THE KENTUCKY TRANSPORTATION CABINET
LANGUAGE ACCESS PLAN

October 1st, 2020 – September 30th, 2021

Jim Gray, KYTC Secretary
Mike Hancock, KYTC Deputy Secretary
Tiffany Squire, Administrative Branch Manager

Office for Civil Rights and Small Business Development
(OCRSBD)
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>GLOSSARY/DEFINITIONS</td>
<td>4</td>
</tr>
<tr>
<td>KENTUCKY TRANSPORTATION CABINET/OCRSD VISION &amp; MISSION STATEMENTS</td>
<td>7</td>
</tr>
<tr>
<td>LANGUAGE ACCESS POLICY STATEMENT</td>
<td>8</td>
</tr>
<tr>
<td>TITLE VI POLICY STATEMENT</td>
<td>9</td>
</tr>
<tr>
<td>I. INTRODUCTION</td>
<td>10</td>
</tr>
<tr>
<td>II. BEST PRACTICES</td>
<td>10</td>
</tr>
<tr>
<td>A. PURPOSE AND AUTHORITY</td>
<td>10</td>
</tr>
<tr>
<td>B. EXECUTIVE ORDER 13166</td>
<td>11</td>
</tr>
<tr>
<td>C. CIVIL RIGHTS ACT OF 1964</td>
<td>11</td>
</tr>
<tr>
<td>D. FEDERAL AND STATE RESPONSIBILITIES</td>
<td>11</td>
</tr>
<tr>
<td>E. GENERAL POLICY &amp; PERSONNEL COMPLIANCE</td>
<td>12</td>
</tr>
<tr>
<td>F. SAFE HARBOR LANGUAGE ASSISTANCE MEASURES</td>
<td>12</td>
</tr>
<tr>
<td>III. LANGUAGE ASSISTANCE SERVICES</td>
<td>13</td>
</tr>
<tr>
<td>A. IDENTIFICATION OF PERSON WHO WILL IMPLEMENT THE PLAN</td>
<td>13</td>
</tr>
<tr>
<td>B. TYPES OF SERVICES</td>
<td>13</td>
</tr>
<tr>
<td>C. INTERPRETER SERVICES</td>
<td>13</td>
</tr>
<tr>
<td>D. TRANSLATION SERVICES</td>
<td>14</td>
</tr>
<tr>
<td>E. VITAL DOCUMENTS</td>
<td>14</td>
</tr>
<tr>
<td>F. NOTICE OF LANGUAGE ASSISTANCE SERVICES</td>
<td>14</td>
</tr>
<tr>
<td>G. I-SPEAK CARDS</td>
<td>15</td>
</tr>
<tr>
<td>H. STAFF TRAINING ON POLICY AND PROCEDURES</td>
<td>15</td>
</tr>
<tr>
<td>I. IDENTIFICATION OF FUNDING AND PROCUREMENT ISSUES</td>
<td>15</td>
</tr>
<tr>
<td>J. MONITOR AND UPDATING OF POLICIES, PLAN AND PROCEDURE</td>
<td>15</td>
</tr>
<tr>
<td>K. SUB RECIPIENT MONITORING</td>
<td>16</td>
</tr>
<tr>
<td>L. IDENTIFICATION AND ASSESSMENT OF LEP COMMUNITIES</td>
<td>16</td>
</tr>
<tr>
<td>M. FOUR FACTOR ANALYSIS</td>
<td>16</td>
</tr>
<tr>
<td>N. EXCEPTIONS</td>
<td>26</td>
</tr>
<tr>
<td>IV. ACTION PLAN</td>
<td>26</td>
</tr>
<tr>
<td>A. DESCRIPTION OF TIMEFRAME, OBJECTIVES AND BENCHMARKS</td>
<td>26</td>
</tr>
<tr>
<td>B. COMPLIANCE OBJECTIVES</td>
<td>26</td>
</tr>
<tr>
<td>C. BENCHMARKS</td>
<td>27</td>
</tr>
<tr>
<td>V. COMPLAINT PROCEDURES</td>
<td>27</td>
</tr>
<tr>
<td>VI. IMPLEMENTATION PLAN</td>
<td>27</td>
</tr>
<tr>
<td>A. DESCRIPTION OF TIMEFRAME</td>
<td>27</td>
</tr>
</tbody>
</table>
Glossary/Definitions

**Auxiliary Aids** - includes qualified interpreters, assistive listening systems (loop FM and infrared), television captioning and decoders, video tapes, both open and closed captioned, TTY’s, transcriptions, reader, taped texts, Braille and large print materials. Any similar device or service needed to make spoken or aural language accessible is also considered an auxiliary aid.

**Babel Notice** – A short notice included in a document or electronic medium (for example, website, “app,” email) in multiple languages informing the reader that the communication contains vital information, and explaining how to access language services to have the contents of the communication provided in other languages. Refer to 29 Code of Federal Regulations (CFR) Section 38.4(i)

**Certified Interpreter/Translator** - a person who has passed the required language fluency examination in the certified languages or has passed a certified translation examination offered by another organization. Language fluency includes an understanding of non-verbal and cultural patterns to communicate in that language. The person must understand the client’s culture and be able to intergrade that understanding into the translation of written material.

**Contracted Service Provider** - is a person or an agency that contracts with KYTC to provide the amount and kind of services requested by KYTC or provides services under the contract only hot those beneficiaries individually determined to be eligible by KYTC.

**Direct “In-Language” Communication** – Monolingual communication in a language other than English between a multilingual staff and an LEP person (e.g., Korean to Korean).

**Effective Communication** – Communication sufficient to provide the LEP individual with substantially the same level of access to services received by individuals who are not LEP. For example, staff must take reasonable steps to ensure communication with an LEP individual is as effective as communications with others when providing similar programs and services.

**Executive Order 13166** - On August 11, 2000, the President signed Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (PDF). The Executive Order requires Federal agencies to examine the services they provide, identify any need for services to those with limited English proficiency (LEP), and develop and implement a system to provide those services so LEP persons can have meaningful access to them. It is expected that agency plans will provide for such meaningful access consistent with, and without unduly burdening, the fundamental mission of the agency. The Executive Order also requires that the Federal agencies work to ensure that recipients of Federal financial assistance provide meaningful access to their LEP applicants and beneficiaries.

To assist Federal agencies in carrying out these responsibilities, the U.S. Department of Justice has issued a Policy Guidance Document, “Enforcement of Title VI of the Civil Rights Act of 1964 - National Origin Discrimination Against Persons With Limited English Proficiency” (2002 LEP Guidance). This LEP Guidance sets forth the compliance standards that recipients of Federal financial assistance must follow to ensure that their programs and activities normally provided in English are accessible to LEP persons and thus do not discriminate on the basis of national origin in violation of Title VI's prohibition against national origin discrimination.
KYTC- is the abbreviation used for Kentucky Transportation Cabinet.

“I Speak” Cards – Small cards that translate into multiple spoken languages, which indicate the LEP individual to point to the language, they speak. Translation services can be provided based on the preferred language.

Interpretation – The act of listening to a communication in one language (source language) and orally converting it to another language (target language) while retaining the same meaning.

Language Assistance Services – Oral and written language services needed to assist LEP individuals to communicate effectively with staff, and to provide LEP individuals with meaningful access to, and an equal opportunity to participate fully in, the services, activities or other programs administered by the Department.

Limited English Proficient (LEP) individuals – Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English. LEP individuals may be competent in English for certain types of communication (e.g., speaking or understanding) but still be LEP for other purposes (e.g., reading or writing).

Meaningful Access – Language assistance that results in accurate, timely and effective communication at no cost to the LEP individual.

Primary Language – An individual’s primary language is the language in which an individual most effectively communicates.

Program or Activity – The term “program or activity” and the term “program” mean all of the operations of the Department.

Qualified interpreter - 28 C.F.R. 36.303(b)(1) is defined in the regulation to mean an interpreter who is able to interpret effectively, accurately and impartially both receptively and expressively using any necessary specialized vocabulary.

Qualified Translator – An in-house or contracted translator who has demonstrated his or her competence to translate through court certification or authorized to do so by contract with the Department or by approval of his or her component.

Sensory Impaired - means a person who is hard of hearing, deaf, partially sighted and/or blind or physically unable to speak.

Sight Translation – Oral rendering of written text into spoken language by an interpreter without change in meaning based on a visual review of the original text or document.

Sign Language and Sign Systems -Visual or tactile ways of communicating thoughts, ideas and feeling through American Sign Language or manual signs and gestures with specifically defined vocabulary.

Translation – The replacement of written text from one language (source language) into an equivalent written text in another language (target language).

Translation Devices-(Mobile translation) refers to any electronic device or software application that provides audio translation. It includes any handheld electronic device that is specifically designed for audio translation. It also includes any machine translation service or software application for hand-held devices, including mobile telephones, Pocket PCs, and Personal Digital Assistant (PDAs).
**Vital Document** – Paper or electronic written material that contains information that is critical for accessing a component’s program or activities or required by law.

**Vital Information** – Information, whether written, oral or electronic, that is necessary for an individual to understand how to obtain any aid, benefit, service, and/or training; necessary for an individual to obtain any aid, benefit, service, and/or training; or required by law. Examples of documents containing vital information include, but are not limited to applications, consent and complaint forms; notices of rights and responsibilities; notices advising LEP individuals of their rights under this part, including the availability of free language assistance; rulebooks; written tests that do not assess English language competency, but rather assess competency for a particular license, job, or skill for which English proficiency is not required; and letters or notices that require a response from the beneficiary or applicant, participant, or employee. Refer to 29 CFR 38.4(ttt).

**Written Communication** - KYTC publications, documents and department forms that:

- Describe services, client’s rights and responsibilities or changes in benefits, eligibility or service; or
- Request information from a client, a response on the part of a client, or notify a client or an adverse action; or
- Require a client’s signature or informed consent.
Kentucky Transportation Cabinet’s Vision

Working together to lead the Southeast in providing a transportation infrastructure and transportation services for the 21st century that deliver new economic opportunities for all Kentuckians.

Office of Civil Rights and Small Business Development Mission Statement

It is the mission of the Office for Civil Rights to ensure adherence to and compliance with ADA, Equal Employment Opportunity, Title VI, and Title VII. The Civil Rights Branch is responsible for ensuring that no person (in the Commonwealth of Kentucky) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination based on color, religion, race, national origin or disability under any program administered by the Kentucky Transportation Cabinet.
TITLE VI POLICY STATEMENT

OFFICIAL ORDER
112788

It is the policy of the Kentucky Transportation Cabinet ("Cabinet") to afford equal opportunity to all persons to the end in the United States shall, on the grounds of race, color, sex, disability, age or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance from the U.S. Department of Transportation.

Program and activities to which this policy applies include, but are not limited to, the use of grants in connection with federal-aid highway systems, the Surface Transportation and Reauthorization & Reform Act of 2015, the Highway Safety Act of 1966 and the National Traffic and Motor Vehicle and Safety Act of 1966, leases of real property and the grant of permits, licenses, easements and rights of way covering real property, Urban Mass Transportation Research Programs, and other grants for the support of basic scientific research.

This policy shall be prominently posted in all personnel office, EEO offices, and on the Cabinet's internal website.

Signed and approved this ___ day of __________, 2022

__________________________
Jim Gray, Secretary
Kentucky Transportation Cabinet

APPROVED AS TO FORM AND LEGALITY

__________________________
Todd Shipp
Todd Shipp, Esq., Special Assistant
Office of Legal Services

AN EQUAL OPPORTUNITY EMPLOYER MF/D
LANGUAGE ACCESS POLICY STATEMENT

OFFICIAL ORDER 112792

The Kentucky Transportation Cabinet (KYTC) seeks to provide Limited English Proficient (LEP) persons with meaningful access to programs and activities conducted by KYTC. All KYTC staff shall take reasonable steps to ensure that LEP individuals are provided appropriate language assistance services and to inform the public of the availability of language accessible programs and activities.

To ensure that the KYTC implements its LEP policies the Office for Civil Rights and Small Business Development (OCRSBD) shall:

1. The OCRSBD will monitor all language services to ensure that KYTC provides meaningful access to LEP individual in accordance with the Language Access Plan.

2. Post on its website the policy statement, provide a contact for questions and comments regarding language access issues related to programs and activities conducted by KYTC and ensure that appropriate outreach efforts are made;

3. Designate a point(s) of contact for language access matters.

4. Perform at regular intervals every three years a capacity and needs assessment for language assistance services for submission to, and review by The Kentucky Transportation Cabinet (KYTC), OCRSBD Title VI Coordinator and;

5. Arrange for quality language assistance services in appropriate languages other than English as warranted.

This policy shall be prominently posted in all personnel office, EEO offices, and on the Cabinet’s internal website.

Signed and approved this ___ day of ___ , 2022

______________________________
Jim Gray, Secretary
Kentucky Transportation Cabinet

An Equal Opportunity Employer M/F/D
I. Introduction

The Kentucky Transportation Cabinet (KYTC) must identify Limited English Proficient (LEP) individuals and inform LEP persons that language assistance services are available. If language assistance services are requested the staff must take all reasonable steps to provide language assistance to LEP individuals. It is the responsibility of the KYTC to provide free access to language assistance services for all contacts with limited English proficient (LEP) individuals.

The Office for Civil Rights and Small Business Development (OCRSBD) has prepared this Language Access Plan (LAP) for the purposes of defining the protocol and procedures taken by KYTC to ensure meaningful and universal access to KYTC services, programs and activities on the part of persons who self-identify as having limited English proficiency or preference for materials and services in a preferred language.

KYTC defines a LEP person as someone who is not able to speak, read, write or understand the English language at a level that allows him/her to interact effectively with KYTC staff. A client maintains the right to self-identify as an LEP person, as well as the right to indicate their language of preference,

II. Program guidance

1) It is the practice of the Kentucky Transportation Cabinet staff to take reasonable steps to provide LEP persons with meaningful access to all programs or activities.

   **Staff Training** - A best practices on staff training may dictate the frequency, curriculum and target personnel for ongoing training. For example, this best practice may mandate training particular to management, interpreters, translators or frontline staff who encounter LEP individuals.

2) It is the responsibility of KYTC and not the LEP person to ensure that communications between KYTC and the LEP person are not impaired because of the limited English proficiency of the individual.

3) KYTC staff must take reasonable steps to inform the public of the availability of language accessible programs and activities.

   **Performance Measurement** - A best practice on performance measurement may order the frequency and manner of monitoring and oversight. For example, an agency may elect to conduct an audit of language assistance services on an annual basis.

A. Purpose and Authority

The purpose of this plan is to eliminate or reduce barriers while providing guidance on how to access and fulfill KYTC’s commitment to ensuring citizens of the Commonwealth of Kentucky and adjoining communities have safe, timely, and meaningful access to KYTC’s offices and services. While most people in Kentucky read, write, speak and understand the English language, English is not their spoken primary language. Those individuals may not be able to participate in the activities funded by KYTC and thus have meaningful access to it.
B. **Executive Order 13166**

On August 11, 2000, President Bill Clinton signed Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency". The Executive Order requires federal agencies to examine the services they provide, identify any need for services to those with limited English proficiency (LEP) and develop and implement a system to provide those services so LEP persons can have meaningful access to them. It is expected that agency plans will provide for such meaningful access consistent with, and without unduly burdening, the fundamental mission of the agency. The Executive Order also requires that the federal agencies work to ensure that recipients of Federal financial assistance provide meaningful access to their LEP applicants and beneficiaries.

To assist federal agencies in carrying out these responsibilities, the U.S. Department of Justice has issued a Policy Guidance Document, "Enforcement of Title VI of the Civil Rights Act of 1964 - National Origin Discrimination Against Persons With Limited English Proficiency" (2002 LEP Guidance). This LEP Guidance sets forth the compliance standards that recipients of federal financial assistance must follow to ensure that their programs and activities normally provided in English are accessible to LEP persons and thus do not discriminate on the basis of national origin in violation of Title VI's prohibition against national origin discrimination.

C. **Civil Rights Act of 1964**

The Civil Rights Act of 1964 is a landmark civil rights and labor law that outlaws discrimination based on race, color, religion, sex, or national origin. Title VI of the Civil Rights Act of 1964 requires recipients of federal financial assistance to take reasonable steps to provide meaningful access to their programs, services and activities to eligible LEP individuals.

**Federal, State and Local Regulations**

The DOJ Guidance outlines four factors that should be considered to determine when language assistance might be required to ensure such meaningful access, and it identifies cost effective measures to address those language needs.

The US Department of Transportation (Federal Register, Volume 70, No. 239, 74087) issued LEP guidance for recipients on December 14, 2005 found in “Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons.” The guidance is based on the prohibition against national origin discrimination in Title VI of the Civil Rights Act of 1964, as it affects Limited English Proficient (LEP) Persons.

The United States Department of Transportation (USDOT) is also developing an LEP Action Plan and has directed all Modal Agencies to perform self-assessments.

FHWA Office of Civil Rights sent a Self-Assessment Survey to the division offices and Resource Center.

FHWA division offices are responsible for ensuring that State Transportation Administrations (STAs) are LEP compliant.
D. General Policy & Personnel Compliance

KYTC seeks to provide LEP persons with meaningful access to programs and activities. All KYTC staff accordingly shall take reasonable steps to ensure that LEP individuals are provided appropriate language assistance services and to inform the public of the availability of language accessible programs and activities.

KYTC staff will take reasonable steps to provide language assistance services to LEP individuals when they encounter or have reason to believe that they may encounter LEP individuals in the course of fulfilling their job duties. This directive is intended only to improve the internal management of the Kentucky Transportation Cabinet language access program, and does not create any right or benefit, substantive or procedural, enforceable at law or equity by a party against the KYTC, its officers or employees or any person. Because this document is intended for the internal management of the KYTC language access program, it is not intended to be cited in any judicial or administrative proceeding. Administration of the programs discussed herein is within the sole discretion of the Department and its components.

III. Language Assistance Services

A. Identification of person who will implement the plan: The KYTCs Office of Civil Rights and Small Business Development (OCRSBD) is responsible for providing guidance and oversight for implementing the provisions of Executive Order 13166 and this Language Access Plan. To ensure consistency and accountability across the agency, OCRSBD will coordinate efforts with all other Departments within the KYTC to enforce agency wide standards for ensuring quality assurance of language services. The designated OCRSBD official that leads the development, implementation and monitoring of the LAP can be contacted at:

Tiffany Squire Administrative Branch Manager
Kentucky Transportation Cabinet
Office for Civil Rights and Small Business Development
200 Mero Street, Frankfort, KY 40622
(502) 564-3601
Tiffany.Squire@ky.gov

B. Types of Services

a. Interpreter Services refers to the oral conversion of communication from one language to another language while retaining the same meaning. An interpreter listens to a communication in one language and orally translates it into another language. A qualified interpreter has generally undergone specialized training or certification; however, certification is not a requirement. When using interpreters, KYTC should ensure that they meet the following criteria:

1. Demonstrate proficiency in the ability to communicate information accurately in both English and in the other language and identify and employ the appropriate mode of interpreting (e.g., consecutive, simultaneous, summarization, or sight translation);
2. Have knowledge in both languages or any specialized terms or concepts peculiar to the entity’s program or activity and of any particularized vocabulary and phraseology used by the LEP person and understand and follow confidentiality and impartiality rules to the same extent the recipient employee for whom they are interpreting and/or the extent their position requires.

3. Understand and adhere to their role as interpreters without deviating into role as counselor, legal advisor or other roles.

4. Quality and accuracy of language services is critical with transportation services but does not have to meet the same exacting standards as in a health or legal service area.

C. Translation Services

Involves replacing written text from one language into an equivalent written text in another language. A translator provides this service. A qualified translator is generally required to have undergone specialized training. This individual is a contracted person who has demonstrated his or her competence to translate through passage of an approved language skills assessment and is authorized to do so through KYTC.

D. Vital Documents

After completing the four-factor analysis, KYTC will determine an effective plan to translate vital written documents into the language of each frequently encountered LEP group eligible to be served and likely to be affected by KYTC programs. Vital documents include but are not necessarily limited to the following types of materials:

1. Consent and complaint forms.
2. Intake forms with the potential for important consequences.
3. Written notices of rights, denial, loss or decreases in benefits or services and other hearings.
4. Notices to the Public advising LEP persons of free language assistance.
5. Written tests that do no assess English language competency, but test competency for a particular license, job, or skill for which knowing English is not required.
6. Applications to participate in a recipient’s program or activity or to receive recipient benefits or services.
7. Information on agency website.

E. Notice of language assistance services

Federal agencies and recipients must make reasonable efforts to notify the public of their eligibility for benefits, programs and services in a language they understand. Agencies should assess all points of contact: telephone, in-person, mail and electronic communication its staff has with the public and LEP individuals when determining the best method of providing notice of language assistance services. Methods used to inform LEP individuals about language assistance services may include translating outreach materials into other languages, updating non-English content in key languages on the main page of the program website and providing public service messages in non-English media describing your programs.
KYTC’s Notice to the Public (Appendix 4) will be posted in locations throughout KYTC’s central office and district offices. This information is also in KYTC’s Title VI plan and posted on the website of OCRSBD.

F. I Speak Cards

Current applicants or beneficiaries of our programs or services should also receive notice and information about available language assistance services. This may be accomplished with effective program specific notices such as forms, brochures, language access posters placed in conspicuous locations describing in multiple languages the availability of language assistance services, the use of “I Speak” language identification cards and by including instructions in non-English languages on telephone menus. **Phone number(s) will-be-provided at KYTC’s Frankfort, KY central, regional and driver’s license field offices in the Commonwealth.**

KYTC’s I Speak Cards (Appendix 5) will be posted in locations throughout KYTC’s central office, district, regional and satellite offices. This information is also in KYTC’s Title VI plan and posted on the website of OCRSBD.

G. Staff Training on Policy and Procedures

Staff will not be able to provide meaningful access to LEP individuals if they do not receive training on language access policies and procedures, including how to access language assistance services. This training must be mandatory for staff who have the potential to interact or communicate with LEP individuals, staff whose job it is to arrange for language assistance services and managers. Training shall explain how staff can identify the language needs of an LEP individual, access and provide the necessary language assistance services, work with interpreters, request document translations and track the use of language assistance services. Bilingual staff members who communicate “in-language” to LEP individuals or who serve as interpreters or translators, should be assessed and receive regular training on proper interpreting and translation techniques, ethics, specialized terminology and topics as needed. Without periodic assessment and training, bilingual staff may not be able to provide the language assistance services necessary to ensure LEP individuals have meaningful access to your agency’s programs.

H. Recommendations

It is recommended that the Cabinet considers hiring bi-lingual staff who can serve as interpreters. Based on the cost of Language line, it would be more cost efficient to hire employees to serve as interpreters versus the use of the outside service as a primary source.

I. Monitoring and updating of policies, plan, and procedure

For KYTC language access program to continue to be effective, we must periodically monitor, evaluate and update the plan, policies and procedures. The OCRSBD will be responsible for monitoring, evaluating and updating the language access program. Monitoring the effectiveness of KYTC program may include:

1. Conducting customer satisfaction surveys of LEP individuals based on their experiences utilizing KYTC programs and services.
2. Observing and evaluating agency interactions with LEP individuals.
3. Soliciting feedback from community-based organizations and other stakeholder’s about the effectiveness and performance in ensuring meaningful access for LEP individuals
4. Monitoring the agency’s response rate to complaints or suggestions by LEP individuals, community members or employees regarding language assistance services provided.

J. Sub-recipient monitoring

In monitoring sub-recipients, KYTC will utilize a capacity and needs assessment to determine if the needs of LEP individuals are being met. The KYTC will seek continual feedback from constituents and monitor the LEP portion of the sub-recipient’s Title VI plan to ensure compliance. This monitoring is conducted on a triennial basis or as directed by Federal Highway Administration (FHWA)/Federal Transit Authority (FTA).

K. Identification and assessment of LEP communities

The KYTC will complete a self-assessment tool to determine the proportion of LEP persons from each language group in its service areas to determine appropriate language assistance services.

L. Four Factor Analysis

Complying with Limited English Proficiency (LEP) – Four Factor Analysis

A person who does not speak English as their primary language and has the limited ability to read, speak, write or understand English are limited English Proficient (LEP). LEP persons may be entitled to language assistance depending on the type of service, program or activity. Individuals that identify themselves as speaking English less than “very well” are considered to be Limited English Proficient based upon their self-identified limited ability to read, write, speak or understand English, therefore it can be inferred that it is difficult for LEP individuals to have meaningful access to programs and services that are offered by KYTC.

In order to determine if written or oral communication must be translated and what languages they must be translated to, a four-factor analysis is used. The four-factor analysis considers the following:

1. The number or proportion of LEP persons served or encountered in the eligible service population.
2. The frequency with which LEP individuals come in contact with the program, activity, or service.
3. The nature and importance of the program, activity, or service provided by the program.
4. The resources available to the recipient and costs.
   A) It is recognized that developing English, Spanish, French, Mandarin and other languages would provide a valuable resource for the Limited English Proficiency (LEP) population.

Factor 1 – The number or portion of LEP Persons served or encountered in the eligible service population

Based on data from the U.S. 2010\(^1\) census Kentucky’s total population is estimated to be 4,339,367; the breakdown of the total population is as follows:

\(^1\) Source: U.S. Census Bureau, Table QT-P3 - Race and Hispanic or Latino Origin 2010 (data Set 2010 Census Summary File 1)
White – 87.6%
Black or African American - 7.9%
Hispanic or Latino – 3.1%
Asian – 1.1%
American Indian or Alaska Native – 0.2%
Native Hawaiian and Other Pacific Islander – 0.1%

According to the data from the U.S. Census Hispanics or Latinos make up approximately three percent of Kentucky’s total population, therefore since it is the state’s largest LEP demographic KYTC will focus its analysis on this group. Language assistance is available to other LEP speaking individuals if the need presents itself.
Kentucky has 120 counties. The following charts show the LEP breakdown of the population that speaks Spanish/Spanish Creole².

² Source: U.S. Census Bureau, 2010-2014 ACS 5 Year Estimates (Table B16001)
LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER
Universe: Population 5 years and over
District 2

Estimate; Total: - Spanish or Spanish Creole: - Speak English less than "very well"

- Caldwell County, Kentucky
- Hancock County, Kentucky
- McLean County, Kentucky
- Union County, Kentucky
- Christian County, Kentucky
- Henderson County, Kentucky
- Muhlenberg County, Kentucky
- Ohio County, Kentucky
- Daviess County, Kentucky
- Hopkins County, Kentucky
- Webster County, Kentucky

26
239
203
185
289
398
62
90
823

District 3

Estimate; Total: - Spanish or Spanish Creole: - Speak English less than "very well"

- Allen County, Kentucky
- Edmonson County, Kentucky
- Monroe County, Kentucky
- Warren County, Kentucky
- Barren County, Kentucky
- Logan County, Kentucky
- Simpson County, Kentucky
- Butler County, Kentucky
- Metcalfe County, Kentucky
- Todd County, Kentucky

2,657
150
206
149
39
55
0
66
41

District 4
Estimate; Total: - Spanish or Spanish Creole: - Speak English less than "very well"

- Breckinridge County, Kentucky
- Grayson County, Kentucky
- Hardin County, Kentucky
- Hart County, Kentucky
- Marion County, Kentucky
- Meade County, Kentucky
- Taylor County, Kentucky
- Washington County, Kentucky

District 5
Estimate; Total: - Spanish or Spanish Creole: - Speak English less than "very well"

- Bullitt County, Kentucky
- Franklin County, Kentucky
- Henry County, Kentucky
- Jefferson County, Kentucky
- Oldham County, Kentucky
- Shelby County, Kentucky
- Spencer County, Kentucky
- Trimble County, Kentucky
District 6
Estimate; Total: - Spanish or Spanish Creole: - Speak English less than "very well"

- Boone County, Kentucky
- Bracken County, Kentucky
- Carroll County, Kentucky
- Gallatin County, Kentucky
- Harrison County, Kentucky
- Kenton County, Kentucky
- Pendleton County, Kentucky
- Robertson County, Kentucky

District 7
Estimate; Total: - Spanish or Spanish Creole: - Speak English less than "very well"

- Anderson County, Kentucky
- Bourbon County, Kentucky
- Clark County, Kentucky
- Fayette County, Kentucky
- Jessamine County, Kentucky
- Madison County, Kentucky
- Montgomery County, Kentucky
- Scott County, Kentucky
- Boyle County, Kentucky
- Garrard County, Kentucky
- Mercer County, Kentucky
- Woodford County, Kentucky
District 8
Estimate; Total: - Spanish or Spanish Creole: - Speak English less than "very well"

- Adair County, Kentucky
- Cumberland County, Kentucky
- Pulaski County, Kentucky
- Wayne County, Kentucky
- Casey County, Kentucky
- Lincoln County, Kentucky
- Rockcastle County, Kentucky
- McCreary County, Kentucky
- Russell County, Kentucky
- Clinton County, Kentucky

282
148
193
206
125
91
26
18
2

District 9
Estimate; Total: - Spanish or Spanish Creole: - Speak English less than "very well"

- Bath County, Kentucky
- Elliott County, Kentucky
- Mason County, Kentucky
- Boyd County, Kentucky
- Fleming County, Kentucky
- Nicholas County, Kentucky
- Carter County, Kentucky
- Greenup County, Kentucky
- Rowan County, Kentucky

158
110
72
116
82
68
26
District 10
Estimate; Total: - Spanish or Spanish Creole: - Speak English less than "very well"

- Breathitt County, Kentucky
- Estill County, Kentucky
- Magoffin County, Kentucky
- Menifee County, Kentucky
- Owsley County, Kentucky
- Perry County, Kentucky
- Wolfe County, Kentucky
- Lee County, Kentucky
- Morgan County, Kentucky
- Powell County, Kentucky

District 11
Estimate; Total: - Spanish or Spanish Creole: - Speak English less than "very well"

- Bell County, Kentucky
- Clay County, Kentucky
- Harlan County, Kentucky
- Jackson County, Kentucky
- Knox County, Kentucky
- Laurel County, Kentucky
- Leslie County, Kentucky
- Whitley County, Kentucky
Factor 2 – Frequency with which LEP Individuals come- in- contact with KYTC Programs, Activities or Services.

According to data collected from assessments conducted in the area of LEP utilization, KYTC’s Department of Vehicle Regulation has had contact with LEP individuals. A survey was sent (see Appendix 1) to managers
within the departments requesting their department’s assistance with assessing KYTC’s frequency with LEP individuals.

The survey was sent to KYTC’s Department of Vehicle Regulation, the employees were asked to “please indicate with a “number” in the table below the frequency of which you communication with members of the public that LEP person(s). The languages below are the commonly spoken languages in Kentucky. If you have interactions with individuals who speak other languages please indicate what language (if you can identify the language) “Other” box, if you are unable to identify the language spoken please indicate by using the “all other languages” box” Below are the employee’s responses to the survey.

Frequency of Contact with LEP Persons

<table>
<thead>
<tr>
<th>Language</th>
<th>Most Days 3</th>
<th>At Least Once a Week</th>
<th>At Least Once a Month</th>
<th>At Least Once a Year</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish</td>
<td>34</td>
<td>8</td>
<td>4</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>German</td>
<td>4</td>
<td>5</td>
<td>7</td>
<td>21</td>
<td></td>
</tr>
<tr>
<td>Chinese</td>
<td>6</td>
<td>9</td>
<td>5</td>
<td>6</td>
<td>21</td>
</tr>
<tr>
<td>French</td>
<td>8</td>
<td>2</td>
<td>13</td>
<td>4</td>
<td>9</td>
</tr>
<tr>
<td>Arabic</td>
<td>1</td>
<td>11</td>
<td>11</td>
<td>4</td>
<td>9</td>
</tr>
<tr>
<td>Serbian</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>4</td>
<td>23</td>
</tr>
<tr>
<td>Croatian</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>4</td>
<td>22</td>
</tr>
<tr>
<td>Bosnian</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>5</td>
<td>21</td>
</tr>
<tr>
<td>French Creole (Haitian Creole)</td>
<td>6</td>
<td>3</td>
<td>5</td>
<td>5</td>
<td>18</td>
</tr>
<tr>
<td>Persian</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>8</td>
<td>21</td>
</tr>
<tr>
<td>Gujarati</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>3</td>
<td>23</td>
</tr>
<tr>
<td>All other languages</td>
<td>6</td>
<td>6</td>
<td>4</td>
<td>5</td>
<td>11</td>
</tr>
</tbody>
</table>

A couple of the participants that indicated “other” wrote in that they interact with LEP individuals that spoke Ukrainian, Bosnian, Serbian and Croatian (at least once a month).

The participants held various positions within KYTC such as Administrative positions whose responsibilities ranged from, investigation of fraud to processing vehicle tax payments; the varying positions also provided for various responses regarding how the participants interacted with LEP individuals. KYTC employees who participated in the survey indicated that their interactions with LEP persons were via email, telephone or in person.

Factor 3 – The nature and importance of the programs, activities, or services provided by KYTC to the LEP Population

Transportation has an important role in the lives of the LEP population and the citizens of the Commonwealth of Kentucky. LEP individuals and minority communities are typically the populations that experience the

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3 Numbers in chart represent number of participant responses (i.e. two participants responded indicating that they interact with Spanish speakers on “most days.”)
greatest impact when transportation decisions are made. KYTC is dedicated to providing safe and dependable services to the LEP populations it serves as well as the people of the Commonwealth of Kentucky.

KYTC’s critical services are those that provide customer service to the public, such as public transportation, right of way procurements, public involvement and safety with regard to construction and allowing access to file a complaint.

KYTC will continue to monitor this area by communicating with community organizations that serve LEP individuals as well as with LEP persons.

**Factor 4 – Resources available to the KYTC and overall cost**

The Commonwealth of Kentucky has a contract with a translation and interpreter service company, the KYTC is currently researching the company to determine if the services provided effectively and efficiently meet the needs of KYTC’s LEP populations based upon the various departments who come-in contact with LEP individuals, such as the Department of Vehicle Regulation. Some of the survey participants from the Department of Vehicle Regulation provided suggestions regarding having written and oral translation services to enhance LEP person’s customer experience with KYTC.

The use of professional translation and interpreter services will be utilized should a situation occur in which the Cabinet is unable or should not offer translation services, such as, an unfamiliar language or dialect, a legal matter or need for expert testimony. Payment for these professional services is expended when services are rendered.

### IV. Action Plan

**A. Description of timeframe, objectives and benchmarks**

The Kentucky Transportation Cabinet understands the importance of providing language assistance services to LEP individuals. As a leader in the transportation industry, it is our objective to serve all citizens of the Commonwealth in a manner that promotes equality and inclusiveness. The KYTC plans to engage its staff to manage face-to-face interactions, telephone conversations, written communication and email discussions with LEP persons.

**B. Compliance Objectives:**

1. Interpreters are available to manage face-to-face interactions, phone calls and email messages at no cost to LEP persons.
2. The public is made aware that language assistance services are available. This includes but is not limited to posting of I Speak Cards so that they are visible to the public.
3. All vital documents are translated into the required identified languages and available to the public.
4. LEP training for KYTC employees who have contact with the public.

**C. Bench Marks:**

1. All LEP persons should receive a response within 24 hours and no later than 48 hours from the time of their initial contact. (Exceptions may be made in exigent circumstances)
2. All vital documents should-be-translated accurately with proper spelling, punctuation and grammar.
3. All communication with LEP persons should be professional in nature. Triennially, KYTC will survey LEP individuals to gage the compliance and professionalism of its services.
4. Accurately track the number of LEP persons, who come-in-contact with the cabinet.
V. Complaint Procedures

Any person, specific class of persons or entity that believes they have been subjected to discrimination as prohibited by the legal provisions of Title VI and related Nondiscrimination authorities on the basis of race, color, national origin, sex, age, disability, low-income or Limited English Proficiency may file a formal complaint with KYTC’s Office for Civil Rights and Small Business Development. The Title VI Coordinator is responsible for receiving complaints. The LEP complaint process will follow the Title VI complaint process.

A formal complaint must-be-filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant. Complaints shall be in writing and signed by the complainant(s) on the External Discrimination Complaint TC 18-10 form (Appendix 2).

KYTC OCRSBD will make a concerted effort to resolve complaints internally, using the agency’s complaint procedures in accordance with the Title VI plan.

VI. Implementation Plan

a. Description of Timeframe

The Kentucky Transportation Cabinet understands the importance of providing language assistance services to LEP individuals. As a leader in the transportation industry, it is our objective to serve all citizens of the Commonwealth, in a manner promoting equality and inclusiveness. The KYTC plans to engage its staff to manage face-to-face interactions, telephone conversations, written communication and email discussions with LEP persons.

The plan will-be-implemented in four phases over a two in a half year period. KYTC anticipates that implementation will take place from March 1, 2022 to September 30th, 2022. KYTC proposed plan ensures that it is fully compliant with all federal, state and local regulation regarding LEP persons. KYTC will measure its success by establishing benchmarks. Benchmarks will-be-evaluated by the timeliness and quality of responses for LEP services.

b. Compliance Objectives:

1) Interpreters are available to manage face-to-face interactions by way of phone calls to the Language Services Associates at no cost to LEP persons.
2) The public is-made aware, that language assistance services are available. This includes but is not limited to posting of I Speak Cards so that they are visible to the public.
3) All vital documents are translated into the required identified languages and available to the public.
4) LEP training for KYTC employees who have contact with the general-public.

c. Benchmarks:

1) All LEP persons should-be-responded to in 24 hour and no later than 48 hours from the time of their initial contact. (Exceptions may be made in certain circumstances. If you have not been contacted within 48 hours, please contact OCRSBD at 502.564.3601)
2) All vital documents should-be-identified and translated accurately
3) All communication with LEP persons should be professional in nature. Annually, beginning on October 1st, 2020, KYTC will execute Public Contact Employee Demographic survey with KYTC staff interacting with LEP individuals.
Public Contact Employee Demographic Survey – The Office for Civil Rights and Small Business determines:

• Number of PCEs by branches, offices, districts and work locations.
• For each PCE, how many and how much time was devoted with LEP persons daily and the PCE’s ability to communicate.

4) The number of LEP persons who come-in-contact with the cabinet shall be accurately tracked.

d. Phase I
Phase I will ensure that the Department of Vehicle Regulation and Kentucky One Stop Shop are fully compliant and achieving the established benchmarks. Phase I will-be-implemented beginning March 1, 2022. Expectations are the Department of Vehicle Regulation and Kentucky One Stop Shop should be in full compliance by September 31st, 2022. OCRSBD staff will work closely with the Office of the Secretary and the Commissioner and/or the delegated representative of Vehicle Regulation and One Stop Shop management, ensuring compliance objectives.

e. Description of Department of Vehicle Regulation
The Department of Vehicle Regulation is located at 200 Mero Street Frankfort Kentucky 40622 on the second floor. The Department of Vehicle Regulation is responsible for overseeing Driver Services, vehicle Services and Motor Carriers. Additionally, the Department of Vehicle Regulation is responsible for managing all of the KYTC Driver Licensing Regional Field Offices mentioned in Phases III and IV. The Department of Vehicle Regulation has the most contact with the public and fields the majority of phone calls and emails directed at KYTC.

f. Description of the One Stop Shop
The One Stop Shop is located at 200 Mero Street Frankfort Kentucky 40622 on the second floor. The One Stop Shop houses Driver Services, Vehicle Services and Motor Carriers. The shop is open to the public from 8:00 AM to 4:00 PM EDT/EST Monday through Friday. The services offered by the one stop shop include:

• Determine eligibility of Non-US citizens who are applying for a KY driver's license or ID by verifying immigration documents and give a "Blue Letter" if eligible.
• Accept Alcohol Completions.
• Judgment-Satisfactions.
• Proofs of citations that have been satisfied in state and out-of-state.
• Reschedule traffic school.
• Hold discretionary and special hearings.
• Process $15.00 enrollment fees for state traffic school.
• Process $40.00 fees for reinstatement.
• Print $3.00 driving records (CDL records, as well).
• Accept clearance letters from other states.
• Offer general information (including CDL information).
• Interstate Medical Waivers (CDL)
• Drop off CDL paperwork: medical card, self-certification, and/or commercial application
g. **Phase II**

Public Contact Employee Survey – All PCEs are required to tally their public contacts during the survey period and the KYTC determines:

- For each PCE, the number of public contacts, regardless of communication mode (in-person, emails, faxes, letters, telephone, social media, and/or TTY/TTD), during the biennial language survey two-week period.
- The total number of public contacts by branch and reporting unit.
- The identification of each public contact (customer) by the language in which the customer wanted to communicate in.

In Phase II KYTC will ensure that KYTC Executive Offices and Departments are fully compliant and achieve the established benchmarks. Phase II will be implemented beginning November 1, 2021. Expectation are that KYTC Executive Offices and Departments will be in full compliance by March 30, 2022. OCRSBD staff will work closely with all executive, divisional directors and commissioners ensuring compliance objectives.

h. **List of KYTC Executive Offices and Departments**

Central Office is located at 200 Mero Street Frankfort Kentucky 40622. Central Office includes all of the following Offices and Departments.

- Office of the Secretary
- Office of Public Affairs
- Office for Civil Rights & Small Business Development
- Office of Audits
- Office of Budget & Fiscal Management
- Office of Inspector General
- Office of Legal Services
- Office of Support Services
- Office of Transportation Delivery
- Office of Human Resource Management
- Office of Information Technology
- Department of Aviation
- Department of Vehicle Regulation
- Department of Highways
- Office of Project Development
- Office of project Delivery & Preservation
- Office of Highway Safety
- Office of Highway Districts 1-12
- Department of Rural & Municipal Aid
- Office of Local programs
- Office of Rural & Secondary Roads
i. Phase III

Data Analysis and Reporting – The Office for Civil Rights and Small Business Development will be responsible for ensuring compliance of the following objectives.

Phase III will ensure that all KYTC Driver Licensing Offices are fully compliant and achieving the established benchmarks. Phase III will be implemented beginning April 1, 2022. Expectation are that all KYTC Driver Licensing Offices will be in full compliance by October 31, 2022. OCRSBD staff will work closely with the Commissioner of Vehicle Regulation and/or Office Management ensuring compliance objectives. The services offered by the regional offices include all of the services offered by KYTC’s One Stop Shop.

Description of Division of the Lexington, KY Office

The Lexington Office is located at 141 Leestown Center Way, Lexington, KY 40511. The office is open to the public from 8:00am to 4:00pm EST Monday through Friday.

j. Description of the Louisville, KY Office

The Louisville Office is located at Buechel Station Shopping Center 4109 Bardstown Road, Unit 105 Louisville, KY 40218. The office is open to the public from 8:00am to 4:00pm EST Monday through Friday.

k. Description of the Florence, KY Office

The Florence Office is Located at 8120 Dream Street Suite A Florence, KY 41042. The office is open to the public from 8:00am to 4:00pm EST Monday through Friday.

l. Phase IV

The KYTC Title VI Coordinator oversees the position deficiency analysis and deficiency corrective plan and is responsible for the implementation and reporting of the following supplemental information to the Office for Civil Rights and Small Business Development (OCRSBD) and the Office for the Secretary:

- Number of KYTC translated forms and documents by language.
- LEP Policy Statement.

In Phase IV KYTC will ensure that all remaining eight (8) KYTC Driver Licensing Regional Field Offices are fully compliant and achieving the established benchmarks. Phase IV will be implemented beginning November 1, 2022. It is expected that all remaining eight (8) KYTC Driver Licensing Regional Field Offices will be in full compliance by June 30, 2023. OCRSBD staff will work closely with the commissioner of Vehicle Regulation and Office Management ensuring compliance objectives. The services offered by the field offices include all of the services offered by KYTC’s One Stop Shop.
m. Description of the Bowling Green, KY Office

The Bowling Green Office is located at 1001 Center Street, Suite 104 Bowling Green, KY 42101. The office is open to the public from 8:00am to 4:00pm CENTRAL Monday through Friday.

n. Description of the Catlettsburg, KY Office

The Catlettsburg Office is located at 3000 Louisa Street, Suite 2 Catlettsburg, KY 41129. The office is open to the public from 8:00am to 4:00pm EST Monday through Friday.

o. Description of the Elizabethtown, KY Office

The Elizabethtown Office is located at 2819 Ring Road, Suite 201 Elizabethtown, KY 42701. The office is open to the public from 8:00am to 4:00pm EST Monday through Friday.

p. Description of the Hazard, KY Office

The Hazard Office is located at Perry County Courthouse 481 Main Street, 2nd Floor Hazard, KY 41702. The office is open to the public from 8:00am to 4:00pm EST Monday through Friday.

q. Description of the Madisonville Office

The Madisonville Office is located at 10 South Main Street 2nd Floor Room 26 Madisonville, KY 42431. The office is open to the public from 8:00am to 4:00pm CENTRAL Monday through Friday.

r. Description of the Paducah Office

The Paducah Office is located at 2855 Jackson Street, Suite C. Paducah, KY 42001. The office is open to the public from 8:00am to 4:00pm CENTRAL Monday through Friday.

s. Description of the Prestonsburg Office

The Prestonsburg Office is located at Floyd County Justice Center 127 South Lake Dr. (1st Floor) PO BOX 1529 Prestonsburg, KY 41653. The office is open to the public from 8:00am to 4:00pm EST Monday through Friday.

t. Description of the Somerset Office

The Somerset Office is located at 650 North Main St, Suite 228B 228 B Somerset, KY 42501. The office is open to the public from 8:00am to 4:00pm EST Monday through Friday.

u. Field Offices

<table>
<thead>
<tr>
<th>Office</th>
<th>Numbers</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flemingsburg</td>
<td>606-739-6234</td>
<td>By Appointment only</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Non-US Citizens applications are processed by appointment only.</td>
</tr>
<tr>
<td>Location</td>
<td>Phone Numbers</td>
<td>Hours and Type</td>
</tr>
<tr>
<td>------------</td>
<td>------------------------</td>
<td>-------------------------------------</td>
</tr>
<tr>
<td>Morehead</td>
<td>606-739-6234</td>
<td>By Appointment only</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Non-US Citizens applications are processed by appointment only.</td>
</tr>
<tr>
<td>Owensboro</td>
<td>270-691-9659 270-691-9654</td>
<td>9:00-2:00 CENTRAL Tue &amp; Thu</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Non-US Citizens applications are processed Tuesdays and Thursdays, 9:00 am - 2:00 pm CENTRAL.</td>
</tr>
<tr>
<td>Pikeville</td>
<td>606-889-1648 606-433-1363</td>
<td>Friday, by appointment only</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Non-US Citizens applications are processed Friday, by appointment only.</td>
</tr>
<tr>
<td>Richmond</td>
<td>859-963-4018</td>
<td>8:00-12:00 Tuesdays</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Non-US Citizens applications are processed Tuesdays, 8:00 am - 12:00 pm.</td>
</tr>
</tbody>
</table>
VII. Appendixes

1. EMPLOYEE LEP FREQUENCY SURVEY

The Kentucky Transportation Cabinet (KYTC), as a recipient of federal financial assistance from the Federal Highway Administration (FHWA) is required to provide the appropriate measures to ensure that Limited English Proficiency (LEP)\(^4\) persons have meaningful language access to the programs, services and information provided by KYTC and KYTC’s sub-recipients. In order to determine if written or oral communication must be translated and what languages they must be translated to a four-factor analysis is used. The four-factor analysis considers the following:

- The number or proportion of LEP persons served or encountered in the eligible service population
- The frequency with which LEP individuals come in contact with the program, activity, or service
- The nature and Importance of the program, activity, or service provided by the program
- The resources available to the recipient and costs

The Office for Civil Rights & Small Business Development (OCRSBD) is requesting your assistance with completing the four-factor analysis, if you would please take a moment and complete the attached questions and return them to:

Tiffany Squire-Administrative Branch Manager
Office for Civil Rights and Small Business Development
200 Mero Street, Frankfort, KY 40622
(502) 782-5566
tiffany.squire@ky.gov

If you could please return completed survey to the OCRSBD by the close of business on () by mail or by email.

If you have any questions, please do not hesitate to contact us.

Sincerely,

Tiffany Squire

\(^4\) An LEP person(s) is considered an individual(s) who has limited ability to read, write, speak, or understand English.
1. What is your job title?

__________________________________________________________________________________

2. What are your job duties/responsibilities?

__________________________________________________________________________________

__________________________________________________________________________________

3. Please indicate with an “x” in the table below the frequency of which you communicate with members of the public that are LEP person(s). The languages below are the commonly spoken languages in Kentucky. If you have interactions with individuals who speak other languages, please indicate what language (if you can identify the language) “Other” box, if you are unable to identify the language spoken please indicate by using the “all other languages” box.

**Frequency of Contact with LEP**

<table>
<thead>
<tr>
<th>Language</th>
<th>Most Days</th>
<th>At Least Once a Week</th>
<th>At Least Once a Month</th>
<th>At Least Once a Year</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>German</td>
<td></td>
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<tr>
<td>Chinese</td>
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<td>French</td>
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<td>Arabic</td>
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<td>Serbian</td>
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<td>Croatian</td>
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<td>Bosnian</td>
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<tr>
<td>French Creole (Haitian Creole)</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Persian</td>
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<tr>
<td>Gujarati</td>
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<tr>
<td>All Other Languages</td>
<td></td>
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</tbody>
</table>

5 Data is from the American Community Survey using the data from the Language Spoke at Home By Ability to Speak English for the Population 5 years and Over Table
4. What is your method of communication when you are communicating with LEP person(s) example: “I Speak” cards, Qualified Bilingual Staff and/or Kentucky Relay Service – TDD/Voice Users?

5. Please provide suggestions on ways in which KYTC can improve communication efforts with LEP persons as it relates to your job duties/responsibilities. (Optional)
## External Discrimination Complaint

**Instructions:** Complete and sign this form, and then mail or fax it to the Kentucky Transportation Cabinet.

**Address:**
KENTUCKY TRANSPORTATION CABINET  
Office for Civil Rights and Small Business Development  
200 Meri Street, 6th Floor West  
Frankfort, KY 40622

**Fax:**
Kentucky Transportation Cabinet  
Office for Civil Rights & Small Business Development  
Attn: Discrimination Complaint Coordinator  
(502) 564-2114

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### SECTION 1: COMPLAINANT INFORMATION

<table>
<thead>
<tr>
<th>FIRST NAME</th>
<th>MI</th>
<th>LAST NAME</th>
<th>PHONE</th>
<th>ALTERNATE PHONE</th>
<th>EMAIL ADDRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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**MAILING ADDRESS** (street)  
CITY  
STATE  
ZIP

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### SECTION 2: COMPLAINT DETAILS

Please indicate the basis of your complaint:

- Race
- Gender
- National Origin
- Color
- Disability
- Limited English
- Age
- Low Income
- Proficiency (LEP)

Provide the date and place(s) of the alleged discriminatory action(s). Please include the earliest date of discrimination and the most recent date of discrimination.

How were you discriminated against? Describe the nature of the action, decision, or conditions of the alleged discrimination. Explain as clearly as possible what happened and why you believe your protected status (basis) was a factor in the discrimination. Include how other persons were treated differently than you. *(Attach additional pages if necessary.)*

The law prohibits intimidation or retaliation against anyone because he/she has either taken action, or participated in action, to secure rights protected by these laws. If you feel that you have been retaliated against, separate from the discrimination alleged above, please explain the circumstances. Tell what action you took which you believe was the cause for the alleged retaliation. *(Attach additional pages if necessary.)*

Names of individuals, agency, or department responsible for the discriminatory action(s):

<table>
<thead>
<tr>
<th>Name:</th>
<th>Address:</th>
<th>Phone:</th>
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External Discrimination Complaint

Names of persons (witnesses, fellow employees, supervisors, or others) whom we may contact for additional information to support or clarify your complaint: (Attach additional pages if necessary.)

<table>
<thead>
<tr>
<th>Name:</th>
<th>Address:</th>
<th>Phone:</th>
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Please provide any additional information and/or photographs, if applicable, that you believe will assist with an investigation. (Attach additional pages if necessary.)

Photographs submitted with complaint?  [ ] Yes  [ ] No

SECTION 3: ACTIONS

Have you filed, or do you intend to file, a complaint regarding the matter raised with any of the following? If yes, please provide the filing dates. (Check all that apply.)

- [ ] U.S. Department of Transportation
- [ ] Federal Highway Administration
- [ ] Federal Transit Administration
- [ ] Office of Federal Contract Compliance Programs
- [ ] U.S. Equal Employment Opportunity Commission
- [ ] U.S. Department of Justice
- [ ] Other

Have you discussed the complaint with any KYTC representative?  [ ] Yes  [ ] No

If yes, provide the name, position, and date of discussion.

<table>
<thead>
<tr>
<th>Name of KYTC Representative</th>
<th>Position of Representative</th>
<th>Date of Discussion</th>
</tr>
</thead>
<tbody>
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</table>

Do you have an attorney regarding this matter?  [ ] Yes  [ ] No

If yes, please provide attorney's contact information.

<table>
<thead>
<tr>
<th>Name of Law Firm</th>
<th>Name of Representing Attorney</th>
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</tbody>
</table>

Mailing Address  
Phone

Briefly explain what remedy or action you are seeking for the alleged discrimination.

We cannot accept an unsigned complaint. Please sign and date the complaint form below.

Complainant's Signature  
Date

FOR OFFICE USE ONLY

Date Complaint Received:  
Processed by:  
Case #:  
Date Referred:  

Referred to:  [ ] U.S. DOT  [ ] FHWA  [ ] FTA  [ ] OFCCP  [ ] Other
**SECCIÓN 1: INFORMACIÓN SOBRE EL RECLAMANTE**

<table>
<thead>
<tr>
<th>NOMBRE</th>
<th>SEG. NOM.</th>
<th>APELLIDO</th>
<th>TELÉFONO</th>
<th>TELÉFONO ALTERNATIVO</th>
<th>DIRECCIÓN DE CORREO ELECTRÓNICO</th>
</tr>
</thead>
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**DIRECCIÓN POSTAL (calle)**  
CIUDAD  
ESTADO  
C.P.

**SECCIÓN 2: DETALLES DEL RECLAMO**

Indique la base de su reclamo:

- Raza
- Color
- Nacionalidad

Proporcione la fecha y los lugares de las presuntas acciones discriminatorias. Incluya la primera fecha y la fecha más reciente en las que ocurrió la discriminación.

¿De qué manera lo discriminaron? Describa la naturaleza de la acción, la decisión o las condiciones de la presunta discriminación. Explique lo más claramente posible lo que sucedió y por qué considera que su condición de protegido (fundamento) fue un factor en la discriminación. Incluya de qué manera se trató a otras personas de manera diferente a cómo lo trataron a usted. (Agregue hojas adicionales si es necesario)

La ley prohíbe intimidación y represalias contra cualquier persona por haber actuado o participado en una acción para asegurar los derechos protegidos por estas leyes. Si considera que ha sido víctima de represalias, aparte de la supuesta discriminación anteriormente mencionada, explique las circunstancias. Indique qué acción tomó que considera que fue la causa de la supuesta represalia. (Agregue hojas adicionales si es necesario)

**Nombres de las personas, la agencia o el departamento responsable de las acciones discriminatorias:**

<table>
<thead>
<tr>
<th>Nombre</th>
<th>Dirección</th>
<th>Teléfono</th>
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</tbody>
</table>
# TITLE VI COMPLAINT

Names of persons (witnesses, fellow employees, supervisors, or others) whom we may contact for additional information to support or clarify your complaint: (Attach additional pages if necessary.)

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
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</thead>
<tbody>
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Please provide any additional information and/or photographs, if applicable, that you believe will assist with an investigation. (Attach additional pages if necessary.)

Photographs submitted with complaint? □ Yes □ No

## SECTION 3: ACTIONS

Have you filed, or do you intend to file, a complaint regarding the matter raised with any of the following? If yes, please provide the filing dates. (Check all that apply.)

- U.S. Department of Transportation
- Federal Highway Administration
- Federal Transit Administration
- Office of Federal Contract Compliance Programs
- U.S. Equal Employment Opportunity Commission
- U.S. Department of Justice
- Other

Have you discussed the complaint with any KYTC representative? □ Yes □ No

If yes, provide the name, position, and date of discussion.

<table>
<thead>
<tr>
<th>Name of KYTC Representative</th>
<th>Position of Representative</th>
<th>Date of Discussion</th>
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</tbody>
</table>

Do you have an attorney regarding this matter? □ Yes □ No

If yes, please provide attorney’s contact information.

<table>
<thead>
<tr>
<th>Name of Law Firm</th>
<th>Name of Representing Attorney</th>
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</table>

<table>
<thead>
<tr>
<th>Mailing Address</th>
<th>Phone</th>
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</table>

Briefly explain what remedy or action you are seeking for the alleged discrimination.

We cannot accept an unsigned complaint. Please sign and date the complaint form below.

<table>
<thead>
<tr>
<th>Complainant’s Signature</th>
<th>Date</th>
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</table>

FOR OFFICE USE ONLY

Date Complaint Received: ________________________  Case #: ________________________

Processed by: ________________________  Date Referred: ________________________

Referred to: □ U.S. DOT  □ FHWA  □ FTA  □ OFCCP  □ Other
3. LEP COMPLAINT FORM (SPANISH)

KENTUCKY TRANSPORTATION CABINET  
(GABINETE DE TRANSPORTE DE KENTUCKY)  
TC 18-10 Spanish  
Rev. 04/2019

Office for Civil Rights and Small Business Development  
(Oficina de derechos civiles y desarrollo de pequeñas empresas)

External Discrimination Complaint  
(Reclamo externo de discriminación)

Instrucciones: complete y firme este formulario, y luego envíelo por correo o fax al Gabinete de Transporte de Kentucky.

DIRECCIÓN:  
Kentucky Transportation Cabinet  
Office for Civil Rights & Small Business Development  
200 Meri Street, 6th Floor West  
Frankfort, KY 40622  
Fax: Kentucky Transportation Cabinet  
Office for Civil Rights & Small Business Development  
(502) 564-2114

SECCIÓN 1: INFORMACIÓN DEL RECLAMANTE

<table>
<thead>
<tr>
<th>PRIMER NOMBRE</th>
<th>SEG. NOM.</th>
<th>APELLIDO</th>
<th>TELÉFONO</th>
<th>TELÉFONO ALTERNATIVO</th>
<th>DIRECCIÓN DE CORREO ELECTRÓNICO</th>
</tr>
</thead>
</table>

DIRECCIÓN POSTAL | CIUDAD | IIP DEL ESTADO

SECCIÓN 2: DETALLES DEL RECLAMO

Indique la base de su reclamo:
- [ ] Raza
- [ ] Género
- [ ] Discapacidad
- [ ] Nacionalidad
- [ ] Edad
- [ ] Bajos ingresos
- [ ] Inglés limitado (LEP, por sus siglas en inglés)

Indique las fechas y los lugares de las presuntas acciones discriminatorias. Incluya la fecha más temprana y la fecha más reciente de discriminación.

¿De qué manera lo discriminaron? Describa la naturaleza de la acción, la decisión o las condiciones de la presunta discriminación. Explique lo más claramente posible qué sucedió y por qué cree que su condición de protección (base) fue un factor en la discriminación; incluya de qué manera se trató de modo diferente a otras personas. (Adjunte páginas adicionales si es necesario.)

La ley prohíbe la intimidación o las represalias contra alguien por haber tomado medidas o haber participado en acciones para garantizar los derechos protegidos por estas leyes. Si siente que ha sido víctima de represalias, aparte de la discriminación que se alega anteriormente, explique las circunstancias. Indique la acción que usted tomó y que cree que fue la causa de la supuesta represalia. (Adjunte páginas adicionales si es necesario.)

Nombres de los individuos, la agencia o el departamento responsables de las acciones discriminatorias:

<table>
<thead>
<tr>
<th>N°</th>
<th>Nombre</th>
<th>Dirección</th>
<th>Teléfono</th>
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KENYUCKY TRANSPORTATION CABINET
(GABINETE DE TRANSPORTE DE KENTUCKY)
Office for Civil Rights and Small Business Development
(Oficina de derechos civiles y desarrollo de pequeñas empresas)

External Discrimination Complaint
(Reclamo externo de discriminación)

Nombre de las personas (testigos, compañeros de trabajo, supervisores u otros) con quienes podemos comunicarnos para obtener información adicional para respaldar o aclarar su reclamo: (Adjunte páginas adicionales si es necesario).

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¿Se presentaron fotografías con el reclamo?  [ ] Sí  [ ] No

SECCIÓN 3: ACCIONES

¿Ha presentado o tiene la intención de presentar un reclamo con respecto al asunto plantead con alguna de las siguientes instituciones? En caso afirmativo, indique las fechas de presentación. (Marque todo lo que corresponda).

- [ ] Departamento de Transporte de los EE. UU.
- [ ] Oficina de Programas de Cumplimiento de Contratos Federales
- [ ] Administración Federal de Carreteras
- [ ] Comisión de Igualdad de Oportunidades de Empleo de los EE. UU.
- [ ] Administración Federal de Transporte
- [ ] Departamento de Justicia de los EE. UU.
- [ ] Otro __________________________________________________________________________

¿Ha analizado el reclamo con algún representante del Gabinete de Transporte de Kentucky (KYTC, por sus siglas en inglés)?  [ ] Sí  [ ] No

En caso afirmativo, indique el nombre, el puesto y la fecha de la discusión.

<table>
<thead>
<tr>
<th>Nombre del representante de KYTC</th>
<th>Puesto del representante</th>
<th>Fecha del análisis</th>
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¿Tiene usted un abogado para este asunto?  [ ] Sí  [ ] No

Si es así, por favor proporcione la información del contrato del abogado.

Nombre del estudio de abogados ____________________________

Nombre del abogado representante __________________________

Dirección postal ____________________________

Teléfono ____________________________

Explique brevemente qué solución o medida está solicitando para la presunta discriminación.

No podemos aceptar un reclamo sin firmar. Firme y coloque la fecha en el formulario de reclamo a continuación.

Firma del reclamante ____________________________

Fecha ____________________________

FOR OFFICE USE ONLY (PARA USO INTERNO ÚNICAMENTE)

Date Complaint Received: ____________________________

Processed by: ____________________________

Case #: ____________________________

Date Referreed: ____________________________

Referred to: [ ] U.S. DOT  [ ] FHWA  [ ] FTA  [ ] OFCCP  [ ] Other _________
**INSTRUCCIONES:** Complete y firme este formulario, y luego envíelo por correo o fax al Gabinete de Transporte de Kentucky.

**DIRECCIÓN:**
Kentucky Transportation Cabinet  
Office for Civil Rights & Small Business Development  
200 Meri Street, 6th Floor West  
Frankfort, KY 40622

**FAX:**
Kentucky Transportation Cabinet  
Office for Civil Rights & Small Business Development  
Attn: Discrimination Complaint Coordinator (Coordinador de reclamos de discriminación)  
(502) 564-2114

### SECCIÓN 1: INFORMACIÓN SOBRE EL RECLAMANTE

<table>
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<tr>
<th>NOMBRE</th>
<th>SEG. NOM.</th>
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**DIRECCIÓN POSTAL (calle):**

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<th>C.P.</th>
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### SECCIÓN 2: DETALLES DEL RECLAMO

Indique la base de su reclamo:

- [ ] Raza
- [ ] Color
- [ ] Nacionalidad

Proporcione la fecha y los lugares de las presuntas acciones discriminatorias. Incluya la primera fecha y la fecha más reciente en las que ocurrió la discriminación.

¿De qué manera lo discriminaron? Describa la naturaleza de la acción, la decisión o las condiciones de la presunta discriminación. Explique lo más claramente posible lo que sucedió y por qué considera que su condición de protegido (fundamento) fue un factor en la discriminación. Incluya de qué manera se trató a otras personas de manera diferente a cómo lo trataron a usted. (Agregar hojas adicionales si es necesario)

La ley prohíbe intimidación y represalias contra cualquier persona por haber actuado o participado en una acción para asegurar los derechos protegidos por estas leyes. Si considera que ha sido víctima de represalias, aparte de la supuesta discriminación anteriormente mencionada, explique las circunstancias. Indique qué acción tomó que considera que fue la causa de la supuesta represalia. (Agregar hojas adicionales si es necesario)

**Nombres de las personas, la agencia o el departamento responsable de las acciones discriminatorias:**

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## External Discrimination Complaint
(Reclamo externo de discriminación)

Nombre de las personas (testigos, compañeros de trabajo, supervisores u otros) con quienes podemos comunicarnos para obtener información adicional para respaldar o aclarar su reclamo: (Adjunte páginas adicionales si es necesario).

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¿Se presentaron fotografías con el reclamo?  ☐ Sí  ☐ No

### SECCIÓN 3: ACCIONES
¿Ha presentado o tiene la intención de presentar un reclamo con respecto al asunto planteado con alguna de las siguientes instituciones? En caso afirmativo, indique las fechas de presentación. (Marque todo lo que corresponda).

- ☐ Departamento de Transporte de los EE. UU.
- ☐ Oficina de Programas de Cumplimiento de Contratos Federales
- ☐ Administración Federal de Carreteras
- ☐ Comisión de Igualdad de Oportunidades de Empleo de los EE. UU.
- ☐ Administración Federal de Transporte
- ☐ Departamento de Justicia de los EE. UU.
- ☐ Otros

¿Ha analizado el reclamo con algún representante del Gabinete de Transporte de Kentucky (KYTC, por sus siglas en inglés)?  ☐ Sí  ☐ No
En caso afirmativo, indique el nombre, el puesto y la fecha de la conversación.

<table>
<thead>
<tr>
<th>Nombre del representante de KYTC</th>
<th>Puesto del representante</th>
<th>Fecha del análisis</th>
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</tbody>
</table>

¿Tiene usted un abogado para este asunto?  ☐ Sí  ☐ No
Si es así, por favor proporcione la información del contrato del abogado.

<table>
<thead>
<tr>
<th>Nombre del estudio de abogados</th>
<th>Nombre del abogado representante</th>
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<table>
<thead>
<tr>
<th>Dirección postal</th>
<th>Teléfono</th>
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</table>

Explique brevemente qué solución o medida está solicitando para la presunta discriminación.

No podemos aceptar un reclamo sin firmar. Firme y coloque la fecha en el formulario de reclamo a continuación.

<table>
<thead>
<tr>
<th>Firma del reclamante</th>
<th>Fecha</th>
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**FOR OFFICE USE ONLY (PARA USO INTERNO ÚNICAMENTE)**

Date Complaint Received: ___________________________  Case #: ___________________________

Processed by: ___________________________  Date Referred: ___________________________

Referred to:  ☐ U.S. DOT  ☐ FHWA  ☐ FTA  ☐ OFCCP  ☐ Other: ___________________________
KYTC TITLE VI NOTICE TO THE PUBLIC

The Kentucky Transportation Cabinet (KYTC) hereby gives notice that it is the policy of the agency to assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987 and related Nondiscrimination authorities in all program and activities. It is KYTC's policy that no person in the United States of America shall, on the grounds of race, color, national origin, sex, age, disability, low-income or Limited English Proficiency be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any of our programs or activities receiving Federal financial assistance.

Any person who believes they have been subjected to discrimination under the Title VI and related Nondiscrimination authorities has the right to file a complaint.

To request or receive additional information on its discrimination obligations, including its complaint procedures the person listed below or visit the administrative office at the address listed below:

Kentucky Transportation Cabinet
Office for Civil Rights and Small Business Development
Title VI Coordinator
200 Mero Street - Frankfort, KY 40622
Telephone: 502-564-3601
Website: https://transportation.ky.gov/Civil-Rights-and-Small-Business-Development/Pages/Civil-Rights.aspx

To file a discrimination complaint, the written complaint must be submitted to the address above within 180 days of the alleged discrimination. Written complaints may also be submitted to the U.S. Department of Transportation/Federal Highway Administration (FHWA) no later than 180 days after the date of the alleged discrimination, unless the time for filing is extended by the FHWA at the following address: Office of Civil Rights, Attention: Title VI Coordinator, Federal Highway Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590 to accommodate limited English proficient individuals, oral complaints to be documented and/or translated may also be given at the above address.

An Equal Opportunity Employer M/F/D
KYTC TÍTULO VI NOTIFICACIÓN AL PÚBLICO

El Gabinete de Transporte de Kentucky (KYTC) informa que la política de la agencia es asegurar el cumplimiento total del Título VI de la Ley de Derechos Civiles de 1964, la Ley de Restauración de los Derechos Civiles de 1987 y las autoridades antidiscriminatorias relacionadas en todos los programas y actividades. Es política de KYTC que ninguna persona en los Estados Unidos de América, por motivos de raza, color, origen nacional, sexo, edad, discapacidad, bajos ingresos o dominio limitado del inglés sea excluida de la participación en, se le negarán los beneficios de, o este sujeto a discriminación en cualquiera de nuestros programas o actividades que reciben asistencia financiera federal.

Cualquier persona que cree que ha sido objeto de discriminación en virtud del Título VI y las autoridades antidiscriminatorias relacionadas tiene derecho a presentar una queja.

Para solicitar o recibir información adicional sobre sus obligaciones de discriminación, incluidos sus procedimientos de queja, escriba a la persona que se detalla a continuación o visite la oficina administrativa en la dirección que se detalla a continuación:

Gabinete de transporte de Kentucky
Oficina de Derechos Civiles y Desarrollo de Pequeñas Empresas
Coordinador del Título VI
200 Mero Street - Frankfort, KY 40622
Teléfono: 502-564-3601

Para presentar una queja por discriminación, la queja por escrito debe enviarse a la dirección antes mencionada dentro de los 180 días de la supuesta discriminación. Las quejas por escrito también pueden enviarse al Departamento de Transporte de EE. UU. / Administración Federal de Carreteras (FHWA) a más tardar 180 días después de la fecha de la supuesta discriminación, a menos que FHWA extienda el tiempo de presentación a la siguiente dirección: Oficina de Civil Derechos, Atención: Coordinador del Programa del Título VI, Administración Federal de Carreteras, 1200 New Jersey Avenue., SE, Washington, DC 20590 para prestar servicio a personas con dominio limitado del inglés, las quejas orales documentadas y / o traducidas también pueden entregarse en la dirección anterior.

An Equal Opportunity Employer M/F/D
5. **I SPEAK CARDS**

**English Translation:** Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.

<table>
<thead>
<tr>
<th>Arabic</th>
<th>Korean</th>
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<tbody>
<tr>
<td>أشتر إلى لونك. سوف يتم جلب مترجم فوري لك. سيتم تأمين المترجم الفوري بجانبك.</td>
<td>귀하께서 사용하는 언어를 지적하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.</td>
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<tr>
<th>Armenian</th>
<th>Laotian</th>
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<tbody>
<tr>
<td>օգտագործեք եւ հաճախորդեք էանոց, մասնագիտությունը էանոց է շարունակել. մասնագիտության էանոց է ստանում.</td>
<td>ສໍາລັບການການລາຍງານ, ຖ່າຍເຈົ້າຕ້ອງແມ່ນມາບໍ່ການໃຫ້. ທ່ານນິຍົມເລືອດຊ່ວຍເຫຼືອໃຫ້ສ້າງສະຖານທີ່ນັ້ນ.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cantonese</th>
<th>Mandarin</th>
</tr>
</thead>
<tbody>
<tr>
<td>讓我們了解您的語言，以便為您提供免費的翻譯服務。</td>
<td>請指出您的語言，以便為您提供免費的口譯服務。</td>
</tr>
</tbody>
</table>

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<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Pointez vers votre langue et on appellera un interprète qui vous sera fourni gratuitement.</td>
<td>Proszę wskazać swój język i wewnątrzemy tłumacza. Tłumacza zapewniamy bezpłatnie.</td>
</tr>
</tbody>
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<tr>
<td>आपकी भाषा पर हूं कहें और एक डोल्मेट््षर आएं। डोल्मेट््षर का मुफ्त आप पर किया किसी कलाकार के विक्रेता है।</td>
<td>Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.</td>
</tr>
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<tr>
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<th>Thai</th>
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</thead>
<tbody>
<tr>
<td>あなたは話し言葉を指して下さい。無料で通訳を提供します。</td>
<td>ช่วยให้ภาษาที่คุณพูด แล้วเราจะจัดหาตัวใหม่ให้คุณ การใช้ภาษานี้ไม่ต้องเสียค่าใช้จ่าย</td>
</tr>
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<td>ខ្មែរ (កម្ពុជា)</td>
<td>Tiếng Việt</td>
</tr>
<tr>
<td>ដោយបានគ្នា និយាយភាសាដូចគ្នា ។ យើងនឹងជួលយើងដ៏ស្តីបង ។ យើងនឹងជួលក្នុងការបញ្ជាក់។</td>
<td>Hít y chỉ vào ngón ngịch của quý vị. Một thợ dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thợ dịch viên.</td>
</tr>
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**Transliteration:**

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<thead>
<tr>
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6. Limited English Proficiency Committee Notice

Title VI of the Civil Rights Act of 1964 and its implementing regulations, along with Executive Order 13166 dated August 11, 2000, require federal agencies and recipients of federal funds to take reasonable steps to ensure that Limited English Proficiency (LEP) individuals have meaningful access to programs, services and activities provided by or funded by the federal government.

The Kentucky Transportation Cabinet policy will take reasonable steps to ensure that limited English proficient (LEP) individuals can meaningfully access the activities and programs conducted by KYTC without cost to the LEP individual. This includes oral interpretation, sign language, and translation of transportation related vital documents, at no cost to our customers. If you are in need of these services, please contact

Office of Civil Rights & Small Business Development
200 Mero Street
Frankfort, KY 40601
Phone: (502)-564-3601
Fax: (502)-564-2114
Hours: 8:00 a.m. – 4:30 p.m. EST, M-F

The type of language assistance a recipient/covered entity provides to ensure meaningful access will depend on a variety of factors, including the size of the recipient/covered entity, the size of the eligible LEP population it serves, the nature of the program or service, the objectives of the program, the total resources available to the recipient/covered entity, the frequency with which particular languages are encountered and the frequency with which LEP persons come into contact with the program.

Tiffany Squire, Administrative Branch Manager
Kentucky Transportation Cabinet
Office for Civil Rights and Small Business Development
200 Mero Street, Frankfort, KY 40622
Phone: 800-928-3079 or 502-564-3601
Fax: 502-564-1491
Contact Information

Kentucky Transportation Cabinet
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200 Mero Street, Sixth Floor West
Frankfort, KY 40622
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