

Southwest Oklahoma Community Action Group, Inc.

Dbas: (Southwest Transit)

Title VI Program

Date filed with ODOT Office of
Mobility and Transit Programs:

2-15-2023

Approved by SOCAG Board of
Directors on May 2, 2023

Table of Contents

A. Introduction.....	1
B. Agency Information.....	2
C. Notice to the Public.....	3
D. Procedure for Filing a Title VI Complaint.....	4
E. Monitoring Title VI Complaints, Investigations, Lawsuits <i>and</i> Documenting Evidence of Agency Staff Title VI Training.....	6
F. Public Participation Plan.....	7
G. Language Assistance Plan.....	10
H. Advisory Bodies.....	12
I. Subrecipient Assistance.....	13
J. Subrecipient Monitoring.....	14
K. Equity Analysis of Facilities.....	15
L. Signature Page.....	16
ATTACHMENTS.....	17
Attachment 1 – Agency Information.....	a
Attachment 2 – Title VI Complaint Form.....	b
Attachment 3 - Title VI Self-Survey Form.....	c

A. Introduction

Southwest Oklahoma Community Action Group 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.

Southwest Oklahoma Community Action Group 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. **Southwest Oklahoma Community Action Group** 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.

Southwest Oklahoma Community Action Group meets the objectives of the FTA Master Agreement which governs all entities applying for FTA funding, including **Southwest Transit** 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

See Attachment 1

**Agency
Information
ATTACHMENT 1**

C. Notice to the Public

NOTIFYING the PUBLIC of RIGHTS UNDER TITLE VI Southwest Transit

- "No Person in the United States shall, on the grounds 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" For further information or if you feel that you have been discriminated against, please contact Southwest Transit, 1401 E. Ridgecrest, P.O. Box 1088, Altus, OK 73521.
- Any person that feels they have been discriminated against may file a complaint directly with the Federal Transit Administration's Civil Rights Office. Information about how to prepare a complaint may be obtained by contacting FTA Assistance Line toll-free at [**\(888\) 446-4511**](tel:8884464511).
- If information is needed in another language contact: (580) 482-5043
- Si necesita informacion en otro idioma pongase en contacto con nosotros.

The Notice to Public is posted at Transit office locations in a visible area. The notice is also posted on the agency website at www.socag.org.

See sample
Title VI
Complaint Form
ATTACHMENT 2

D. Procedure for Filing a Title VI Complaint

Filing a Title VI Complaint

The complaint procedures apply to the beneficiaries of **Southwest Transit'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 **Southwest Transit** 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 **Southwest Transit** Title VI Complaint Form at www.socag.org, or request a copy by writing to **PO Box 1088, Altus, OK 73521**. Information on how to file a Title VI complaint may also be obtained by calling **Southwest Transit** at **(580) 482-5043**.

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 **PO Box 1088, Altus, OK 73521**.

COMPLAINT ACCEPTANCE: **Southwest Transit** will process complaints that are complete.

Once a completed Title VI Complaint Form is received, **Southwest Transit** will review it to determine **Southwest Transit** has jurisdiction. The complainant will receive an acknowledgement letter informing them whether or not the complaint will be investigated by **Southwest Transit**.

INVESTIGATIONS: **Southwest Transit** will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, **TITLE VI COORDINATOR** may contact the complainant. Unless a longer period is specified by **TITLE VI COORDINATOR**, the complainant will have ten (10) days from the date of the letter to send requested information to **Southwest Transit** 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 **Southwest Transit'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. **Southwest Transit** 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, **Southwest Transit** 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 **Stephen Iken** at **900 S. Carver Rd, Altus, OK 73521**, or at **580-482-5040**.

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

See sample
**Title VI
Self-Survey Form
ATTACHMENT 3**

Documenting Title VI Complaints/Investigations

All Title VI complaints will be entered and tracked in **Southwest Transit’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

Southwest Transit’s staff is 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 Participation Plan

Goal

The goal of the Public Participation 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 participation 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 Participation 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. Phone calls to Customer Service Center.

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

Southwest Transit ensures all outreach strategies, communications and public involvement efforts comply with Title VI. **Southwest Transit's** Public Participation 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, **Southwest Transit** 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 – 2025 Title VI Program Public Participation Process

Southwest Transit will conduct a Public Participation Process for the **2023-2025** 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.

Southwest Transit will provide briefings to the Board of Directors.

Southwest Transit will conduct a 30 day public comment period to provide opportunities for feedback on the **2023-2025** 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*)

Summary of 2023-2025 Public Outreach Efforts

Meetings scheduled at local senior meal sites for public forums. Radio spots to advertise services.

G. Language Assistance Plan

Southwest Transit Limited English Proficiency Plan

This limited English Proficiency (LEP) Plan has been prepared to address **Southwest Transit'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:

Southwest Transit operates in the counties of Jackson, Harmon, and Greer Counties in southwest Oklahoma. Specifically, demand response service operates in the cities of Altus, Hollis, Mangum, and Granite on a Monday through Friday basis

Southwest Transit 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 **Southwest Transit**. 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, **Southwest Transit** undertook the **four-factor LEP analysis** which considers the following factors:

Four Factor Analysis

The purpose of this policy is to assess the need for, and develop material for, those citizens of the area served by Southwest Transit who are limited in their English language proficiency. On August 11, 2000, President Clinton signed United States Executive Order 13166, 'Improving Access to Services to Persons With Limited English Proficiency' (hereafter referred to as LEP).

– The Census Bureau defines a household as "a household includes all the people who occupy a housing unit as their usual place of residence." A Linguistically Isolated Household

is “one in which no member 14 years and over (1) speaks only English or (2) speaks a non-English language and speaks English ‘very well.’ In other words, all members of the household 14 years and over have at least some difficulty with English.”

Refugee – a refugee is someone who has fled his or her country because he/she fears persecution based on race, religion, nationality, social group, or political opinion. The definition is sometimes expanded to include people fleeing war or other armed conflict.

Factor 1. The number or proportion of LEP persons served or encountered in the Southwest Transit’s service population

Population age 5+: Harmon County – 2,408; Greer County – 5,250; Jackson County – 23,218
LEP 5+: Harmon County – 111(4.61%); Greer County – 84(1.61%); Jackson County – 894(3.85%). This data is from the www.communitycommons.org using data from American Community Survey.

Factor 2. The frequency with which LEP individuals come in contact with the service.

Occasionally, translation for Spanish is needed for a caller requesting service. The Route Supervisor indicates that past history shows this to be approximately one time per week.

Factor 3. The nature and importance of the service provided by the program.

An LEP person's inability to effectively utilize public transportation may adversely affect his or her ability to obtain access to health care, education, or employment.

Factor 4. The resources available to the recipient

We have employees who are bilingual in Spanish including the Route Supervisor and 4 drivers. In our area, people are most often fluent in the spoken Spanish, and written communication and reading of Spanish is much more limited. Title VI Civil Rights Act Brochures in Spanish are displayed in Central office, 1401 Ridgecrest, Mangum Meal Site/ Transit Office, Granite Meal Site/ Transit office, Hollis Meal Site/ Transit Office.

H. Advisory Bodies

Southwest Transit does not have any advisory committees.

I. Subrecipient Assistance

Subrecipient Assistance

Southwest Transit does not have any subrecipients.

J. Subrecipient Monitoring

Subrecipient Monitoring

Southwest Transit does not have any subrecipients.

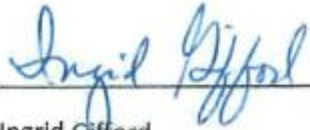
K. Equity Analysis of Facilities

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

L. Signature Page

Title VI Program Signature Page

Southwest Transit's Title VI program was approved unanimously by the Southwest Community Action Group Board of Directors on May 2, 2023. The Title VI Program's contents, attachments, and associated forms will be made available to the public and posted on Southwest Oklahoma Community Action Group's Southwest Transit website.



Ingrid Gifford
Executive Director



Kim Rumschlag
Board Chair

ATTACHMENTS

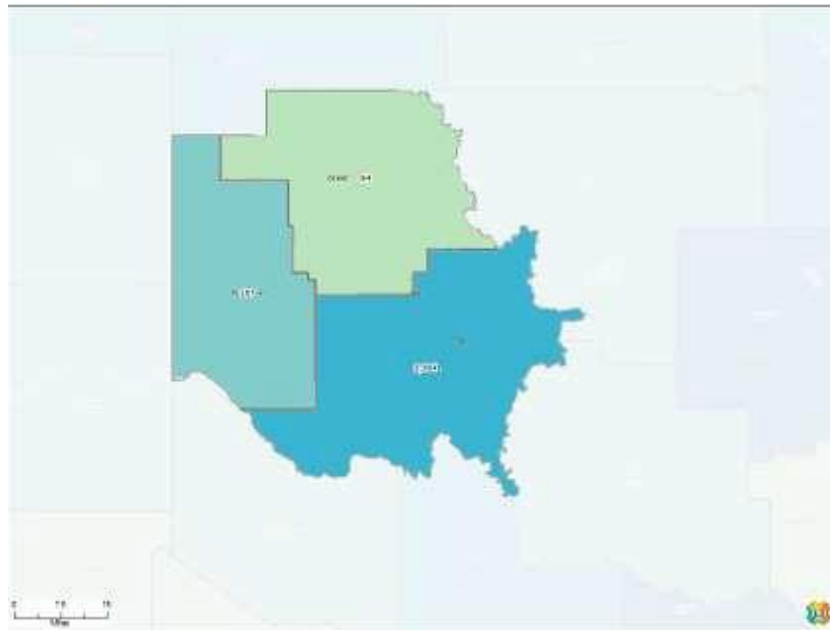
Attachment 1 – Agency Information

Southwest Transit Profile

Southwest Transit’s roots are deeply embedded in the region’s history. The project originated through an effort by the Roadrunners, a group of volunteers working through the Altus Christian Ministries. The Roadrunners provided rides for local seniors and persons with disabilities. This grassroots public transportation initiative helped with trips to the grocery store and medical appointments. By 1983, funding had been secured to operate a full public transportation system in the counties of Jackson, Harmon, and Greer. Thus, Southwest Transit was born.

Southwest Transit provides demand response service in Jackson, Harmon, and Greer counties within the cities of Altus, Hollis, Mangum, and Granite. Coordinated service is provided between the communities for human service organizations with contracts such as Modivcare for Soonerride and Department of Human Services for TANF customers. Contracted services are scheduled by reservation. Service remains open to the public.

The Board of Directors of Southwest Oklahoma Community Action Group, Inc. is the policy making body that is legally responsible for the project. The Board of Directors hires the Executive Director to operate the agency and its programs. The Transit Director is responsible for the administrative operation of the transit system and the supervision of the Route Supervisor. The Route Supervisor supervises the transit employees and coordinates the scheduling and daily operations of the system.



Community Action Partnership Report

Location

- Greer County, OK
- Harmon County, OK
- Jackson County, OK

Population Profile

Total Population

A total of 33,048 people live in the 1,979.20 square mile report area defined for this assessment according to the U.S. Census Bureau American Community Survey 2017-21 5-year estimates. The population density for this area, estimated at 17 persons per square mile, is less than the national average population density of 93 persons per square mile.

Report Area	Total Population	Total land Area (Square Miles)	Population Density (Per Square Mile)
Report Location	33,048	1,979.20	17
Greer County, OK	5,548	639.28	9
Harmon County, OK	2,540	537.26	5
Jackson County, OK	24,960	802.65	31
Oklahoma	3,948,136	68,596.51	58
United States	329,725,481	3,533,041.03	93

Data Source: US Census Bureau, American Community Survey. 2017-21. Source geography: Tract



[View larger map](#)

Population, Density (Persons per Sq Mile) by Tract, ACS 2017-21



Total Population by Gender

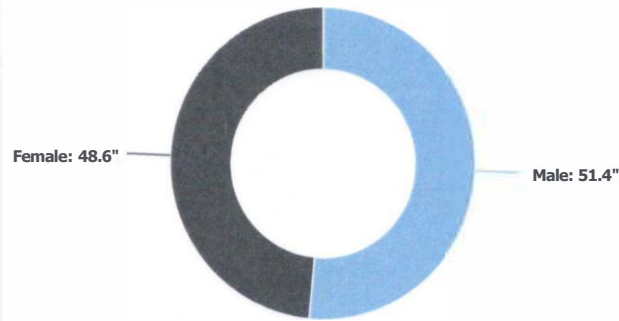
This indicator reports the total population of the report area by gender. The percentage values could be interpreted as, of all the population within the report area, the male population is 51.41%; the female population is 48.59%.

Report Area	Male	Female	Male, Percent	Female, Percent
Report Location	16,990	16,058	51.41%	48.59%
Greer County, OK	3,204	2,344	57.75%	42.25%
Harmon County, OK	1,289	1,251	50.75%	49.25%
Jackson County, OK	12,497	12,463	50.07%	49.93%
Oklahoma	1,964,927	1,983,209	49.77%	50.23%
United States	163,206,615	166,518,866	49.50%	50.50%

Data Source: US Census Bureau, American Community Survey. 2017-21.

Total Population by Gender

Report Location



Total Population by Age Groups, Total

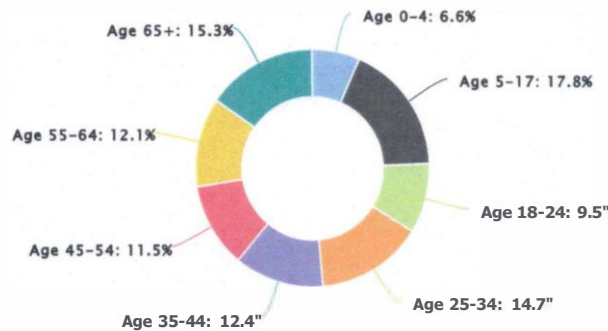
This indicator reports the total population of the report area by age groups.

Report Area	Age 0-4	Age 5-17	Age 18-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65+
Report Location	2,172	5,885	3,140	4,859	4,103	3,816	4,004	5,069
Greer County, OK	298	818	401	904	755	749	700	923
Harmon County, OK	132	483	162	279	281	377	365	461
Jackson County, OK	1,742	4,584	2,577	3,676	3,067	2,690	2,939	3,685
Oklahoma	252,929	708,141	379,325	535,616	503,103	459,972	493,218	615,832
United States	19,423,121	54,810,954	30,339,089	45,360,942	42,441,883	41,631,458	42,829,413	52,888,621

Data Source: US Census Bureau, American Community Survey, 2017-21.

Total Population by Age Groups, Total

Report Location



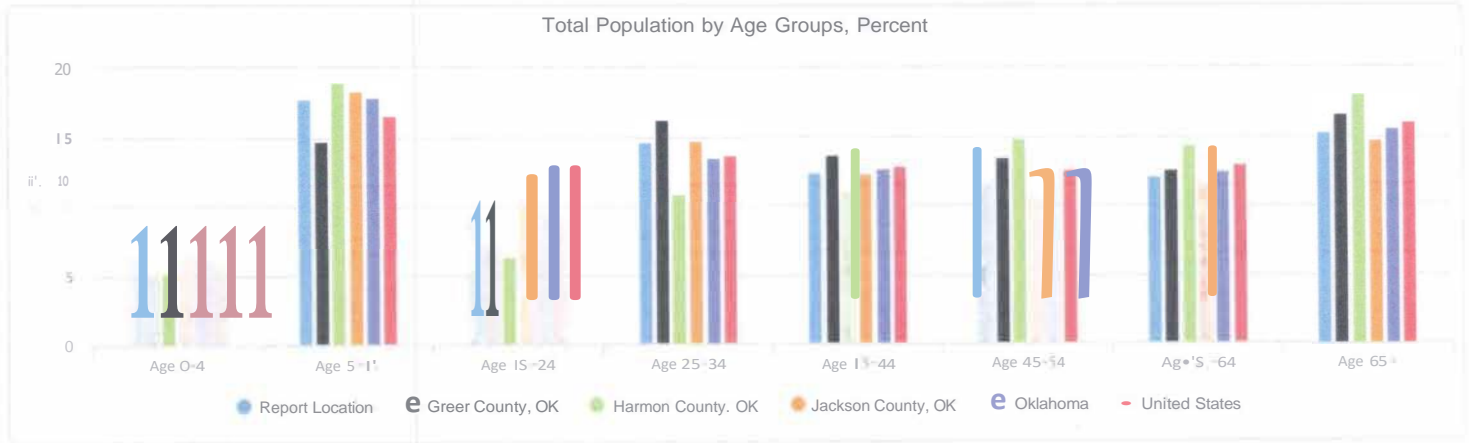
Total Population by Age Groups, Percent

This indicator reports the percentage of age groups in the population of the report area.

The percentage values could be interpreted as, for example, "Of the total population in the report area, the percentage of population age 0-4 is (value)."

Report Area	Age 0-4	Age 5-17	Age 18-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65+
Report Location	6.57%	17.81%	9.50%	14.70%	12.42%	11.55%	12.12%	15.34%
Greer County, OK	5.37%	14.74%	7.23%	16.29%	13.61%	13.50%	12.62%	16.64%
Harmon County, OK	5.20%	19.02%	6.38%	10.98%	11.06%	14.84%	14.37%	18.15%
Jackson County, OK	6.98%	18.37%	10.32%	14.73%	12.29%	10.78%	11.77%	14.76%
Oklahoma	6.41%	17.94%	9.61%	13.57%	12.74%	11.65%	12.49%	15.60%
United States	5.89%	16.62%	9.20%	13.76%	12.87%	12.63%	12.99%	16.04%

Data Source: US Census Bureau, American Community Survey, 201721.

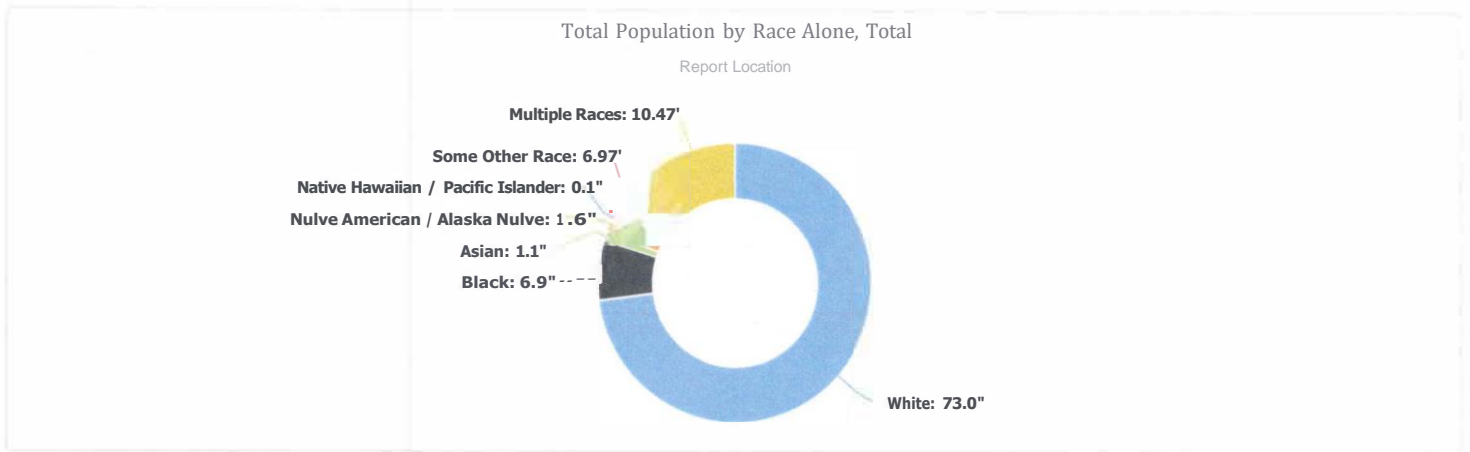


Total Population by Race Alone, Total

This indicator reports the total population of the report area by race alone.

Report Area	White	Black	Asian	Native American / Alaska Native	Native Hawaiian / Pacific Islander	Some Other Race	Multiple Races
Report Location	24,112	2,280	366	529	39	2,283	3,439
Greer County, OK	4,449	279	0	113	0	110	597
Harmon County, OK	1,714	266	10	60	0	360	130
Jackson County, OK	17,949	1,735	356	356	39	1,813	2,712
Oklahoma	2,752,553	284,536	88,601	303,792	6,760	118,507	393,387
United States	224,789,109	41,393,012	18,782,924	2,722,661	615,557	18,382,796	23,039,422

Data Source: US Census Bureau, American Community Survey, 201721.



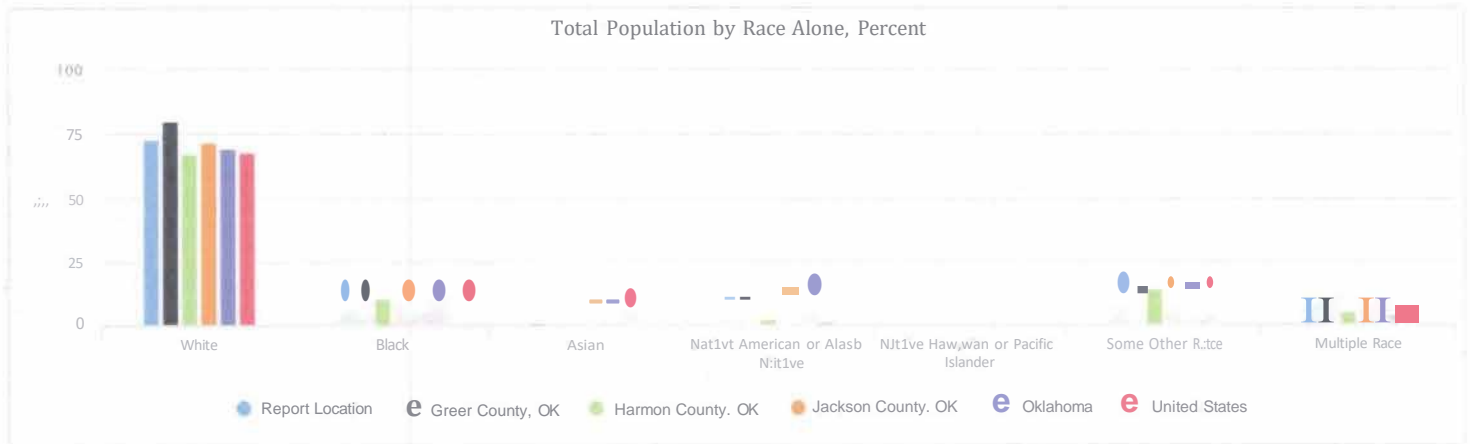
Total Population by Race Alone, Percent

This indicator reports the percentage of population by race alone in the report area.

The percentage values could be interpreted as, for example, "Of all the population in the report area, the percentage of population who are white is (value)."

Report Area	White	Black	Asian	Native American or Alaska Native	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race
Report Location	72.96%	6.90%	1.11%	1.60%	0.12%	6.91%	10.41%
Greer County, OK	80.19%	5.03%	0.00%	2.04%	0.00%	1.98%	10.76%
Harmon County, OK	67.48%	10.47%	0.39%	2.36%	0.00%	14.17%	5.12%
Jackson County, OK	71.91%	6.95%	1.43%	1.43%	0.16%	7.26%	10.87%
Oklahoma	69.72%	7.21%	2.24%	7.69%	0.17%	3.00%	9.96%
United States	68.17%	12.55%	5.70%	0.83%	0.19%	5.58%	6.99%

Data Source: US Census Bureau, American Community Survey, 201721.

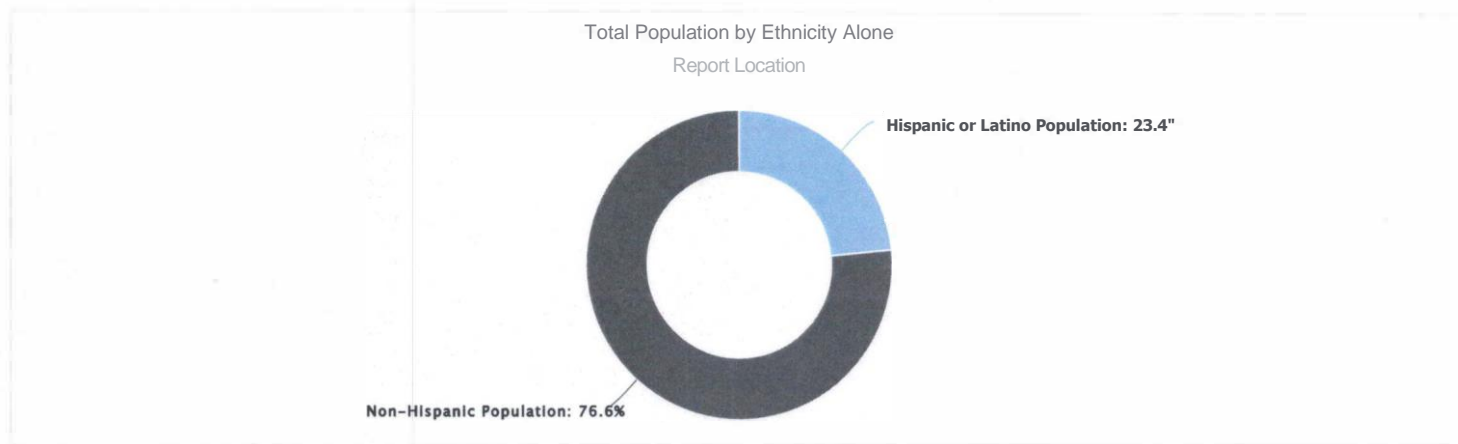


Total Population by Ethnicity Alone

This indicator reports the total population of the report area by ethnicity alone.

Report Area	Total Population	Hispanic or Latino Population	Hispanic or Latino Population, Percent	Non-Hispanic Population	Non-Hispanic Population, Percent
Report Location	33,048	7,748	23.44%	25,300	76.56%
Greer County, OK	5,548	686	12.36%	4,862	87.64%
Harmon County, OK	2,540	781	30.75%	1,759	69.25%
Jackson County, OK	24,960	6,281	25.16%	18,679	74.84%
Oklahoma	3,948,136	443,914	11.24%	3,504,222	88.76%
United States	329,725,481	60,806,969	18.44%	268,918,512	81.56%

Data Source: US Census Bureau, American Community Survey, 2017-21.

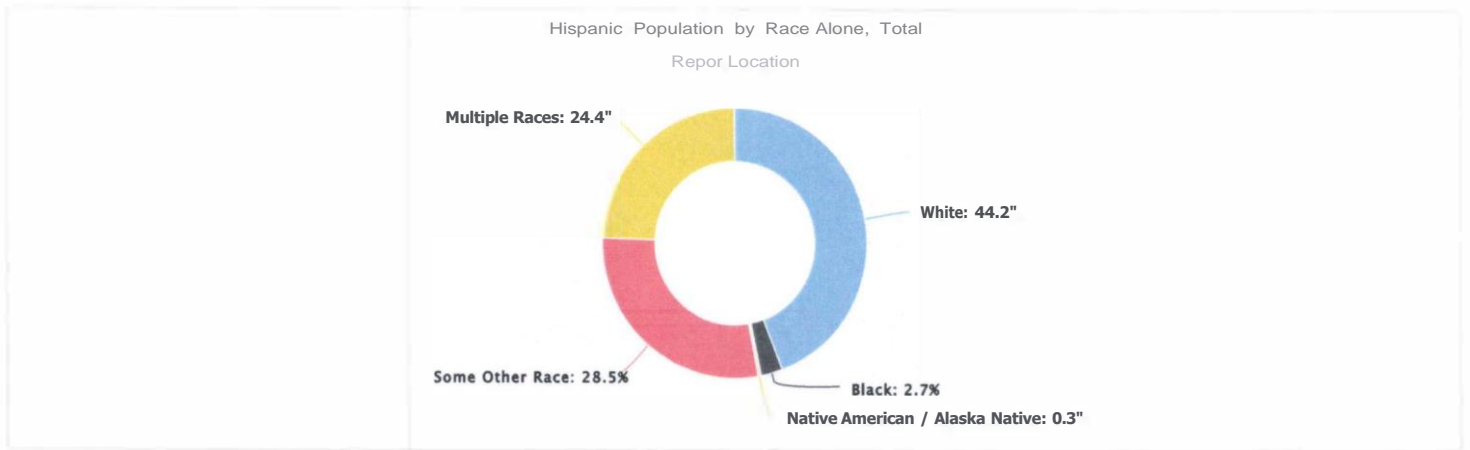


Hispanic Population by Race Alone, Total

This indicator reports the total of Hispanic or Latino population in the report area by race alone.

Report Area	White	Black	Asian	Native American or Alaska Native	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Races
Report Location	3,426	207	0	21	0	2,205	1,889
Greer County, OK	403	24	0	5	0	110	144
Harmon County, OK	335	0	0	0	0	360	86
Jackson County, OK	2,688	183	0	16	0	1,735	1,659
Oklahoma	219,173	6,082	1,213	18,695	605	109,359	88,787
United States	28,778,739	1,196,710	228,227	785,819	59,845	17,174,529	12,583,100

Data Source: US Census Bureau, American Community Survey, 2017-21.

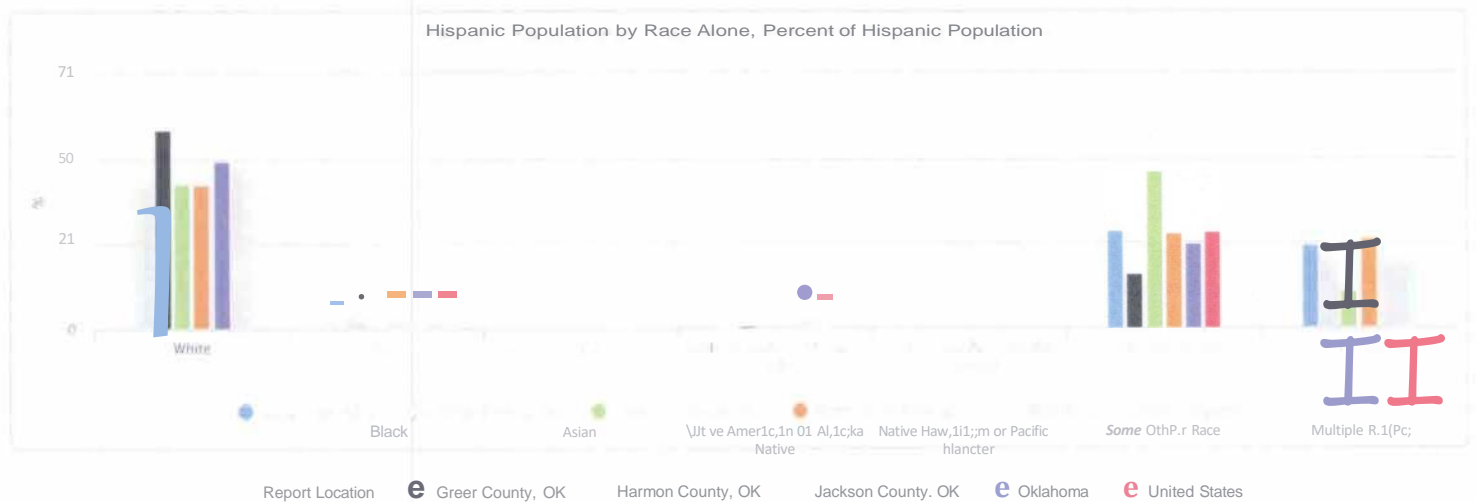


Hispanic Population by Race Alone, Percent of Hispanic Population

This indicator reports the percentage of Hispanic or Latino population in the report area by race alone. The percentage values could be interpreted as, for example, "Of all the Hispanic population in the report area, the percentage of population who are white is (value)."

Report Area	White	Black	Asian	Native American or Alaska Native	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Races
Report Location	44.22%	2.67%	0.00%	0.27%	0.00%	28.46%	24.38%
Greer County, OK	58.75%	3.50%	0.00%	0.73%	0.00%	16.03%	20.99%
Harmon County, OK	42.89%	0.00%	0.00%	0.00%	0.00%	46.09%	11.01%
Jackson County, OK	42.80%	2.91%	0.00%	0.25%	0.00%	27.62%	26.41%
Oklahoma	49.37%	1.37%	0.27%	4.21%	0.14%	24.64%	20.00%
United States	47.33%	1.97%	0.38%	1.29%	0.10%	28.24%	20.69%

Data Source: US Census Bureau, American Community Survey, 2017-21.

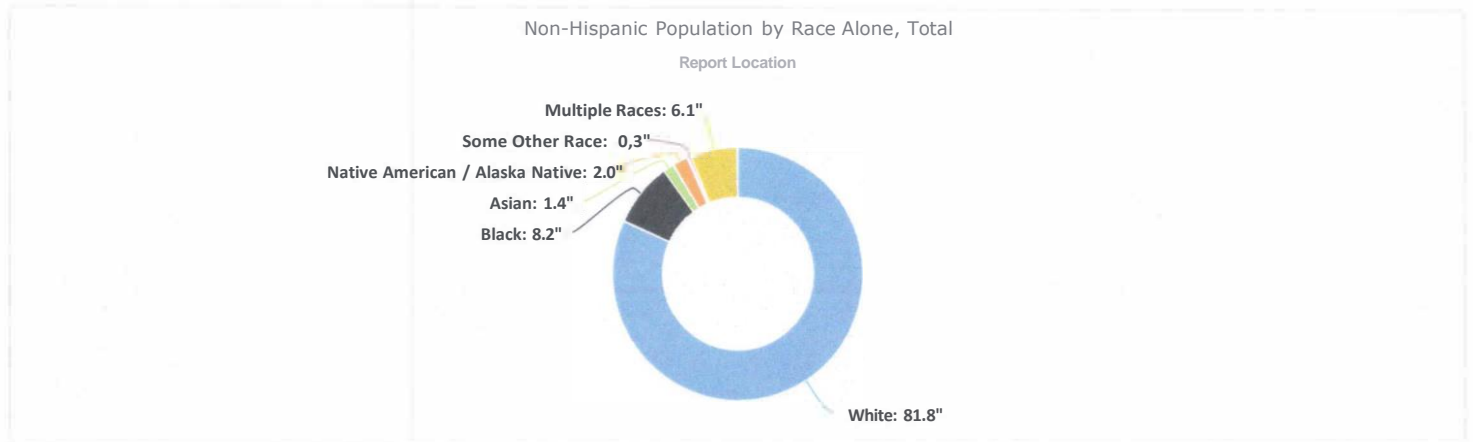


Non-Hispanic Population by Race Alone, Total

This indicator reports the total non-Hispanic population in the report area by race alone.

Report Area	White	Black	Asian	Native American or Alaska Native	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Races
Report Location	20,686	2,073	366	508	39	78	1,550
Greer County, OK	4,046	255	0	108	0	0	453
Harmon County, OK	1,379	266	10	60	0	0	44
Jackson County, OK	15,261	1,552	356	340	39	78	1,053
Oklahoma	2,533,380	278,454	87,388	285,097	6,155	9,148	304,600
United States	196,010,370	40,196,302	18,554,697	1,936,842	555,712	1,208,267	10,456,322

Data Source: US Census Bureau, American Community Survey. 1017-11.

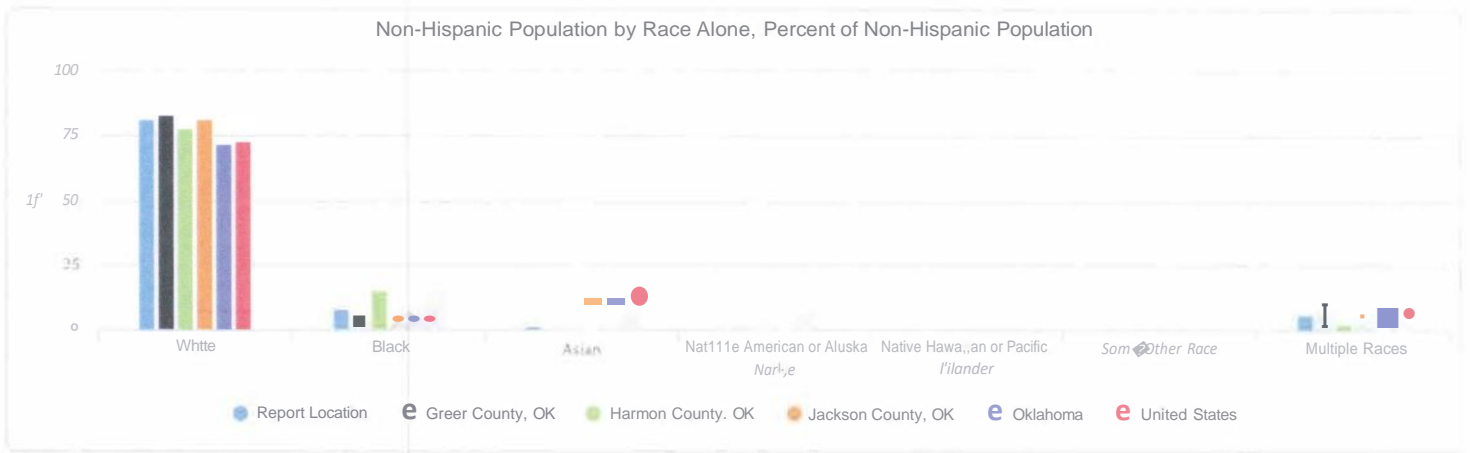


Non-Hispanic Population by Race Alone, Percent of Non-Hispanic Population

This indicator reports the percentage of the non-Hispanic population in the report area by race alone. The percentage values could be interpreted as, for example, "Of all the non-Hispanic population in the report area, the percentage of population who are white is (value)."

Report Area	White	Black	Asian	Native American or Alaska Native	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Races
Report Location	81.76%	8.19%	1.45%	2.01%	0.15%	0.31%	6.13%
Greer County, OK	83.22%	5.24%	0.00%	2.22%	0.00%	0.00%	9.32%
Harmon County, OK	78.40%	15.12%	0.57%	3.41%	0.00%	0.00%	2.50%
Jackson County, OK	81.70%	8.31%	1.91%	1.82%	0.21%	0.42%	5.64%
Oklahoma	72.30%	7.95%	2.49%	8.14%	0.18%	0.26%	8.69%
United States	72.89%	14.95%	6.90%	0.72%	0.21%	0.45%	3.89%

Data Source: US Census Bureau, American Community Survey. 2017-21.



Population by Combined Race and Ethnicity

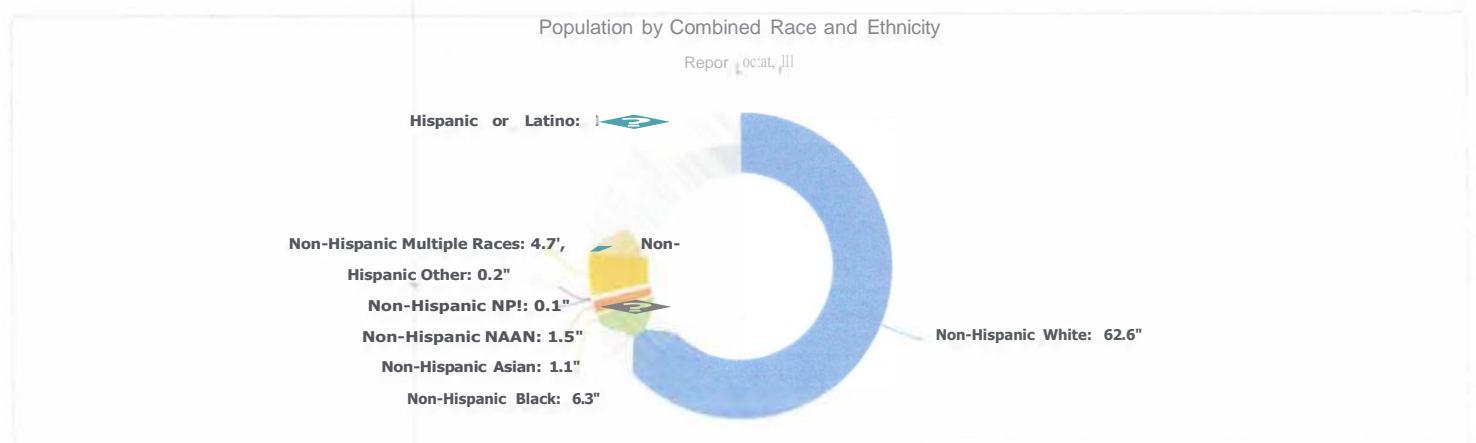
This indicator reports the percentage of the total population in the report area by combined race and ethnicity. The percentage values could be interpreted as, for example, "Of all the population in the report area, the percentage of population who are non-Hispanic white is (value)."

Note: Some of the combined race/ethnicity groups use acronyms for their names in the following table and chart. The full forms are as followed:

- Non-Hispanic NAAN = Non-Hispanic Native American or Alaska Native
- Non-Hispanic NP/ = Non-Hispanic Native Hawaiian or Pacific Islander
- Non-Hispanic Other= Non-Hispanic Some Other Race

Report Area	Non-Hispanic White	Non-Hispanic Black	Non-Hispanic Asian	Non-Hispanic NAAN	Non-Hispanic NPI	Non-Hispanic Other	Non-Hispanic Multiple Races	Hispanic or Latino
Report Location	62.59%	6.27%	1.11%	1.54%	0.12%	0.24%	4.69%	23.44%
Greer County, OK	72.93%	4.60%	0.00%	1.95%	0.00%	0.00%	8.17%	12.36%
Harmon County, OK	54.29%	10.47%	0.39%	2.36%	0.00%	0.00%	1.73%	30.75%
Jackson County, OK	61.14%	6.22%	1.43%	1.36%	0.16%	0.31%	4.22%	25.16%
Oklahoma	64.17%	7.05%	2.21%	7.22%	0.16%	0.23%	7.72%	11.24%
United States	59.45%	12.19%	5.63%	0.59%	0.17%	0.37%	3.17%	18.44%

Data Source: US Census Bureau, Amnicofl Community Survey, 1017•11.





<https://jcap.engageplatform.com>, 2/10/20

Attachment 2 – Title VI Complaint Form

Southwest Oklahoma Community Action Group, Inc.

Title VI Customer 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.

To file a Title VI complaint, please fill out the form completely, and send it to:

Southwest Transit, Complaint Resolution Department
P.O. Box 1088
Altus, OK 73522

580-482-5043

Important: We cannot accept your complaint without a signature or without complete details about the issue.

PLEASE PRINT CLEARLY:

Name: _____

Address: _____

City, State, Zip Code: _____

Phone Number: _____ E-mail address: _____

Do you prefer to be contacted by e-mail? ___ Yes ___ No

If you are filing on behalf of someone else, please give the name and relationship of the person for whom you are complaining: _____

What is your relationship to the person for whom you are filing the complaint? _____

Did you obtain permission from the person for whom you are filing? Yes _____ No _____

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

_____ Race _____ Color _____ National Origin (Classes protected by Title VI)

Description of Issue:

Date of alleged discrimination (Month, Day, Year): _____

Explain as clearly as possible what happened and why you believe that you were discriminated against. Describe all the persons that were involved. Include the name and contact information of the person(s) that discriminated against you (if known). *Use the back of this form or separate pages if additional space is required.*

List any and all witnesses and their phone numbers/contact information. *Use the back of this form or separate pages if additional space is required.* _____

Have you previously filed a Title VI complaint with this agency? _____ Yes _____ No

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

Federal Agency (List agency's name) _____

Federal Court (Please provide location) _____

State Court

State Agency (List agency's name) _____

County Court (Specify Court and County) _____

Local Agency (List agency's name) _____

If YES to question above, please provide information about a contact persons at the agency/court where the complaint was file.

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

Attachment 3 - Title VI Self-Survey Form

TITLE VI SELF-SURVEY		
Name of Program:	Southwest Transit	
Date Filed with ODOT		
Survey Date:	2-15-23	
Period Covered:		
A. Summary of complaints:	0	
B. Number of complaints for the period:	0	
C. Number of complaints voluntarily unresolved:	0	
D. Number of complaints currently unresolved:	0	
E. Attach a summary of any type of complaint and provide:	NA	
<ul style="list-style-type: none"> • Name of complainant: 		
<ul style="list-style-type: none"> • Race: 		
<ul style="list-style-type: none"> • Allegation: 		
<ul style="list-style-type: none"> • Findings: 		
<ul style="list-style-type: none"> • Corrective Action: 		
<ul style="list-style-type: none"> • Identify any policy/procedure changes made as a result of the complaint: 		
<ul style="list-style-type: none"> • Provide the date history: <i>(date complaint received through resolution)</i> 		
Distribution of Title VI Information		
1. Are new employees made aware of the Title VI responsibilities pertaining to their specific duties?	YES <input checked="" type="checkbox"/> _____	NO _____

2. Do new employees receive this information via employee orientation?	YES <input checked="" type="checkbox"/> _____	NO _____
3. Is Title VI information provided to all employees and program applicants?	YES <input checked="" type="checkbox"/> _____	NO _____
4. Is Title VI information prominently displayed in the organization and on relevant program materials?	YES <input checked="" type="checkbox"/> _____	NO _____
5. Identify any improvements you have implemented since the last self-survey to support Title VI communication to employees and program applicants:	NA	
6. Identify any improvements you plan to implement before the next self-survey to support Title VI communication to employees and program applicants:	Make sure posters and brochures are updated.	
7. Identify any problems encountered with Title VI compliance, and discuss possible remedies:	NA	
Signature: Stephen Iken		
Title: Transit Director		
Date: 3-29-23		