

**Enid Public Transportation Authority (EPTA)**

**SUBRECIPIENT'S NAME**

**FY 2017**

**Title VI/Nondiscrimination Plan  
For Sub-recipients**

Date filed with FTA 5310 Transportation:

8/11/2017

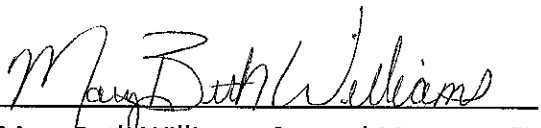
### Nondiscrimination Assurances

Enid Public Transportation Authority (EPTA) 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.

Enid Public Transportation Authority (EPTA) 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. Enid Public Transportation Authority (EPTA) 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.

Enid Public Transportation Authority (EPTA) meets the objectives of the FTA Master Agreement which governs all entities applying for FTA funding, including Enid Public Transportation Authority (EPTA) 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).

  
Mary Beth Williams, General Manager, EPTA

## Subrecipient's General Information

Enid Public Transportation Authority was established in 1984. The General Manager is responsible to the City Manager for all personnel, project information and records. The City of Enid provides finalization with the Enid City Commissioners for the Enid Public Transportation Authority.

Enid Public Transportation Authority budgets funds from local contracts with nursing homes, agencies and organizations. Budgets also include funds from advertising organizations on the buses/vans. EPTA is supported by the City of Enid with general funds and in-kind services.

Passengers with the Enid Public Transportation Authority pay a cost of \$2.00 or \$5.00 depending on the circumstances of their scheduled trip.

Oklahoma Department of Transportation provides funding based on trips and services from the prior two years. Also, funding is calculated by the total number of persons in the service area during the census year. In 2023 Enid Public Transportation Authority hopes to move out of the 5311 Rural Transit program with the Oklahoma Department of Transportation to the 5307 Small Urban Transit program with the Federal Transit Association. This will allow more assistance financially from a federal subsidy.

This organization has available 15 vehicles and 17 employees. EPTA consists of one general manager, one full-time dispatcher, one part-time dispatcher, one part-time marketing coordinator, one part-time office assistant and 14 drivers. Several employees have been with EPTA for more than 10 years. Enid Public Transportation Authority has only had one employee over the last two years that has requested to leave employment. Another employee left due to EPTA's dismissal of them.

Over the last six months, Enid Public Transportation Authority has prospered and grown more than it ever has over the last 10 years. EPTA received the PR/Advertising award from the Oklahoma Transit Association for 2017. The number of passengers that have ridden with EPTA has increased every month in 2017 in comparison to the previous years.

Enid Public Transportation Authority (EPTA) provides the Enid area with transportation services in-town and intercity (to outside service areas). We are a very important resource to our older adults that need rides to doctors, classes, jobs, nutrition sites, recreation activities and shopping. This is also said to be true for those individuals without a car or another mode of transportation. Some of these individuals include those with disabilities that are unable to transport themselves by other means.

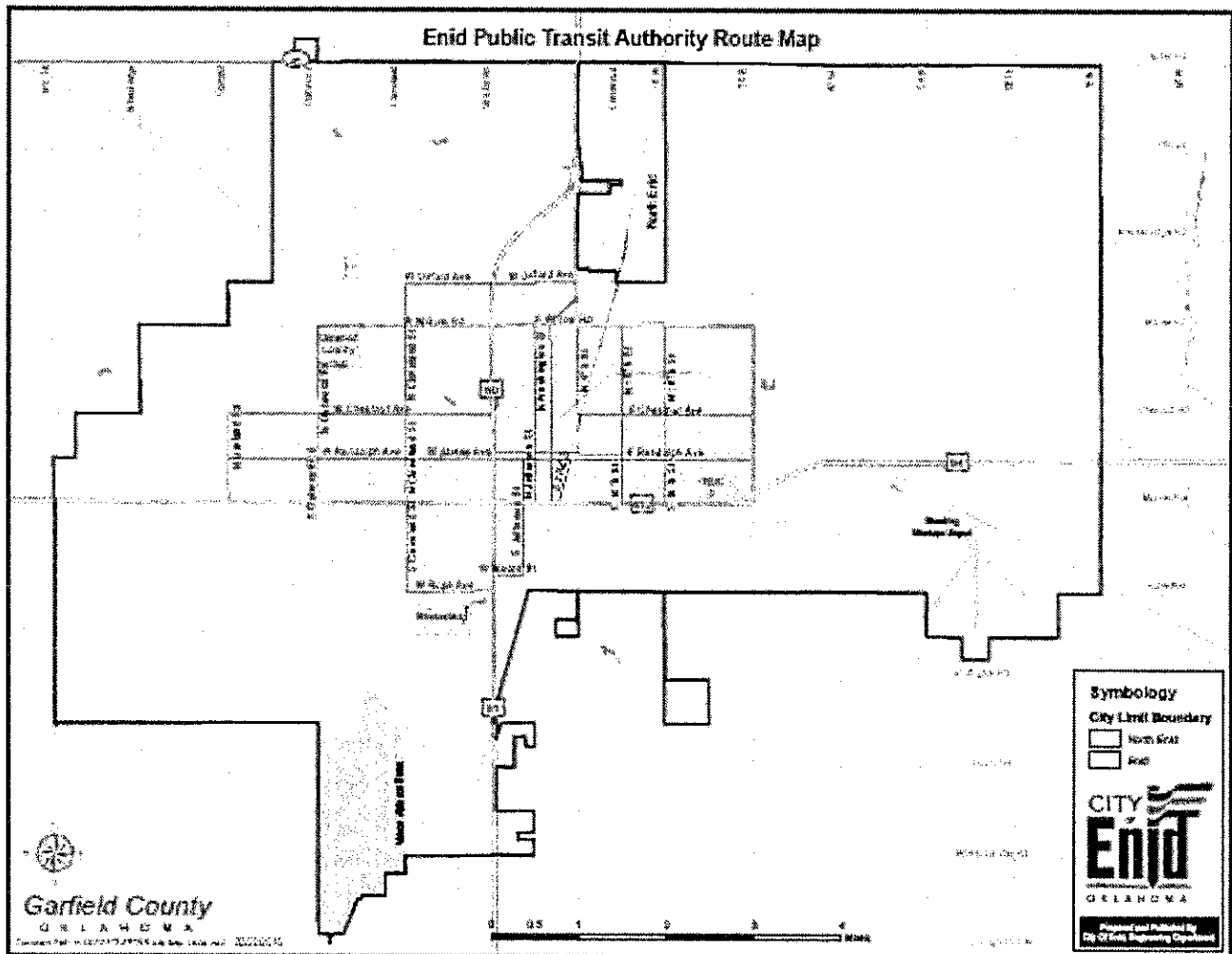
Our services include curb-to-curb service so as to not make individuals wait in uncertain weather conditions or unfamiliar areas of town. We have on occasion provided assistance to individuals loading groceries, walkers, etc. EPTA drivers have been known to go above and beyond to assist their community partners over the age of 60. All vehicles are ADA compliant and allow all of our drivers to provide trips to our older adults throughout the area.

We manage, implement, organize and control our transportation services through a state of the art computer program implemented by the University of Oklahoma. We are one of only a few that provide computer tablets in each of our buses or vans to track passengers, drivers and vehicles. This has set us apart from most other transportation providers in the State of Oklahoma.

Passengers can schedule their trips 24 hour in advance. (Some passengers may call within the 24 hour window and a ride *may* be available.) Rides can be scheduled through the phone, on our website or on our phone app. Each trip is \$2.00 unless scheduled the day of and it is \$5.00 per trip. All contracted rides with agencies, companies or organizations are \$4.00 due to administrative costs for tracking and billing.

With EPTA coordinating efforts with the City of Enid it is fortunate enough to have easy access to emergency personnel (fire, police and rescue). This also allows EPTA to have access to the Garfield County Emergency Management department. It also allows EPTA to assist when Garfield County Emergency Management needs assistance with transportation or any other resource that may be offered. This may include EPTA to confirm and influence coordinated vaccination of seniors, particularly for influenza and pneumonia.

Enid Public Transportation Authority (EPTA) has delivered the most impressive and powerful outcome to prevail over the struggles and blows that it received over the previous year. It has shown EPTA successfully regaining strength, efficiency, reliability, solidity, competence and stability. This organization looks forward to the growth, development and prosperity with the assistance of allowing older adults to stay independent and mobile.



<b>DEMOGRAPHIC CHARACTERISTICS</b> (As defined by the Bureau of Census)			
<b>Population</b>		<b>Dwelling Units</b>	
Total	49,379	Owner Households	12,193
Under 18	12,196	Renter Households	7,338
Over 65	7,505	<b>Race</b>	
<b>Total Disabled</b>		White	38,086
Under 20	551	Black or African American	1,830
Over 65	2,706	Native American (Indian)	956
<b>Income</b>		Asian	599
Median Household Income	46,365	Hispanic or Latino	6,704
Families Below Poverty Level*	7,209	Other	41
Elderly Below Poverty Level*	532	Other Pertinent Data (optional) Native Hawaiian and Other Pacific Islander	904

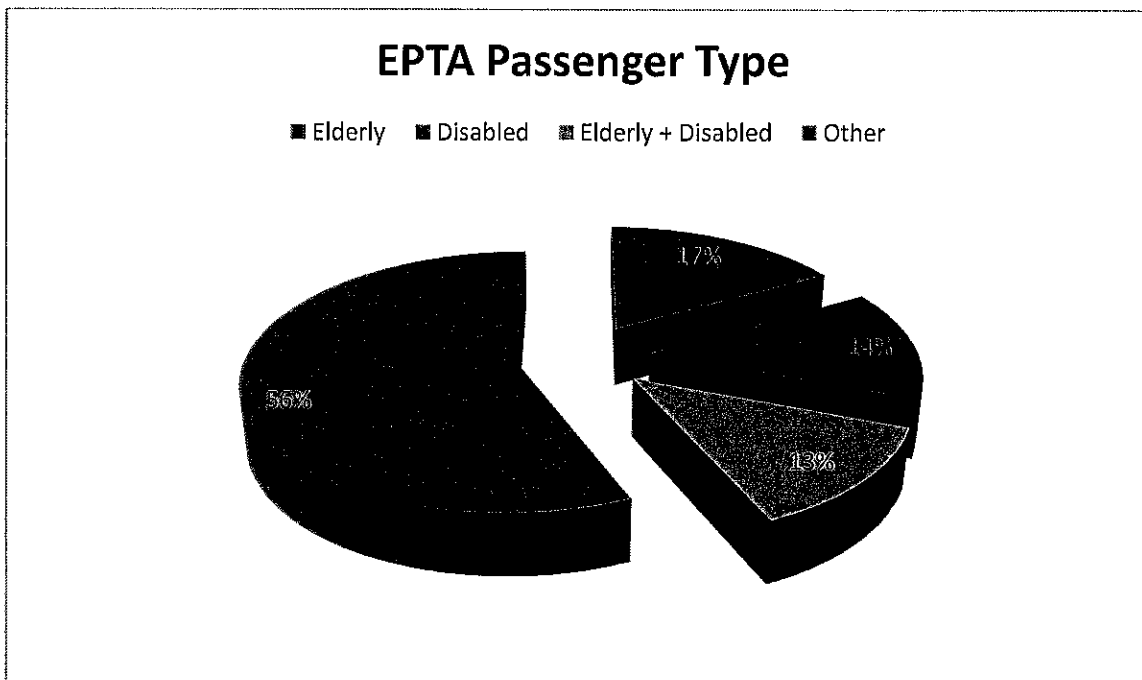
Mary Beth Williams, Title VI Coordinator, General Manager  
 Enid Public Transportation Authority (EPTA)  
 1502 W. Poplar, Enid, OK 73754  
 (580) 233-7433  
 mary.williams@enid.org

## **GOVERNING BODY**

### **ENID PUBLIC TRANSPORTATION AUTHORITY (EPTA)**

<b><u>Name</u></b>	<b><u>Organizational Affiliation</u></b>	<b><u>Geographic Location/County</u></b>
Ben Ezzell	Enid City Commission	Ward 3 Commissioner
George Pankonin	Enid City Commission	Ward 6 Commissioner
Ron Janzen	Enid City Commission	Ward 1 Commissioner
Jonathan Waddell	Enid City Commission	Ward 4 Commissioner
Tammy Wilson	Enid City Commission	Ward 5 Commissioner
Derwin Norwood	Enid City Commission	Ward 2 Commissioner
William Shewey	Enid City Mayor	Mayor

These are the passenger types that EPTA documents for ODOT. These numbers are taken from October 1, 2015 through September 30, 2016.



Elderly	6,712
Disabled	5,598
Elderly + Disabled	5,130
Other	22,692
<b>TOTAL</b>	<b>40,132</b>



# **Notice of Non Discrimination**



**TITLE VI OF THE CIVIL RIGHTS ACT OF 1964 AS AMENDED AND 49 CFR PART 21 ENSURE THAT NO PERSON SHALL ON THE GROUNDS OF RACE, COLOR, OR NATIONAL ORIGIN, BE EXCLUDED FROM PARTICIPATING IN, OR BE DENIED THE BENEFITS OF, OR BE SUBJECT TO DISCRIMINATION UNDER ANY PROGRAM OR ACTIVITY RECEIVING FEDERAL FINANCIAL ASSISTANCE WITHOUT REGARD TO WHETHER SPECIFIC PROJECTS OR SERVICES ARE FEDERALLY FUNDED**

**For more information about the Title VI Civil Rights Program, please visit [www.okdhs.org](http://www.okdhs.org), click on the 'offices and locations' tab, and Office of Civil Rights. You may also contact Aging Services Division, 5310 Transportation staff at (405) 521- 2281.**

## **Who May file a Complaint?**

**Any person who feels that his/her request for access to transportation was denied because of discrimination as described above. He/she must file the complaint and provide contact information within 180 days following the incident by:**

**E-mail to: OKDHS/ASD/5310 Transportation Program at  
Patricia.Heer@okdhs.org.**

**Fax to: OKDHS/ASD/5310 Transportation Program at  
(405) 522-6738**

**Mail to: OKDHS/ASD/5310 Transportation Program  
2401 N.W. 23<sup>rd</sup>, Suite 40, Oklahoma City, OK 73107**

**If information is needed in another language,  
call Enid Public Transportation Authority (EPTA) (580) 233-7433.**

## Procedures For Filing A Complaint

The complaint procedures apply to the beneficiaries of Enid Public Transportation Authority (EPTA) 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 Enid Public Transportation Authority (EPTA) 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 Enid Public Transportation Authority (EPTA) Title VI Complaint Form at [www.enid.org/transit](http://www.enid.org/transit), or request a copy by writing to 1502 W. Poplar, Enid, OK 73703. Information on how to file a Title VI complaint may also be obtained by calling Enid Public Transportation Authority (EPTA) at (580) 233-7433.

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; and
- 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 Enid Public Transportation Authority (EPTA) Title VI Coordinator 1502 W. Poplar, Enid, OK 73754.

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

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

#### Attachment D

- 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 Enid Public Transportation Authority (EPTA) 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. Enid Public Transportation Authority (EPTA) 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, Enid Public Transportation Authority (EPTA) will issue a determination letter to the complainant upon completion of the reconsideration review.

If information is needed in another language, contact Enid Public Transportation Authority (EPTA) at 1502 W. Poplar, Enid, OK 73754, or at (580) 233-7433.

**Enid Public Transportation Authority (EPTA)  
Complaints 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:  
Enid Public Transportation Authority (EPTA)  
Mary Beth Williams  
1502 W. Poplar, Enid, OK 73703  
mary.williams@enid.org

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

Attachment E

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

**Documenting Complaints, Investigations, and Lawsuits**

All Title VI complaints will be entered and tracked in Enid Public Transportation Authority (EPTA) 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.

**Enid Public Transportation Authority (EPTA)  
Title VI Complaints, Investigations, and Lawsuits 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**

Enid Public Transportation Authority (EPTA) staff are given Title VI training, and agency can answer affirmatively to all the following questions:

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

**Enid Public Transportation Authority (EPTA)  
Limited English Proficiency Plan**

**Introduction**

This Limited English Proficiency (LEP) Plan has been prepared to address Enid Public Transportation Authority (EPTA) 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, "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 understands 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 Enid Public Transportation Authority (EPTA) departments receiving federal grant funds.

Enid Public Transportation Authority (EPTA) has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with 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.

To determine if the subrecipient is required to file an LEP Plan, first fill out the LEP Four Factor Analysis form.

**LEP Four Factor Analysis**

In order to prepare this plan, Enid Public Transportation Authority (EPTA) 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 or are likely to require Enid Public Transportation Authority (EPTA) services.**

The Enid Public Transportation Authority (EPTA) staff reviewed the current U.S. census report and determined that in the Enid Public Transportation Authority (EPTA) service area 3,081 persons (5.7%) of populations speaks a language other than English. Of those 3,081 persons 1,166 (38%) have limited English proficiency; that is, they speak English "not well" or "not at all", this is 2.16% of the overall population in the service area. In Enid Public Transportation Authority (EPTA) service area, of those persons with limited English proficiency, 724 speak Spanish, 110 speak Indo-European, and 110 speak Asian or other Pacific Islander Languages.

**2. The frequency with which LEP persons come in contact with Enid Public Transportation Authority (EPTA) services.**

Enid Public Transportation Authority (EPTA) staff reviewed the frequency with which the board/council, office staff and bus drivers have or could have, contact with LEP persons. This includes documenting phone inquiries of office visits. To date, Enid Public Transportation Authority (EPTA) has received no requests for translated programs and documents.

**3. The nature and importance of services provided by Enid Public Transportation Authority (EPTA) to the LEP population.**

*Example Language:* There is no large geographic concentration of any type of LEP individuals in the service area for the Enid Public Transportation Authority (EPTA). The overwhelming majority of the population, 94.29%, speak only English. As a result, there are few social, service, professional and leadership organizations within Enid Public Transportation Authority (EPTA) service area that focus on outreach to LEP individuals. Enid Public Transportation Authority (EPTA) Board/council, office staff and bus/van drivers are most likely to encounter LEP individuals through bus/van rides, office visits, phone conversations, and attendance at Board/Council meetings.

**4. The resources available to Enid Public Transportation Authority (EPTA) and the overall costs to provide LEP assistance.**

*Example Language:* Enid Public Transportation Authority (EPTA) reviewed its available resources that could be used for providing LEP assistance and which of its documents would be most valuable to be translated if the need should arise. Enid Public Transportation Authority (EPTA) has contacted local citizens that would be willing to provide voluntary Spanish and Marshallese translation if needed, within a reasonable time period. Other language translation if needed would be provided through a telephone interpreter line for which the Enid Public Transportation Authority (EPTA) would pay a fee.

Based on the Four Factor Analysis, our research shows that in the Enid Public Transportation Authority (EPTA) service area, we **do** meet the minimum requirement of 5% or 1,000 individuals. Therefore, a LEP Plan is required.

## Attachment G

Enid Public Transportation Authority (EPTA) agrees to the following requirements, the Translation of Documents and Monitoring and Updating the LEP Plan, as mentioned below:

### **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 Enid Public Transportation Authority (EPTA) 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.

Enid Public Transportation Authority (EPTA) staff will identify persons who speak English “not well” or “not at all” by:

- Posting notice of LEP Plan and the availability of interpretation or translation services free of charge in languages LEP persons would understand.
- Providing “I Speak” cards to assist in identifying the language interpretation needed if the occasion arises.
- Informally surveying experiences concerning any contacts with LEP persons during the previous year.
- Offering a translator (LEP) or interpreter (sign language for hearing impaired individuals) at informational meetings or events. Volunteer interpreters for Spanish and Marshallese are available and will be provided within a reasonable time period. Language interpretation will be accessed for all other languages through a telephone interpretation service. 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.

### **Staff Training**

The following training will be provided to all Enid Public Transportation Authority (EPTA) staff:

- Information on the Title VI Policy and LEP responsibilities.
- Description of language assistance services offered to the public.

## Attachment G

- Use of "I Speak" cards.
- Documentation of language assistance requests.
- How to handle a potential Title VI / LEP complaint.

All contractors or subcontractors performing work for Enid Public Transportation Authority (EPTA) will be required to follow the Title VI / LEP guidelines.

### **Translation of Documents**

After weighing the cost and benefits of translating documents for potential LEP groups, and considering the expense of translating the documents, the likelihood of frequent changes in documents and other relevant factors Enid Public Transportation Authority (EPTA) will consider the following options:

- Initiate an outreach program for translation services.
- 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 and Updating the LEP Plan**

Enid Public Transportation Authority (EPTA) will update the LEP Plan as required. At a minimum, the plan will be reviewed and updated when data from the next U.S. Census is available, or when it is clear that higher concentrations of LEP individuals are present in Enid Public Transportation Authority (EPTA) 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 Enid Public Transportation Authority (EPTA) financial resources are sufficient to fund language assistance resources needed.
- Determine whether Enid Public Transportation Authority (EPTA) 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.



## Attachment G

### **Dissemination of the Enid Public Transportation Authority (EPTA) LEP Plan**

Enid Public Transportation Authority (EPTA) will notify LEP persons of the LEP Plan and how to access language services, by posting signs at conspicuous and accessible locations which may include but not limited to the following:

- Enid Public Transportation Authority (EPTA) Web Site
- Post Office
- County DHS Office
- 5310 Transportation Office
- Senior Center(s)
- Doctor's Offices
- Other

State on agendas and public notices in the language those LEP persons would understand that documents are available in that language upon request at Enid Public Transportation Authority (EPTA) office.

## Public Participation Plan

### Identification Of Enid Public Transportation Authority (EPTA) Stakeholders By Race

Stakeholders	Caucasian	Latino	African American	Asian American	Total
Board of Directors	5		2		7
Advisory Bodies					
Transit Riders/Clients*	480	120	144	16	800
Private Businesses/Organizations					
Others					

\*EPTA does not track race but can provide an estimate for the number of Riders/Clients.

### Enid Public Transportation Authority (EPTA) Outreach Practices

Enid Public Transportation Authority (EPTA) ensures all outreach strategies, communications and public involvement efforts comply with Title VI. Enid Public Transportation Authority (EPTA) 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. 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, convenient times, and compliant with the Americans with Disabilities Act.

Aligned with the above referenced communication tactics, Enid Public Transportation Authority (EPTA) 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.

**2014-2017 Title VI Program Public Engagement Process**

Enid Public Transportation Authority (EPTA) will conduct a Public Engagement Process for the 2014-2017 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.

Enid Public Transportation Authority (EPTA) will conduct a 30 day public comment period to provide opportunities for feedback on the 2014-2017 Title VI Program.

Comments are accepted during the public outreach period via:

- Dedicated email address
- Website
- Regular mail
- Telephone
- In person
- Survey tool (agency option)

Enid Public Transportation Authority (EPTA) will provide a briefing to the Board of Directors and Advisory Bodies regarding all public comments prior to decision making. A publicly available summary report is compiled, including all individual comments.

**Summary of Enid Public Transportation Authority (EPTA) 2014-2017 Public Outreach Efforts**

<b>EPTA has a website. We have a Facebook page. We provide flyers to many community organizations and programs. EPTA goes to local rotary organizations and provides information to those individuals. Several of our administrative staff are members of local organizations representing EPTA. The City of Enid puts our information on their local television station. We pay to have ads in the local newspaper and phone books. EPTA has announcements on the local radio stations. We provide information to local blogs to put out. We provide bags, pens, goodies, etc. to local patrons.</b>
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