



TITLE VI PROGRAM

Fort Smith Transit acknowledges the requirement to maintain a Title VI program under 49 CFR Parts 21.5 (b) and 21.9 (b and d) of the Civil Rights Act of 1964, as well as DOT Order 5610. It is the objective of Fort Smith Transit to provide high quality transportation services to individuals without regard to race, color, national origin or disability by promoting full and fair participation of all affected populations in transportation decision making; preventing the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low income populations; and ensuring meaningful access to programs and activities by persons with limited English proficiency (LEP).

There have been no investigations, complaints, or lawsuits filed to-date with Fort Smith Transit regarding Title VI discrimination issues since the last submittal.

Limited English Proficiency Plan

Fort Smith Transit is obligated to accommodate language needs. Staff is available at 783-6464 to assist with language interpretation as necessary. Fort Smith Transit will adjust the department's language efforts proportionate to:

1. The number of LEP persons likely to encounter transportation services from the department;
2. The frequency in which the LEP individuals make use of the transit system.
3. The nature, importance, activity of service with respect to lives at risk, and
4. The resources available to the department considering cost measures.

Process for Filing Complaint(s) Regarding Discrimination Concerns

Requests or concerns may be made in writing to Mr. Ken Savage, Transit Director, P. O. Box 1908, Fort Smith, AR 72902. Requests or concerns may also be reported directly by phone at (479) 783-6464 or TDD (479) 788-4199.

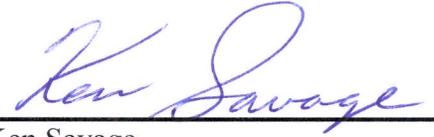
Fort Smith Transit also utilizes an established reporting/information system that individuals may use to report a complaint. This system can be accessed through the City of Fort Smith's website at www.fsark.com. The proper request/complaint reporting website can be found by selecting "On-Line Service Request" followed by "Make a Request", then select "Request Information", select "Transit", and finally the concern you wish to address. Illustrations are attached as screens 1 through 6. Once an individual has submitted their comment, request or concern, the system assigns each request a specific reference number. The request is automatically sent to the responsible staff person to address. If the request has not been addressed within 14 days, the system sends an e-mail to the staff person's supervisor to determine the cause for delay in completing or addressing the request. Requests and staff responses are logged in the system for future reference by management personnel. Illustrations of the staff access screens are also attached.

Public Outreach and Involvement

Listed below is a summary of some of the public outreach activities performed by Fort Smith Transit:

1. Fort Smith Transit employs a dispatcher capable of assisting LEP's with public meeting and program information.
2. Staff advertises transit programs and activities in the City of Fort Smith newsletter "The Focus" published every three months which is distributed to every household within the city limits of Fort Smith. Activities are also included in minority based media.
3. Meeting dates and times are advertised at least 24 hours in advance and distributed to all area media.

4. Meeting notices and transit activities are downloaded into electronic message signs displayed on all Fort Smith Transit revenue vehicles.
5. Nondiscrimination notices are included in written publications and announcements that are available to the public.
6. Website Request Partners, explained above, is available to the public to encourage public participation.



Ken Savage
Transit Director