

**HANDI-WHEELS TRANSPORTATION**

**TITLE VI NON-DISCRIMINATION POLICY TITLE**

**PAGE**

Title VI Coordinator:

Kerri Spiering

2525 Broadway N #002

Fargo, ND 58102

701-232-3231

[kerri@handi-wheels.org](mailto:kerri@handi-wheels.org)

# **TITLE VI PLAN**

## **HANDI-WHEELS TRANSPORTATION**

Title VI prohibits discrimination in all Federal Transit Administration (FTA) services, programs, or benefits on the basis of Race, Color, or National Origin.

### **Title VI Program**

FTA Circular 4702.1B, Chapter III for FTA Subrecipient:

Title VI Requirements & Guidelines for FTA Recipients at

<https://www.transit.dot.gov/regulations-and-guidance/fta-circulars/title-vi-requirements-and-guidelines-federal-transit>

The Federal Transit Administration Title VI Circular 4702.1B provides guidance to grantees on how to comply with Title VI regulations, as well as to ensure grantees provide meaningful language access to persons who are limited English proficient. The circular provides specific compliance information for each type of grantee and provides comprehensive appendices including additional guidance and examples to ensure recipients understand the requirements.

By filling out the required fields you are stating that your board of directors, appropriate government entity, or officials responsible for policy decisions and/or approval of board meeting minutes understand the required FTA Circular 4702.1B, Chapter III regulations and agree to adopt all Title VI Program guidelines:

Date: 09/14/2020

Title VI Contact Name: Kerri Spiering

Title VI Contact Phone: 701-232-3231

Title VI Contact Email: kerri@handi-wheels.org

Board Secretary Signature: Dorothy Olson

Title VI Program Requirements

[Meeting minutes are attached approving this action.]

Handi-Wheels Transportation Board of Directors

Special Zoom Meeting

Sept 14, 2020

12:30

Present:

Allan Petersen – President

Dorothy Olson – Secretary

Bev Rohde – Treasurer

Jennifer Miller – Board Member

Kerri Spiering – Interim Executive Director

Absent:

Jim Martin – Board Member

- Jennifer made a motion to accept the updated Title 6 Plan for Handi-Wheels. And Bev seconded the motion. All board members were in favor.
- Jennifer made a second motion to pay the Trust Fund Recovery amount of \$14, 248.84. We will be using the Economic Injury Disaster Loan (EIDL) through the Small Business Administration to pay this bill. Bev seconded the motion. All board Members were in favor.
- Handi-Wheels need to pay \$740.00 to the Impact Foundation for Giving Hearts Day by Sept 29<sup>th</sup>.

With there being no further business, the meeting was adjourned at 1:00 p.m..

Next meeting: Sept 29, 2020 at 5:00 p.m.

Respectfully Submitted

Dorothy Olson, Secretary

## Title VI Program Requirement

### 1. TITLE VI AND NON-DISCRIMINATION POLICY STATEMENT

Handi-Wheels Transportation has developed a Title VI and Non-discrimination Policy Statement using the template found on the NDDOT Transit Operator portal for subrecipient use at <http://www.dot.nd.gov/divisions/localgov/transit-operator-portal.htm>

*Handi-Wheels Transportation's Title VI Policy Statement can also be found in the Handi-Wheels office located at 2525 Broadway #002, Fargo, ND 58102, in all buses owned and/or operated by Handi-Wheels Transportation and on the website <http://www.handi-wheels.org>. VITAL DOCUMENT – TRANSLATE if significant LEP population.*

In addition to the policy statement, an abbreviated “Statement of Non-discrimination” has been created using the template found on the NDDOT Transit Operator Portal for subrecipient use at the link posted above and is displayed in all transit vehicles. **VITAL DOCUMENT – TRANSLATE if significant LEP population.**

### 2. COMPLAINT FORM:

Handi-Wheels Transportation has developed a Complaint Form and instructions specific to their transit agency by using the template found on the NDDOT Transit Operator Portal at <http://www.dot.nd.gov/divisions/localgov/transit-operator-portal.htm>. **VITAL DOCUMENT – TRANSLATE if significant LEP population.**

### 3. COMPLAINT LOG:

Handi-Wheels Transportation has adopted NDDOTs Transit Title VI – List of Investigations, Lawsuits, and Complaints, SFN 60805 found on the NDDOT Transit Operators Portal at: <http://www.dot.nd.gov/divisions/localgov/transit-operator-portal.htm>

The completed form has been attached as part of the plan and will be submitted to NDDOT each year upon request.

### 4. MINORITY REPRESENTATION ON PLANNING AND ADVISORY BOARDS: Handi-Wheels Transportation has a non-elected transit board.

- Complete table depicting racial breakdown of the membership.

Board, Council, or	Member	White	American	Hispanic	Black	Pacific	Asian
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Committee Name		M/F	Indian M/F	M/F	M/F	Islander M/F	M/F
Allan Peterson	President	M					
Bev Rohde	Treasurer	F					
Dorothy Olson	Secretary	F					
Jennifer Miller	Member	F					
James Martin	Member	M					

- Description of efforts made to encourage participation of minorities: Handi-Wheels Transportation's board of directors are appointed and not elected. Handi-Wheels participates in collaborative meetings and informal gathering where minority populations play an important and predominant role within the community/agencies. Handi-Wheels works in collaboration with Lutheran Social Services New American program and Family Healthcare Center to provide services to individuals who have come to this country as refugees.
- Handi-Wheels Transportation has updated their transit related planning board, advisory council, or committee information in the BlackCat System. Download, print, and attach list to this document. (All agencies must complete in BlackCat System.)

## 5. PUBLIC PARTICIPATION PLAN:

Subrecipients are required to submit a Public Participation Plan as part of their Title VI Program. For immediate reference please review FTA C 4702.1B, Chapter III-8. Additional information can be found on page(s) 20-31 of FTA C 4703.1.

Handi-Wheels Transportation has developed a Public Participation Plan specific to their agency using the template found on the NDDOT Transit Operator Portal for subrecipient use at <http://www.dot.nd.gov/divisions/localgov/transit-operator-portal.htm>.

*Handi-Wheels Transportation works closely with Lutheran Social Services, Family Health Care Center, Cass County Social Services and Southeast Human Services to provide services to Limited English Proficiency populations, people who utilize mental health facilities, and low-income individuals. Handi-Wheels Transportation Passenger Policy and Procedure manual is disseminated at these and other locations in an effort to reach out to individuals who can benefit from Handi-Wheels' services.*

Handi-Wheels Transportation has adopted NDDOT Sign-In-Sheet form SFN: 59531 for use at public meetings. The form can be found on the NDDOT website at <https://www.dot.nd.gov/divisions/civilrights/titlevi.htm> under Title VI Forms.

Handi-Wheels Transportation has adopted NDDOT Title VI Public Participation Survey form SFN: 60149 as a mechanism for tracking information. This form can be found on

the NDDOT website on the <https://www.dot.nd.gov/divisions/civilrights/titlevi.htm> under Title VI Forms.

## **6. LIMITED ENGLISH PROFICIENCY (LEP) PLAN:**

Subrecipients are required to submit a Limited English Proficiency (LEP) Plan as part of their Title VI Program in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq, and Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency. For immediate reference please review FTA C 4702.1B, Chapter III-9.

Handi-Wheels Transportation has developed a Limited English Proficiency (LEP) Plan using the template found on the NDDOT Transit Operator Portal for subrecipient use at <http://www.dot.nd.gov/divisions/localgov/transit-operator-portal.htm>.

NDDOT will assist subrecipient by providing demographic data. The demographic data by county will be placed in the BlackCat System under Global Resources. This information will be updated by NDDOT as needed.

1/2020

## HANDI WHEELS TRANSPORTATION, INC.

### TITLE VI AND NON-DISCRIMINATION

#### POLICY STATEMENT

The Handi-Wheels Transportation Inc. agency, hereinafter referred to as the "TRANSIT AGENCY" is committed to compliance with Title VI of the Civil Rights Act of 1964 and all related regulations and statutes. The TRANSIT AGENCY assures that no person or groups(s) of persons shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any and all programs, services, or activities administered by the TRANSIT AGENCY, regardless of whether those programs and- activities are federally funded or not.

The TRANSIT AGENCY also assures that every effort will be made to prevent discrimination through the impacts of its programs, policies, and activities cm minority and low- income populations. In addition, the TRANSIT AGENCY will provide meaningful access to services for persons with Limited English Proficiency for language assistance free of charge to the person upon request.

In the event the TRANSIT AGENCY distributes federal-aid funds to a sub-recipient, the TRANSIT AGENCY will include Title VI language in all written agreements and will monitor for compliance.

The TRANSIT AGENCY's Title VI Coordinator (**Kerri Spiering, Interim Executive Director 701-232-3231, 2525 Broadway N #002, Fargo, ND 58102, kerri@handi-wheels.org**) is responsible for initiating and monitoring Title VI activities, preparing reports and other responsibilities as required by 23 Code of Federal Regulations (CPR) 200 and 49 CFR 21.

Signature:



Title: Interim Executive Director

Date: 09-14-2020

**TITLE VI**  
**PUBLIC PARTICIPATION PLAN**

**HANDI-WHEELS TRANSPORTATION**

KERRI SPIERING  
INTERIM EXECUTIVE DIRECTOR  
2525 BROADWAY N., #002  
701-232-3231  
09/14/2020

Every three years, on a date determined by North Dakota Department of Transportation (NDDOT), each subrecipient is required to submit the following plan as part of their Title VI Program. For immediate reference please review page(s) 25-26 of FTA C 4702.1B. Additional information can be found on page(s) 20-31 of FTA C 4703.1.

Title VI Public Participation Plan, as required by USDOT Federal Transit Administration, describes the proactive strategies, procedures, and desired outcomes for the subrecipient's public participation activities.

i. **General Information Section**

The Federal and State government mandate public involvement, because it helps to guide department decisions in providing public transportation services. Public involvement also benefits Handi-Wheels Transportation and the public by allowing for the development of services that meet the needs of area citizens/customers. For example, any changes in hours of service or service area can negatively impact potential riders outside our service area. The Federal government mandates public involvement prior to raising fares, implementing major reductions in service, or applying for grants/loans to finance transportation improvement projects.

ii. **Public Participation/Engagement**

Subrecipients have wide latitude to determine how, when, and how often specific public participation activities should take place, and which specific measures are most appropriate.

a. **Public Meetings**

- i. Handi-Wheels Transportation Board of Directors meetings are open to the public due to our 501 © (3) corporate private, non-profit status. The meeting agendas are created by the board president and emailed to other board members and staff. Meeting notices are posted on the New Horizons Manor monthly calendar and published in the New Horizons Manor monthly newsletter to ensure notice to residents and Fargo Housing & Redevelopment Authority project managers. Members of the public can call the Handi-Wheels Transportation office at 701-232-3231 or email Kerri Spiering at [kerri@handi-wheels.org](mailto:kerri@handi-wheels.org) for meeting minutes or agendas or for schedule changes to the regularly scheduled meeting. Handi-Wheels Transportation board meetings are held in the community room of the New Horizons Manor building at 2525 Broadway N., Fargo, ND 58102. New Horizons Manor is a public housing facility owned and managed by the Fargo Housing & Redevelopment Authority. New Horizons Manor is 100% accessible and meets all requirements set forth by the ADA.

b. **Coordination**

- i. Handi-Wheels Transportation works collaboratively with local medical facilities such as Sanford Health, Essentia Health, Family Healthcare Center, Community Medical Services, Lutheran Social Services and Southeast Human Service in order to ensure passengers arrive and depart to and from their scheduled appointments in a timely manner. Handi-Wheels conducts semi-annual surveys to obtain feedback on current services.
- ii. Community events – Normally, Handi-Wheels Transportation participates in the City of Fargo Downtown Business Association's "Cruisin' Broadway" event 4 times during the summer months, (June, July, August and September) to promote and increase awareness among the public regarding our services. Also, Handi-Wheels, typically, hosts an annual fundraising event that is open to the public. These activities have been cancelled due to the COVID-19 pandemic and hope to resume in the future.

- iii. Interpretation services – Interpreters from Lutheran Social Services and Family Healthcare Center are available and will be provided within a reasonable time period. Cass County Social Services caseworkers, family members and friends of passengers offer assistance in obtaining accurate information regarding medical appointments.

- c. **Public Studies**

As per requirements of [49 U.S.C. Sections 5307(b)] and [5307(c)(1) Handi-Wheels Transportation will develop and/or consider a process to study public comment before raising a fare or carrying out a major reduction in transportation services.

Handi-Wheels Transportation conducts semi-annual surveys to obtain feedback from passengers and collaboration partners.

#### **4. Public Outreach Plan**

- a. How do you advertise? Handi-Wheels Transportation advertises in the "Generations" section of the Fargo Forum. This special section of the local newspaper is published quarterly to inform readers about the many services in the Fargo-Moorhead, West Fargo area that are available to the senior/disabled population within the community. Handi-Wheels hosts an annual fundraising event in the fall of each year (although for 2020 it was canceled). We work together with the Fargo Forum newspaper, Midwest Radio, The Flag Radio station, Newman Digital and 4 local television stations to create ads informing the public about this event. Fliers and posters are distributed throughout the community at business store fronts and churches. We also include our information in various directories that offer free listings.
- b. Outreach to minority, LEP, and other underserved populations:

Handi-Wheels Transportation serves passengers who are referred by Lutheran Social Services New American program and who receive medical attention from the Family Healthcare Center. These passengers speak languages other than English and may speak English with varying degrees of proficiency. Handi-Wheels Transportation does not employ a language interpretation service or individual, however, we do work very closely with the interpreters from both LSS and FHCC to schedule rides for medical appointments and health, immunization and dental clinics.

- i. Handi-Wheels created a Passenger Policy & Procedure Manual which outlines the responsibilities of the passenger. Copies of this manual are frequently distributed among the Lutheran

Social Services New American Program facilitators and interpreters as well as the Family Healthcare Center staff.

- ii. Joint meetings are held on a regular basis to streamline services between and among Handi-Wheels Transportation, Lutheran Social Services New American Program, Family Healthcare Center and Cass County Social Services staff.

## 5. Type of Public Involvement

- a. Who should be involved:

It is important to involve as many individuals as possible in order to gain the support and development of public transportation.

- Potential and current riders
- Non-riders
- City Council and other City Departments
- Academia and educational institutions
- Medical facilities/long term care centers
- Social Service Agencies
- Veterans

1/2020

## **Limited English Proficiency Plan**

### **HANDI-WHEELS TRANSPORTATION**

**09/14/2020**

**TITLE VI COORDINATOR  
KERRI SPIERING  
INTERIM EXECUTIVE DIRECTOR  
2525 BROADWAY N., #002  
FARGO, ND 58102  
701-232-3231**

### **INTRODUCTION**

This **Limited English Proficiency Plan (LEP)** has been prepared to address **Handi-Wheels Transportation's** responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English proficiency language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of 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 agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds, including all **Handi-Wheels Transportation** departments and subrecipients receiving federal grant funds.

## Plan Summary

**Handi-Wheels Transportation** has developed this **Limited English Proficiency Plan** to help identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to access services provided. As defined 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, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

In order to prepare this plan, **Handi-Wheels Transportation** used the four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served by the **(Handi-Wheels Transportation)**.
2. The frequency with which LEP persons come in contact with **Handi-Wheels Transportation** services.
3. The nature and importance of services provided by **Handi-Wheels Transportation** to the LEP population.
4. The interpretation services available to the **Handi-Wheels Transportation** and overall cost to provide LEP assistance. A summary of the results of the four-factor analysis is in the following section.

### MEANINGFUL ACCESS: FOUR-FACTOR ANALYSIS

1. The number or proportion of LEP persons in the service area who may be served or are likely to require **Handi-Wheels Transportation** services.

The **Handi-Wheels Transportation** staff reviewed the 2015 American Community Survey 5 Year Estimate and determined that 12,235 persons in **Handi-Wheels Transportation service area** 8% of the population] speak a language other than English. Of those, 4740 persons 39% have limited English proficiency; that is, they speak English “not well” or “not at all”, this is only a 3% of the overall population in the service area. In **Handi-Wheels Transportation**’s service area, of those persons with limited English proficiency, 10% speak Spanish, 34% speak Indo-European, 24% speak Asian or other Pacific Islander Languages, and 32% speak Arabic, African, other North American languages, and other Unspecified languages.

2. The frequency with which LEP persons come in contact with **Handi-Wheels Transportation** services.

The **Handi-Wheels Transportation** staff reviewed the frequency with which the board, office staff, volunteers, and bus/van drivers have, or could have, contact with LEP persons. This includes documenting phone inquiries or office visits. To date, the **Handi-Wheels Transportation** has had 0 requests for interpreters and 0 requests for translated program documents. The board, office staff, volunteers, and bus/van drivers have had little contact with LEP persons.

**3. The nature and importance of services provided by the Handi-Wheels Transportation to the LEP population.**

There is no large geographic concentration of any type of LEP individuals in the service area for the **Handi-Wheels Transportation**. The overwhelming majority of the population, 92% speaks only English. As a result, there are few social, service, professional and leadership organizations within the **Handi-Wheels Transportation** service area that focus on outreach to LEP individuals. The **Handi-Wheels Transportation** board, office staff, volunteers, and bus/van drivers are most likely to encounter LEP individuals through bus/van rides, office visits, phone conversations, notifications from Lutheran Social Services, and Family Healthcare Clinic staff and attendance at meetings.

**4. The resources available to the Handi-Wheels Transportation, and overall costs to provide LEP assistance.**

The **Handi-Wheels Transportation** reviewed its available resources that could be used for providing LEP assistance, which of its documents would be most valuable to be translated if the need should arise, and contacted Lutheran Social Services and Family Healthcare Clinic to provide facsimile transmissions to schedule appointments for limited English speakers. Interpreters employed by Lutheran Social Services and/or Family Healthcare Clinic schedule appointments for individuals with limited English proficiency as well. In addition, Cass County caseworkers as well as family members and friends of passengers have also been vital in relaying information.

### **LANGUAGE ASSISTANCE**

A person who does not speak English as their primary language and who has a limited ability to read, write, speak or understand English may be a Limited English Proficient person and may be entitled to language assistance with respect to **Handi-Wheels Transportation** services. Language assistance can include interpretation, which means oral or spoken transfer of a message from one language into another language and/or translation, which means the written transfer of a message from one language into another language.

How **Handi-Wheels Transportation** staff may identify an LEP person who needs language assistance:

- Post notice of LEP Plan and the availability of interpretation or translation services free of charge in languages LEP persons would understand.
- Handi-Wheels Transportation staff will be provided access to a telephone interpretation service for all languages and be trained on the use of the contracted service
- All **Handi-Wheels Transportation** staff will be informally surveyed periodically on their experience concerning any contacts with LEP persons during the previous year.

- When **Handi-Wheels Transportation** sponsors an informational meeting or event, an advanced public notice of the event should be published including special needs related to offering a translator (LEP) or interpreter (sign language for hearing impaired individuals). Additionally, a staff person may greet participants as they arrive. By informally engaging participants in conversation it is possible to gauge each attendee's ability to speak and understand English. Although translation may not be able to be provided at the event it will help identify the need for future events.

### **Language Assistance Measures**

Although there is a very low percentage in **Handi-Wheels Transportation** of LEP individuals, that is, persons who speak English "not well" or "not at all", it will strive to offer the following measures:

1. **The Handi-Wheels Transportation** staff will take reasonable steps to provide the opportunity for meaningful access to LEP clients who have difficulty communicating English.
2. The following resources will be available to accommodate LEP persons:
  - Interpreters from Lutheran Social Services and Family Healthcare Clinic are available and will be provided within a reasonable time period.
  - Cass County caseworkers, family members and friends of passengers offer assistance in obtaining accurate information regarding medical appointments.

### **STAFF TRAINING**

The following training will be provided to all staff:

- Information on the Title VI Policy and LEP responsibilities.
- Description of language assistance services offered to the public.
- Use of the telephone interpretation service for all languages.
- Documentation of language assistance requests.
- How to handle a potential Title VI/LEP complaint.

**All contractors or subcontractors performing work for Handi-Wheels Transportation will be required to follow the Title VI/LEP guidelines.**

### **TRANSLATION OF DOCUMENTS**

**Handi-Wheels Transportation** weighed the cost and benefits of translating documents for potential LEP groups. Considering the expense of translating the documents, the likelihood of frequent changes in documents and other relevant factors, at this time it is an unnecessary burden to have any documents translated.

**Handi-Wheels Transportation** has developed a Public Participation Plan and has an outreach procedure in place, as of 2020. Translation resources have been identified and

are limited in this region. However, when and if the need arises for LEP outreach, **Handi-Wheels Transportation** will consider the following options:

- When staff prepares a document, or schedules a meeting, for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population.

## MONITORING

**Monitoring and Updating the LEP Plan - Handi-Wheels Transportation** will update the LEP Plan as required. At a minimum, the plan will be reviewed and updated when data from the 2020 U.S. Census is available, or when it is clear that higher concentrations of LEP individuals are present in **Handi-Wheels Transportation** service area. Updates will include the following:

- The number of documented LEP person contacts encountered annually.
- How the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determination as to whether the need for translation services has changed.
- Determine whether local language assistance programs have been effective and sufficient to meet the need.
- Determine whether **Handi-Wheels Transportation**'s financial resources are sufficient to fund language assistance resources needed.
- Determine whether **Handi-Wheels Transportation** fully complies with the goals of this LEP Plan.
- Determine whether complaints have been received concerning the agency's failure to meet the needs of LEP individuals.
- Maintain a Title VI complaint log, including LEP to determine issues and basis of complaints.

## DISSEMINATION OF HANDI-WHEELS TRANSPORTATION LEP PLAN

- Post signs at conspicuous and accessible locations notifying LEP persons of the LEP Plan and how to access language services.
- State on agendas and public notices in the language that LEP persons would understand that documents are available in that language upon request at 701-232-3231.

## Handi-Wheels Transportation

### **TRANSIT TITLE VI COMPLAINT FORM**

**PART I - COMPLAINANT INFORMATION** (Print all items legibly.)

Name		Telephone
Street Address/P.O. Box		Email Address
City	State	Zip Code

**PART II - CAUSE OF DISCRIMINATION BASED ON** [Check all appropriate box(es).]

Race     Color     National Origin

**PART III - THE PARTICULARS ARE:** (Include names, dates, places, and incidents involved in the complaint.) [If additional space is needed, attach extra sheet(s).]


**PART IV - REMEDY SOUGHT** [State the specific remedy sought to resolve the issue(s).]


**PART V - VERIFICATION**

Complainant's Signature \_\_\_\_\_ Date \_\_\_\_\_

## Instructions

### GENERAL

1. Under Title VI of the Civil Rights Act of 1964 and the related statutes and regulations, no person or groups(s) of persons shall, on the grounds of race, color or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any and all programs, services, or activities administered by **Handi-Wheels Transportation**. Any person or groups(s) of persons who feel they have been discriminated against may file a complaint.
2. Instructions provided within this form are not meant to be all inclusive. Complainants are responsible for all procedural requirements.
3. Complainants **must** include all required information and **must** meet all timeframes as defined in the **Handi-Wheels Transportation** Title VI Complaint Procedure.
4. Legible copies of all available pertinent documentation should be attached to this form.
5. All inquiries should be directed to **(Kerri Spiering, Handi-Wheels Transportation, 2525 Broadway N., #002, Fargo, ND 58102, 701-232-3231)**.

### PART I

Complete all information in this section.

### PART II

Check all boxes that apply indicating the basis for the complaint. The discrimination **must** be based on at least one of the listed categories.

### PART III

State the specific complaint in a manner that clearly identifies the issues upon which the complaint is based.

### PART IV

State the minimum remedy acceptable for resolution of this complaint.

### PART V

Sign and date this section to verify the information contained in Parts I through IV.

**Other agencies you may file a complaint with can be found on APPENDIX A.**

## **STATEMENT OF NON-DISCRIMINATION**

Under Title VI of the Civil Rights Act of 1964, and its related statutes and regulations, no person or groups of persons shall be, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any and all programs or activities funded in whole or in part with Federal funds. In addition to Title VI, there are other non-discrimination statutes which include sex, age, and disability. These requirements define an over-arching Title VI/Non-discrimination and ADA Program.

Contact the Project Director at 701-232-3231 to request additional information on our nondiscrimination obligations or to file a complaint. Persons with limited English proficiency may receive language assistance free of charge upon request.

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**This Transportation service is  
Open to the PUBLIC**

## **STATEMENT OF NON-DISCRIMINATION**

Under Title VI of the Civil Rights Act of 1964, and its related statutes and regulations, no person or groups of persons shall be, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any and all programs or activities funded in whole or in part with Federal funds. In addition to Title VI, there are other non-discrimination statutes which include sex, age, and disability. These requirements define an over-arching Title VI/Non-discrimination and ADA Program.

Contact the Project Director at 701-232-3231 to request additional information on our nondiscrimination obligations or to file a complaint. Persons with limited English proficiency may receive language assistance free of charge upon request.

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Open to the PUBLIC**

# TRANSIT TITLE VI-LIST OF INVESTIGATIONS, LAWSUITS, AND COMPLAINTS

North Dakota Department of Transportation, Local Government  
SFN 60805 (8-2017)

Name of Transit Provider/Agency Handi-Wheels Transportation
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All recipients shall 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 Federal Transit Administration (FTA) and entities other than FTA;
- Lawsuits; and
- Complaints naming the recipient.

Providers must submit form upon receipt of notification of complaint and annually upon request by the NDDOT Transit Section. Please attach additional documentation as needed. If you have not had any investigations, lawsuits, or complaints, please enter "None" in each category on the annual report.

INVESTIGATIONS	DATE (MM/DD/YYYY)	SUMMARY OF ALLEGATION(S) (include basis of complaint: race, color or national origin)	CURRENT STATUS	ACTION(S) TAKEN/FINAL FINDINGS
	1. none	none	none	none
	2.			
	3.			
	4.			

LAWSUITS	1.	none	none	none	none
	2.				
	3.				
	4.				

COMPLAINTS	1.	none	none	none	none
	2.				
	3.				
	4.				

Name (Type or Print) Kerri Spiering	Signature Kerri Spiering	Date 09/10/2020
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