () Race () Color () National Origin (classes protected by Title VI) () Other (please specify)		

continued

TITLE VI COMPLAINT FORM – PAGE 2

8. Date of Alleged Discrimination (Month, Day, Year):
9. Where did the Alleged Discrimination take place?
10. Explain as clearly as possible what happened and why you believe that you were discriminated against. Describe all of the persons that were involved. Include the name and contact information of the person(s) who discriminated against you (if known). <i>Use the back of this form or separate pages if additional space is required.</i>
11. Please list any and all witnesses' names and phone numbers/contact information. <i>Use the back of this form or separate pages if additional space is required.</i>
12. What type of corrective action would you like to see taken?
13. Have you filed a complaint with any other Federal, State, or local agency, or with any Federal or State court? () YES If yes, check all that apply. () NO a. () Federal Agency (List agency's name) b. () Federal Court (Please provide location) c. () State Court d. () State Agency (Specify Agency) e. () County Court (Specify Court and County) f. () Local Agency (Specify Agency)
14. If YES to question 14 above, please provide information about a contact person at the agency/court where the complaint was filed.
Name: _____ Title: _____
Agency: _____ Telephone: () -
Address: _____
City: _____ State: _____ Zip Code: _____

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

Signature and date is required:

_____	_____
Signature	Date

If you completed Questions 4, 5 and 6, your signature and date is required:

_____	_____
Signature	Date

Attachment 2

Title VI Self-Survey Form

Date filed with MoDOT Transit Section:

DATE

Survey Date:

Period Covered:

Name of Program/Grant:

- A. Summary of Complaints:
- B. Number of complaints for the period:
- C. Number of complaints voluntarily resolved:
- D. Number complaints currently unresolved:
- E. Attach a summary of any type of complaint and provide:
 - Name of complainant
 - Race
 - Allegation
 - Findings
 - Corrective Action
 - Identify any policy/procedure changes made as a result of the complaint.
 - Provide the date history (date complaint received through resolution)

continued
Title VI Self-Survey Form – Page 2

Distribution of Title VI Information

1. Are new employees made aware of the Title VI responsibilities pertaining to their specific duties?

YES _____ NO _____

2. Do new employees receive this information via employee orientation?

YES _____ NO _____

3. Is Title VI information provided to all employees and program applicants?

YES _____ NO _____

4. Is Title VI information prominently displayed in the organization and on relevant program materials?

YES _____ NO _____

5. Identify any improvements you have implemented since the last self-survey to support Title VI communication to employees and program applicants.

6. Identify any improvements you plan to implement before the next self-survey to support Title VI communication to employees and program applicants.

7. Identify any problems encountered with Title VI compliance, and discuss possible remedies.

Signature: _____

Title: _____

Date: _____

Attachment 3

Demographic Information By County For the Mark Twain Region

The Mark Twain region has 49 incorporated communities within its eight counties.

Audrain County consists of 692 square miles and has eight municipalities: Benton City, Farber, Laddonia, Martinsburg, Mexico, Rush Hill, Vandalia, and Vandiver Village. The total 2020 Census population for Audrain County is 24,962. Mexico serves as the county seat of Audrain County.

Macon County consists of 801 square miles and has nine municipalities: Atlanta, Bevier, Callao, Elmer, Ethel, LaPlata, Macon, New Cambria, and South Gifford. The total 2020 Census population for Macon County is 15,209. Macon serves as the county seat of Macon County.

Marion County consists of 437 square miles and has two municipalities: Hannibal and Palmyra. The total 2020 Census population for Marion County is 28,525. Marion County is the most densely populated county in the region. Palmyra serves as the county seat of Marion County.

Monroe County consists of 648 square miles and has five municipalities: Holliday, Madison, Monroe City, Paris, and Stoutsville. The total 2020 Census population for Monroe County is 8,666. Paris serves as the county seat of Monroe County.

Pike County consists of 670 square miles and has seven municipalities: Annada, Bowling Green, Clarksville, Curryville, Eolia, Frankford, and Louisiana. The total 2020 Census population for Pike County is 17,587. Bowling Green serves as the county seat of Pike County.

Ralls County consists of 470 square miles and has four municipalities: Center, New London, Perry, and Rensselaer. The total 2020 Census population for Ralls County is 10,355. New London serves as the county seat of Ralls County.

Randolph County consists of 483 square miles and has eight municipalities: Cairo, Clark, Clifton Hill, Higbee, Huntsville, Jacksonville, Moberly, and Renick. The total 2020 Census population for Randolph County is 24,716. Huntsville serves as the county seat of Randolph County.

Shelby County consists of 501 square miles and has six municipalities: Bethel, Clarence, Hunnewell, Leonard, Shelbyville, and Shelbyville. The total 2020 Census population for Shelby County is 6,103 which represents the region's most sparsely populated county. Shelbyville serves as the county seat of Shelby County.