

THE KENTUCKY TRANSPORTATION CABINET LANGUAGE ACCESS PLAN

February 1st, 2024– February 1st, 2026

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**Office for Civil Rights and Small Business Development
(OCSBD)**

Revised 02/2024



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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 for 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.



“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.

KYTC- is the abbreviation used for Kentucky Transportation Cabinet.

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.



Andy Beshear
GOVERNOR

TRANSPORTATION CABINET

200 Mero Street
Frankfort, Kentucky 40601

Jim Gray
SECRETARY

TITLE VI POLICY STATEMENT

OFFICIAL ORDER

113562

It is the policy of the Kentucky Transportation Cabinet (“Cabinet”) to afford equal opportunity to all persons to the end that 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 otherwise subjected to discrimination under any program or activity receiving federal financial assistance from the U.S. Department of Transportation.

Programs 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 offices, EEO offices, and on the Cabinet’s internal website.

Signed and approved this ____ day of 1/16/2024, 2024

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Jim Gray, Secretary
Kentucky Transportation Cabinet

DocuSigned by:

APPROVED AS TO FORM AND LEGALITY

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Andy Beshear
GOVERNOR

TRANSPORTATION CABINET

200 Mero Street
Frankfort, Kentucky 40601

Jim Gray
SECRETARY

LANGUAGE ACCESS POLICY STATEMENT

OFFICIAL ORDER

113558

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. Designate its Title VI Coordinator to manage 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 1/16/2024, 2024

DocuSigned by:

Jim Gray, Secretary
Kentucky Transportation Cabinet



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 actives 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, as seen in section "L" 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.

The Office of Civil Rights sent an Employee LEP Frequency Survey to the Driver Licensing Regional Field Offices and One Stop Shops in 2023.

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 KYTC's 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) 782-5566
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. Notices to the Public advising LEP persons of free language assistance.
3. Written tests that do not assess English language competency, but test competency for a particular license, job, or skill for which knowing English is not required.
4. Applications to participate in a recipient's program or activity or to receive recipient benefits or services.
5. 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 3**) 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 OCSBD.

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 4**) 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 continue using the services of Language Services Associates, 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 plan every two years. 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. Soliciting feedback from community-based organizations and other stakeholder’s about the effectiveness and performance in ensuring meaningful access for LEP individuals
3. 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.

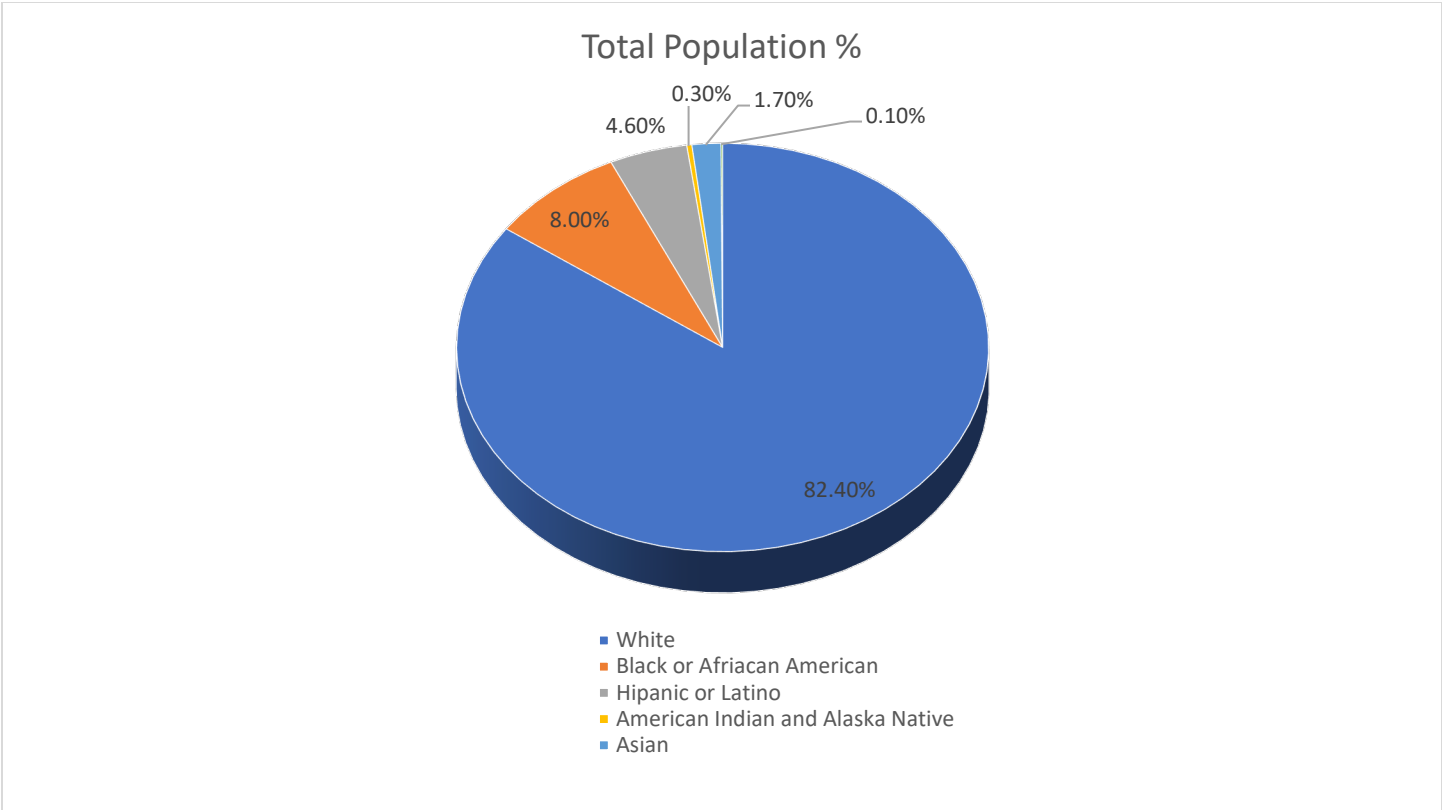
Factor 1 – The number or portion of LEP Persons served or encountered in the eligible service population

Based on data from the U.S. 2010¹ census Kentucky’s total population is estimated to be 4,339,367; the breakdown of the total population is as follows:

White – 82.40%
Black or African American – 8.0%
Hispanic or Latino – 4.60%
Asian – 0.30%
American Indian or Alaska Native – 1.70%
Native Hawaiian and Other Pacific Islander – 0.10%

¹ Source: U.S. Census Bureau, Table QT-P3 - Race and Hispanic or Latino Origin 2010 (data Set 2010 Census Summary File 1)

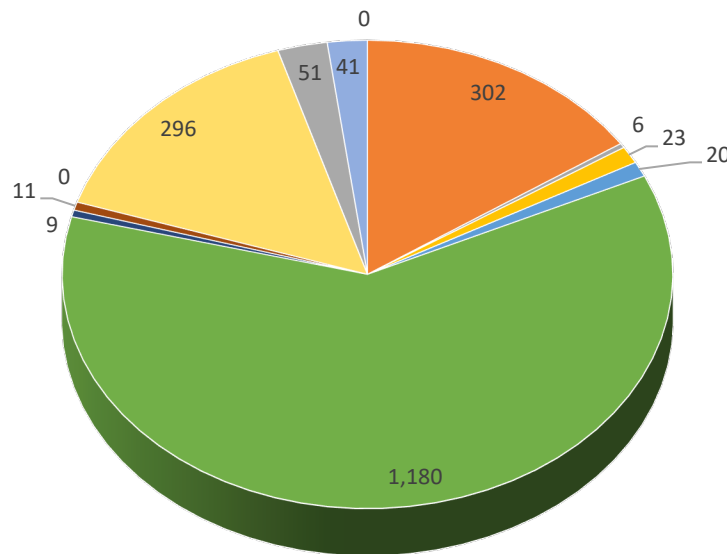




According to the data from the U.S. Census Hispanics or Latinos make up approximately three percent of Kentucky’s total population, therefore since it is the state’s largest LEP demographic KYTC will focus its analysis on this group. Language assistance is available to other LEP speaking individuals if the need presents itself.

Kentucky has 120 counties. The following charts show the LEP breakdown of the population that speaks Spanish/Spanish Creole².

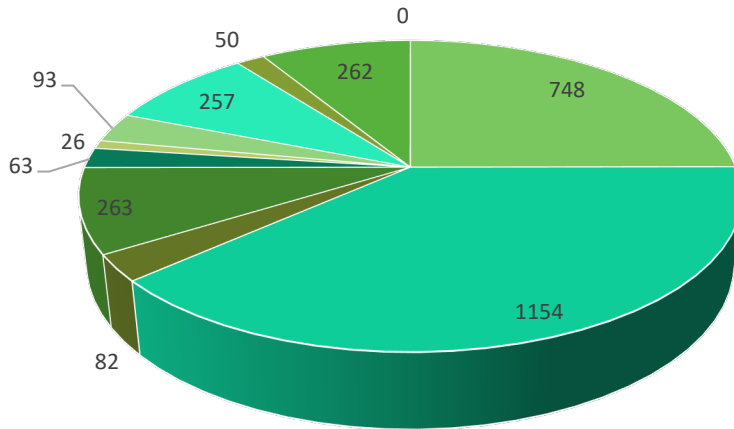
District 1: Estimate of Total Spanish or Spanish Creole Population - Speak English less than "very well"



- Ballard County, Kentucky
- Calloway County, Kentucky
- Carlisle County, Kentucky
- Crittenden County, Kentucky
- Fulton County, Kentucky
- Graves County, Kentucky
- Hickman County, Kentucky
- Livingston County, Kentucky
- Lyon County, Kentucky
- McCracken County, Kentucky
- Marshall County, Kentucky
- Trigg County, Kentucky

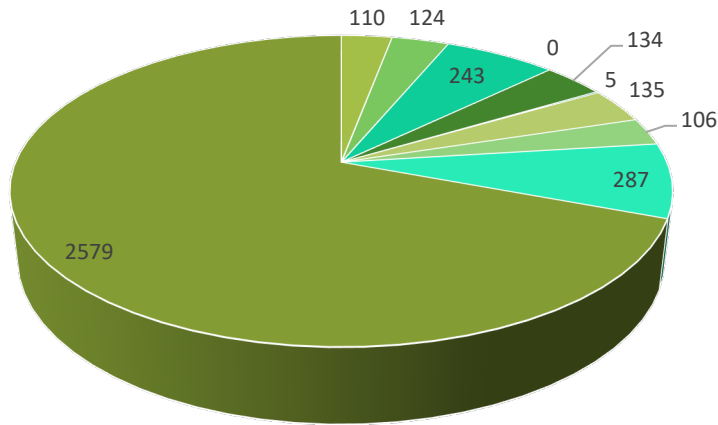
² Source: U.S. Census Bureau, 2010-2014 ACS 5 Year Estimates (Table B16001)
 LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER
 Universe: Population 5 years and over

District 2: Estimate of Total Spanish or Spanish Creole Population - Speak English less than "very well"



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

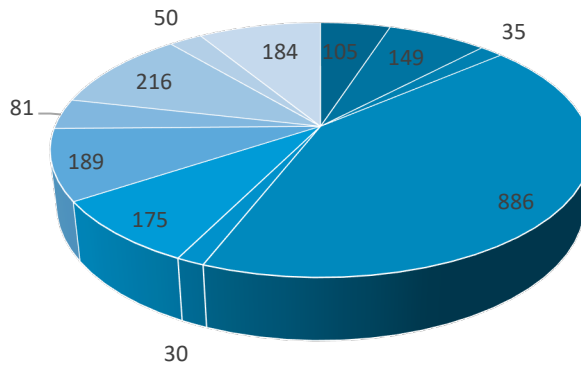
District 3: Estimate of Total Spanish or Spanish Creole Population - Speak English less than "very well"



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

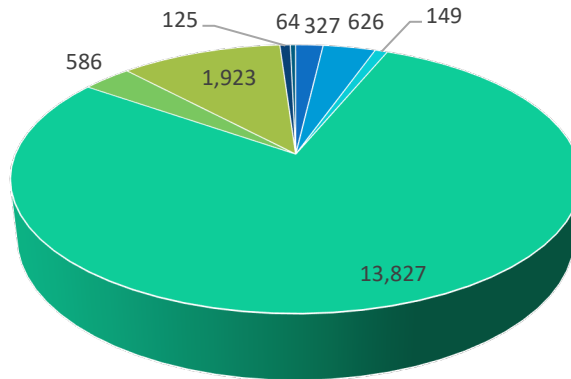


District 4: Estimate of Total Spanish or Spanish Creole Population -
Speak English less than "verywell"



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

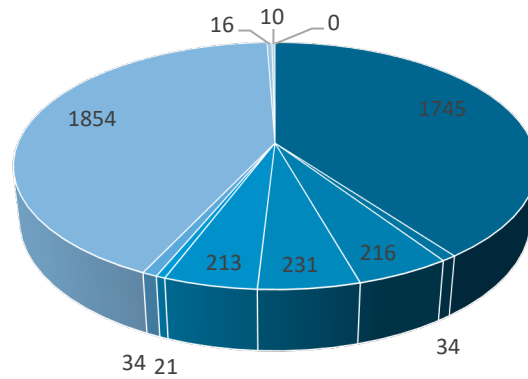
District 5: Estimate of Total Spanish or Spanish Creole Population -
Speak English less than "very well"



- Bullitt County, Kentucky
- Franklin County, Kentucky
- Henry County, Kentucky
- Jefferson County, Kentucky
- Oldham County, Kentucky
- Shelby County, Kentucky
- Spencer County, Kentucky
- Trimble County, Kentucky

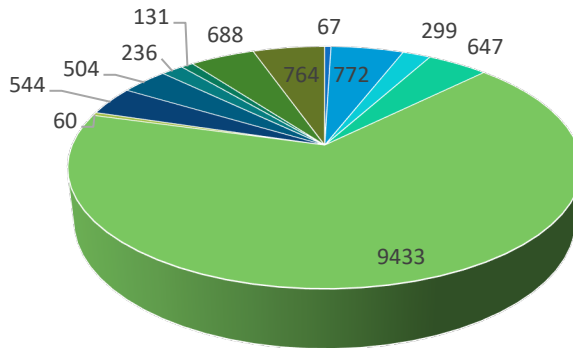


District 6: Estimate of Total Spanish or Spanish Creole Population - Speak English less than "very well"



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

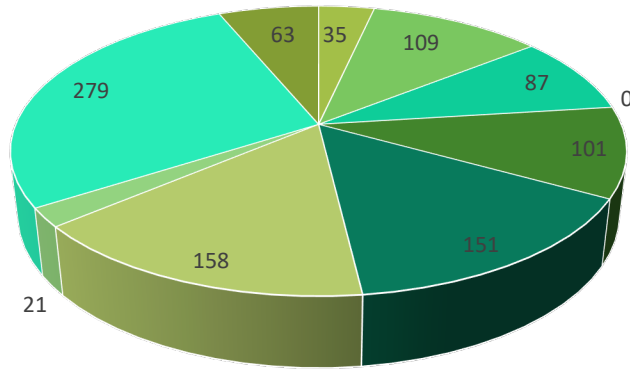
District 7: Estimate of Total Spanish or Spanish Creole Population - Speak English less than "very well"



- Anderson County, Kentucky
- Bourbon County, Kentucky
- Boyle County, Kentucky
- Clark County, Kentucky
- Fayette County, Kentucky
- Garrard County, Kentucky
- Jessamine County, Kentucky
- Madison County, Kentucky
- Mercer County, Kentucky
- Montgomery County, Kentucky
- Scott County, Kentucky
- Woodford County, Kentucky

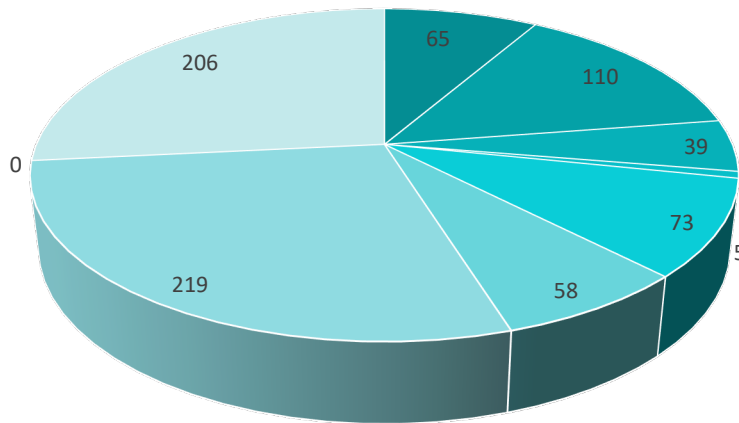


District 8: Estimate of Total Spanish or Spanish Creole Population -
Speak English less than "very well"



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

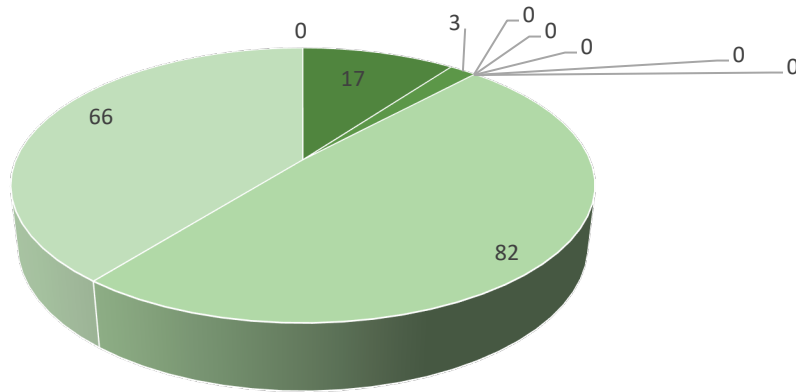
District 9: Estimate of Total Spanish or Spanish Creole Population -
Speak English less than "very well"



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

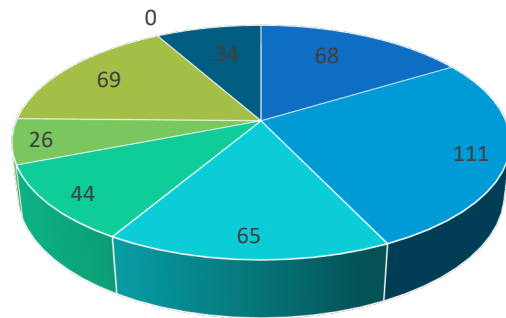


District 10: Estimate of Total Spanish or Spanish Creole Population - Speak English less than "very well"



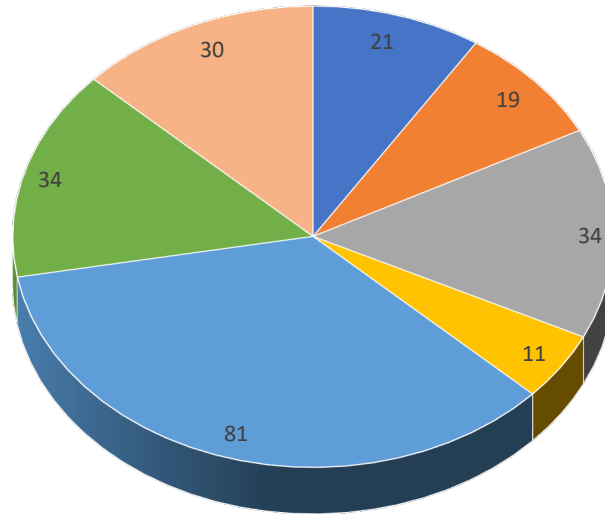
- Breathitt County, Kentucky
- Estill County, Kentucky
- Lee County, Kentucky
- Magoffin County, Kentucky
- Menifee County, Kentucky
- Morgan County, Kentucky
- Owsley County, Kentucky
- Perry County, Kentucky
- Powell County, Kentucky
- Wolfe County, Kentucky

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



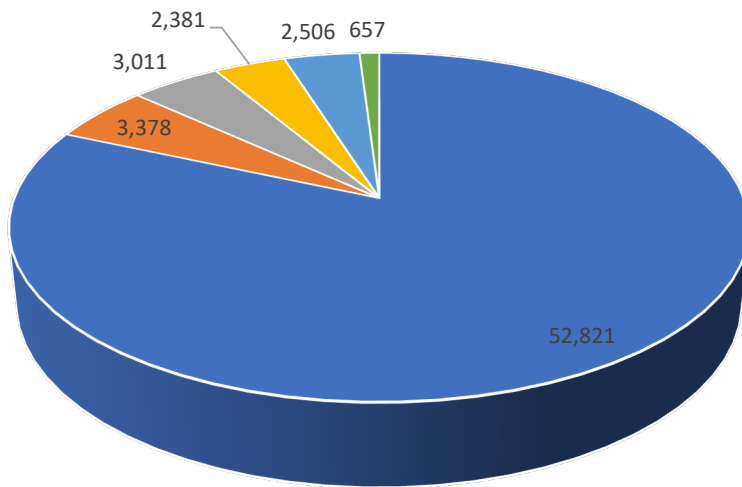
- Bell County, Kentucky
- Clay County, Kentucky
- Harlan County, Kentucky
- Jackson County, Kentucky
- Knox County, Kentucky
- Laurel County, Kentucky
- Leslie County, Kentucky
- Whitley County, Kentucky

District 12: Estimate of Total Spanish or Spanish Creole Population - Speak English less than "very well"



- Floyd County, Kentucky
- Johnson County, Kentucky
- Knott County, Kentucky
- Lawrence County, Kentucky
- Letcher County, Kentucky
- Martin County, Kentucky
- Pike County, Kentucky

Common LEP Languages Spoken in Kentucky



- Estimate; Total: - Spanish or Spanish Creole: - Speak English less than "very well"
- Estimate; Total: - French (including Patois Cajun): - Speak English less than "very well"
- Estimate; Total: - German: - Speak English less than "very well"
- Estimate; Total: - Chinese (including Madarin and Cantanese): - Speak English less than "very well"

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

Language	Most Days ³	At Least Once a Week	At Least Once a Month	At Least Once a Year	Never
Spanish	34	8	4	3	3
German	4		5	7	21
Chinese	6	9	5	6	9
French	8	2	13	4	15
Arabic	1	11	11	4	9
Serbian	1	1	3	4	23
Croatian		1	2	4	22
Bosnian	1	1	2	5	21
French Creole (Haitian Creole)	6	3	5	5	18
Persian	1	1	1	8	21
Gujarati		2	2	3	23
All other languages	6	6	4	5	11

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

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. Benchmarks:

- 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.
- 4 Document the frequency with which LEP persons come-in-contact with the cabinet by use of the Employee Frequency Survey.

V. Complaint Procedures

Title VI of the Civil Rights Act of 1964, prohibits discrimination based upon race, color, and national origin. Specifically, 42 USC 2000d states that “No person in the United States shall, on the ground 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.” The use of the word “person” is important as the protections afforded under Title VI apply to anyone, regardless of whether the individual is lawfully present in the United States or a citizen of a State within the United States. For more information on the Title VI Program please click [here](#).

Any person or any specific class of persons, by themselves or by a representative, that believe they have been subjected to discrimination or retaliation prohibited by Title VI of the Civil Rights Act of 1964 (Title VI) and related statutes may file a Title VI Complaint, submitting the following information:

- A written explanation of what has happened.
- Your contact information, (e.g., email address).
- The basis of the complaint, (e.g., race, color, national, disability).
- The identification of the agency alleged to have discriminated.
- The date(s) of the alleged discriminatory act and location.

If you would like to file a complaint vis US Mail, you may contact FHWA Office of Civil Rights at 202-366-0693 or via email at: FHWA.TitleVIcomplaints@dot.gov and send it to:

Federal Highway Administration
U.S. Department of Transportation
Office of Civil Rights
1200 New Jersey Avenue, SE
8th Floor E81-105
Washington, DC 20590

Complaints may also be sent to:

Kentucky Transportation Cabinet
Office for Civil Rights and Small Business Development
200 Mero Street, 6th Floor West
Frankfort, KY 40622

And/Or

US Federal Highway Administration Kentucky Division John C Watts Federal Building
330 W Broadway St Ste 264,
Frankfort, KY 40601
Attention: Civil Rights Specialist

For FHWA, there is no regulatory timeframe for completing investigations. However, FHWA strives to complete all tasks within 180 days from the date of acceptance. For State DOTs that have been delegated an



investigation from FHWA, 23 CFR §200.9(b)(3) provides that State DOTs must complete investigations within 60 days of receipt (meaning the date it receives the delegated complaint from FHWA).

Complaints shall be signed by the complainant(s) on the **External Discrimination Complaint TC 18-10 form (Appendix 2)**

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. Implementation of the plan took place from March 1, 2022, to September 30th, 2022 and will be updated every two years. 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 ensured that the Department of Vehicle Regulation and Kentucky One Stop Shop were fully compliant and achieving the established benchmarks. Phase I was implemented beginning March 1, 2022. Expectations were that the Department of Vehicle Regulation and Kentucky One Stop Shop would be in full compliance by September 31st, 2022 and will remain in full compliance. 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 10:00 AM to 3:00 PM EDT/EST Monday through Thursday. 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 ensured that KYTC Executive Offices and Departments were fully compliant and achieving the established benchmarks. Phase II was implemented beginning November 1, 2021. Expectation were that KYTC Executive Offices and Departments would be in full compliance by March 30, 2022, and maintain that compliance. 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 ensured that all KYTC Driver Licensing Offices were fully compliant and achieving the established benchmarks. Phase III was implemented beginning April 1, 2022. Expectation were that all KYTC Driver Licensing Offices would be in full compliance by October 31, 2022 and maintain compliance. 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, Suite 125, Lexington, KY 40511. The office is open to the public from 8:00am to 4:00pm EST Monday through Friday. This office is also open on the first Saturday of every month from 8:00a-11:30a for walk-ins.

The Lexington Spindletop Office is located at 2624 Research Park Drive, Lexington, KY 40511. The office is open to the public from 8:00am to 4:00pm. This office is also open on the first Saturday of every month from 8:00a-11:30a for walk-ins.

j. Description of the Louisville, KY Office

Louisville has four Driver Licensing Offices.

1. Located near Bowman Field at 3501 Roger E. Schupp, Louisville, KY 40205. The office is open to the public from 8:00am to 4:00pm EST Monday through Friday. This office is also open on the first Saturday of every month for walk-ins.
2. Located near Dixie Highway at 6202 Willismore Drive, Louisville, KY 40272. The office is open to the public from 8:00am to 4:00pm EST Monday through Friday. This office is also open on the first Saturday of every month for walk-ins.
3. Located near Hurstbourne at 9112 Leesgate Road, Louisville, KY 40222. The office is open to the public from 8:00am to 4:00pm EST Monday through Friday. This office is also open on the first Saturday of every month from 8:00a-11:30a for walk-ins.
4. Located near the Nia Center at 2900 W. Broadway, Louisville, KY 40211. The office is open to the public from 8:00am to 4:00pm EST Monday through Friday. This office is also open on the first Saturday of every month from 8:00a-11:30a for walk-ins.

k. 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 made sure that all remaining eight (8) KYTC Driver Licensing Regional Field Offices were fully compliant and achieving the established benchmarks. Phase IV was implemented beginning November 1, 2022. It was expected that all remaining eight (8) KYTC Driver Licensing Regional Field Offices would be in full compliance by June 30, 2023. OCRSBD staff will continue to 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.

l. Description of the Bowling Green, KY Office

The Bowling Green Office is located at 360 E 8th Avenue, Suite 111, Bowling Green, KY 42101. The office is open to the public from 8:00am to 4:00pm CST, Monday through Friday. This office is also open on the first Saturday of every month from 8:00a-11:30a, for walk-ins.

m. Description of the Burlington, KY Office

The Burlington Office is located at 6159 1st Financial Drive, Suite 200, Burlington, KY 41005. The office is open to the public from 8:00a-4:00p EST, Monday through Friday. This office is also open on the first Saturday of every month, from 8:00a-11:30a, for walk-ins.

n. Description of the Catlettsburg, KY Office

The Catlettsburg Office is located at 2900 Louisa Street, Suite 2, Catlettsburg, KY 41129. The office is open to the public from 8:00am to 4:00pm EST Monday through Friday. This office is also open on the first Saturday of every month, from 8:00a-11:30a, for walk-ins.

o. Description of the Columbia, KY Office

The Columbia Office is located at 363 Office Park Drive, Suite 200, Columbia KY 42728. The office is open to the public from 8:00am to 4:00pm CST Monday through Friday. This office is also open on the first Saturday of every month, from 8:00a-11:30a, for walk-ins.

p. Description of the Covington, KY Office

The Covington Office is located at 1840 Simon Kenton Way, Covington, KY 41011. The office is open to the public from 8:00am to 4:00pm EST Monday through Friday. This office is also open on the first Saturday of every month, from 8:00a-11:30a, for walk-ins.



q. Description of the Danville, KY Office

The Danville Office is located at 1714 Perryville Road, Suite 118, Danville, KY 40422. The office is open to the public from 8:00am to 4:00pm EST Monday through Friday. This office is also open on the first Saturday of every month, from 8:00a-11:30a, for walk-ins.

r. Description of the Elizabethtown, KY Office

The Elizabethtown Office is located at 1055 North Mulberry Street, Elizabethtown, KY 42701. The office is open to the public from 8:00am to 4:00pm EST Monday through Friday. This office is also open on the first Saturday of every month, from 8:00a-11:30a, for walk-ins.

s. Description of the Manchester, KY Office

The Manchester Office is located at 25 Marcum Hill Road, Manchester, KY 40962. The office is open to the public from 8:00am to 4:00pm EST Monday through Friday. This office is also open on the first Saturday of every month, from 8:00a-11:30a, for walk-ins.

t. Description of the Madisonville, KY Office

The Madisonville Office is located at 56 Federal Street, Madisonville, KY 42431. The office is open to the public from 8:00am to 4:00pm CST, Monday through Friday. This office is also open on the first Saturday of every month, from 8:00a-11:30a, for walk-ins.

u. Description of the Mayfield, KY Office

The Mayfield Office is located at 355 Charles Drive, Mayfield, KY 42066. The office is open to the public from 8:00am to 4:00pm CST, Monday through Friday. This office is also open on the first Saturday of every month, from 8:00a-11:30a, for walk-ins.

v. Description of the Maysville, KY Office

The Maysville Office is located at 668 Kenton Station Road, Maysville, KY 41056. The office is open to the public from 8:00am to 4:00pm EST Monday through Friday. This office is also open on the first Saturday of every month, from 8:00a-11:30a, for walk-ins.

w. Description of the Morehead, KY Office

The Morehead office is located at 126 Bradley Avenue, Morehead, KY 40351. The office is open to the public from 8:00am to 4:00pm EST Monday through Friday. This office is also open on the first Saturday of every month, from 8:00a-11:30a, for walk-ins.

x. Description of the Owensboro, KY Office

The Owensboro office is located at 2620 KY Hwy 81, Owensboro, KY 42301. The office is open to the public from 8:00am to 4:00pm CST, Monday through Friday. This office is also open on the first Saturday of every month, from 8:00a-11:30a, for walk-ins.



y. Description of the Paducah, KY Office

The Paducah Office is located at 2855 Jackson Street, Suite 7, Paducah, KY 42001. The office is open to the public from 8:00am to 4:00pm CST, Monday through Friday. This office is also open on the first Saturday of every month, from 8:00a-11:30a, for walk-ins.

z. Description of the Pikeville, KY Office

The Pikeville Office is located at 126 Trivette Drive, Suite 201, Pikeville, KY 41501. The office is open to the public from 8:00am to 4:00pm EST Monday through Friday. This office is also open on the first Saturday of every month, from 8:00a-11:30a, for walk-ins.

aa. 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. This office is also open on the first Saturday of every month, from 8:00a-11:30a, for walk-ins.

bb. Description of the Somerset Office

The Somerset Office is located at 650 North Main St, Suite 228B, Somerset, KY 42501. The office is open to the public from 8:00am to 4:00pm EST Monday through Friday. This office is also open on the first Saturday of every month, from 8:00a-11:30a, for walk-ins.

cc. Field Offices

Office	Numbers	Hours
Flemingsburg	606-739-6234	By Appointment only Non-US Citizen applications are processed by appointment only.
Morehead	606-739-6234	By Appointment only Non-US Citizen applications are processed by appointment only.
Owensboro	270-691-9659 270-691-9654	9:00-2:00 CENTRAL Tue & Thu Non-US Citizen applications are processed Tuesdays and Thursdays, 9:00 am - 2:00 pm CENTRAL.
Pikeville	606-889-1648 606-433-1363	Friday, by appointment only Non-US Citizen applications are processed Friday, by appointment only.
Richmond	859-963-4018	8:00-12:00 Tuesdays Non-US Citizen applications are processed Tuesdays, 8:00 am - 12:00 pm EASTERN.



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 Kentucky⁵. 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

Language	Most Days	At Least Once a Week	At Least Once a Month	At Least Once a Year	Never
Spanish					
German					
Chinese					
French					
Arabic					
Serbian					
Croatian					
Bosnian					
French Creole (Haitian Creole)					
Persian					
Gujarati					
All Other Languages					

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)

Kentucky Transportation Cabinet
Office for Civil Rights and Small Business Development
200 Mero Street, Frankfort, KY 40622
(502) 564-3601



2. LEP COMPLAINT FORM

a. External Complaint Form

	KENTUCKY TRANSPORTATION CABINET Office for Civil Rights and Small Business Development	TC 18-10 Rev. 04/2019 Page 1 of 2			
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 & Small Business Development 200 Mero Street, 6 th Floor West Frankfort, KY 40622		Fax: Kentucky Transportation Cabinet Office for Civil Rights & Small Business Development Attn: Discrimination Complaint Coordinator (502) 696-3930			
SECTION 1: COMPLAINANT INFORMATION					
FIRST NAME	MI	LAST NAME	PHONE	ALTERNATE PHONE	EMAIL ADDRESS
MAILING ADDRESS (street)			CITY	STATE	ZIP
SECTION 2: COMPLAINT DETAILS					
Please indicate the basis of your complaint:					
<input type="checkbox"/> Race	<input type="checkbox"/> Gender	<input type="checkbox"/> National Origin	<input type="checkbox"/> Sex		
<input type="checkbox"/> Color	<input type="checkbox"/> Disability	<input type="checkbox"/> Limited English Proficiency (LEP)	<input type="checkbox"/> Religion		
<input type="checkbox"/> Age	<input type="checkbox"/> Low Income				
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. <i>(Attach additional pages if necessary.)</i>					
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. <i>(Attach additional pages if necessary.)</i>					
Names of individuals, agency, or department responsible for the discriminatory action(s):					
	Name:		Address:		Phone:
1.	_____	_____	_____	_____	_____
2.	_____	_____	_____	_____	_____
3.	_____	_____	_____	_____	_____
4.	_____	_____	_____	_____	_____





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.)*

	<u>Name:</u>	<u>Address:</u>	<u>Phone:</u>
1.	_____	_____	_____
2.	_____	_____	_____
3.	_____	_____	_____
4.	_____	_____	_____

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.)*

<input type="checkbox"/> U.S. Department of Transportation _____	<input type="checkbox"/> Office of Federal Contract Compliance Programs _____
<input type="checkbox"/> Federal Highway Administration _____	<input type="checkbox"/> U.S. Equal Employment Opportunity Commission _____
<input type="checkbox"/> Federal Transit Administration _____	<input type="checkbox"/> U.S. Department of Justice _____
<input type="checkbox"/> Other _____	

Have you discussed the complaint with any KYTC representative? Yes No
If yes, provide the name, position, and date of discussion.

Name of KYTC Representative	Position of Representative	Date of Discussion

Do you have an attorney regarding this matter? Yes No
If yes, please provide attorney's contact information.

Name of Law Firm	Name of Representing Attorney
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: _____	Case #: _____
Processed by: _____	Date Referred: _____
Referred to: <input type="checkbox"/> U.S. DOT <input type="checkbox"/> FHWA <input type="checkbox"/> FTA <input type="checkbox"/> OFCCP <input type="checkbox"/> Other _____	



KENTUCKY TRANSPORTATION CABINET
(GABINETE DE TRANSPORTE DE KENTUCKY)

TC 18-10 Spanish
Rev. 04/2019
Página 1 de 2

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:

Gabinete de Transporte de Kentucky
Oficina de derechos civiles y desarrollo
de pequeñas empresas
200 Mero Street 6th Floor West
Frankfort KY 40622

Fax:

Gabinete de Transporte de Kentucky
Oficina de derechos civiles y desarrollo
de pequeñas empresas
Atención: Coordinador de reclamos de discriminación
(502) 696-3930

SECCIÓN 1: INFORMACIÓN DEL RECLAMANTE

PRIMER NOMBRE	SEG NOM	APELLIDO	TELÉFONO	TELÉFONO ALTERNATIVO	DIRECCIÓN DE CORREO ELECTRÓNICO
DIRECCIÓN POSTAL (<i>calle</i>)			CIUDAD	IIP DEL ESTADO	

SECCIÓN 2: DETALLES DEL RECLAMO

Indique la base de su reclamo:

- | | | |
|--------------------------------------|---|--|
| <input type="checkbox"/> Raza _____ | <input type="checkbox"/> Género _____ | <input type="checkbox"/> Nacionalidad _____ |
| <input type="checkbox"/> Color _____ | <input type="checkbox"/> Discapacidad _____ | <input type="checkbox"/> Inglés limitado (LEP, por sus siglas en inglés) _____ |
| <input type="checkbox"/> Edad _____ | <input type="checkbox"/> Bajos ingresos _____ | |

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 trato 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:

<u>Nombre:</u>	<u>Dirección:</u>	<u>Teléfono:</u>
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____





KENTUCKY TRANSPORTATION CABINET
(GABINETE DE TRANSPORTE DE KENTUCKY)

TC 18-10 Spanish

Rev. 04/2019

Página 2 de 2

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).*

	<u>Nombre:</u>	<u>Dirección:</u>	<u>Teléfono:</u>
1.	_____	_____	_____
2.	_____	_____	_____
3.	_____	_____	_____
4.	_____	_____	_____

¿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. _____
- 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.

Nombre del representante de KYTC	Puesto del representante	Fecha del análisis

¿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.

_____ Fecha

Firma del reclamante

FOR OFFICE USE ONLY (PARA USO INTERNO UNICAMENTE)

Date Complaint Received: _____ Case #: _____

Processed by: _____ Date Referred: _____

Referred to: U.S. DOT FHWA FTA OFCCP Other _____



TITLE VI 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 & Small Business Development
200 Mero Street, 6th Floor West
Frankfort, KY 40622

Fax:
Kentucky Transportation Cabinet
Office for Civil Rights & Small Business Development
Attn: Discrimination Complaint Coordinator
(502) 696-3930

SECTION 1: COMPLAINANT INFORMATION

FIRST NAME	MI	LAST NAME	PHONE	ALTERNATE PHONE	EMAIL ADDRESS	
MAILING ADDRESS (street)			CITY		STATE	ZIP

SECTION 2: COMPLAINT DETAILS

Please indicate the basis of your complaint:

- Race
- Color
- National Origin

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):

	Name:	Address:	Phone:
1.	_____	_____	_____
2.	_____	_____	_____
3.	_____	_____	_____
4.	_____	_____	_____



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.)*

	<u>Name:</u>	<u>Address:</u>	<u>Phone:</u>
1.	_____	_____	_____
2.	_____	_____	_____
3.	_____	_____	_____
4.	_____	_____	_____

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.)*

- | | |
|--|---|
| <input type="checkbox"/> U.S. Department of Transportation _____ | <input type="checkbox"/> Office of Federal Contract Compliance Programs _____ |
| <input type="checkbox"/> Federal Highway Administration _____ | <input type="checkbox"/> U.S. Equal Employment Opportunity Commission _____ |
| <input type="checkbox"/> Federal Transit Administration _____ | <input type="checkbox"/> U.S. Department of Justice _____ |
| <input type="checkbox"/> Other _____ | |

Have you discussed the complaint with any KYTC representative? Yes No
If yes, provide the name, position, and date of discussion.

Name of KYTC Representative	Position of Representative	Date of Discussion

Do you have an attorney regarding this matter? Yes No
If yes, please provide attorney's contact information.

Name of Law Firm	Name of Representing Attorney
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: _____	Case #: _____
Processed by: _____	Date Referred: _____
Referred to: <input type="checkbox"/> U.S. DOT <input type="checkbox"/> FHWA <input type="checkbox"/> FTA <input type="checkbox"/> OFCCP <input type="checkbox"/> Other _____	



RECLAMO POR TÍTULO VI

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 Mero Street, 6th Floor West
Frankfort, KY 40622

Fax:
Kentucky Transportation Cabinet
Office for Civil Rights & Small Business Development
Attn: Discrimination Complaint Coordinator
(502) 696-3930

SECCIÓN 1: INFORMACIÓN SOBRE EL RECLAMANTE

NOMBRE	SEGUNDO NOMBRE	APELLIDO	TELÉFONO	TELÉFONO ALTERNATIVO	DIRECCIÓN DE CORREO ELECTRÓNICO
DIRECCIÓN POSTAL (calle)			CIUDAD	ESTADO	CÓDIGO POSTAL

SECCIÓN 2: INFORMACIÓN DEL RECLAMO

Indique el fundamento 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 determinación o las condiciones de la presunta discriminación. Explique lo más claramente posible lo que sucedió y por qué considera que su condición protegida (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:

	Nombre:	Dirección:	Teléfono:
1.	_____	_____	_____
2.	_____	_____	_____
3.	_____	_____	_____
4.	_____	_____	_____

RECLAMO POR TÍTULO VI

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: *(Agregue hojas adicionales si es necesario).*

	<u>Nombre:</u>	<u>Dirección:</u>	<u>Teléfono:</u>
1.	_____	_____	_____
2.	_____	_____	_____
3.	_____	_____	_____
4.	_____	_____	_____

Proporcione cualquier información adicional o fotografías, si corresponde, que considere que podrían ayudar en una investigación. *(Agregue hojas adicionales si es necesario).*

¿Se presentaron fotografías junto 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. *(Seleccione todas las opciones que correspondan)*

<input type="checkbox"/> Departamento de Transporte de EE. UU.	_____	<input type="checkbox"/> Oficina de Programas de Cumplimiento de Contratos Federales	_____
<input type="checkbox"/> Administración Federal de Carreteras	_____	<input type="checkbox"/> Comisión de Igualdad de Oportunidades de Empleo de los EE. UU.	_____
<input type="checkbox"/> Administración Federal de Transporte	_____	<input type="checkbox"/> Departamento de Justicia de los EE. UU.	_____
<input type="checkbox"/> Otro	_____		

¿Ha analizado el reclamo con algún representante del Gabinete de Transporte de Kentucky (KYTC)? Sí No
 De ser así, proporcione el nombre, el cargo y la fecha de análisis.

Nombre del representante de KYTC	Cargo del representante	Fecha del análisis

¿Cuenta con algún abogado para su caso? Sí No
 En caso afirmativo, proporcione la información de contacto del abogado.

Nombre del bufete de abogados	Nombre del abogado representante
Dirección postal	Teléfono

Explique brevemente qué recurso o acción está buscando para la presunta discriminación.

No podemos aceptar un reclamo sin firmar. Firme y escriba la fecha del reclamo a continuación.

Firma del reclamante	Fecha

ÚNICAMENTE PARA UNO INTERNO

Fecha en que se recibió el reclamo: _____	Caso n.º: _____			
Procesado por: _____	Fecha de la derivación: _____			
Derivado a: <input type="checkbox"/> Departamento de Transporte de EE. UU. (DOT)	<input type="checkbox"/> Programa de Carreteras en Territorios Federales (FHWA)	<input type="checkbox"/> Administración Federal de Transporte (FTA)	<input type="checkbox"/> Oficina de Programas de Cumplimiento de Contratos Federales (OFCCP)	<input type="checkbox"/> Otro _____

3. KYTC TITLE VI NOTICE TO THE PUBLIC



Andy Beshear
GOVERNOR

TRANSPORTATION CABINET

200 Mero Street
Frankfort, Kentucky 40601

Jim Gray
SECRETARY

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 programs and activities. It is KYTC's policy that no person in the United States of America shall, on the grounds of race, color, or national origin 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.





Andy Beshear
GOBERNADOR

TRANSPORTATION CABINET

200 Mero Street
Frankfort, Kentucky 40601

Jim Gray
SECRETARIO

AVISO AL PÚBLICO DE KYTC RESPECTO DEL TÍTULO VI

Kentucky Transportation Cabinet (KYTC) (Gabinete de Transporte de Kentucky) por la presente notifica que es política del organismo 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 relacionadas de No Discriminación en todos los programas y actividades. Es política de KYTC que ninguna persona en los Estados Unidos de América sea excluida de la participación, se le nieguen los beneficios o sea discriminada por motivos de raza, color u origen nacional en nuestros programas o actividades que reciben asistencia financiera federal.

Cualquier persona que considere que ha sido objeto de discriminación en virtud del Título VI y otras autoridades de no discriminación relacionadas tiene derecho a presentar una queja.

Para solicitar o recibir información adicional sobre sus obligaciones contra la discriminación, incluidos los procedimientos de denuncia, contacte a la persona que se indica a continuación o visite la oficina administrativa en la dirección que se indica abajo:

Kentucky Transportation Cabinet
Office for Civil Rights and Small Business Development Title VI Coordinator
200 Mero Street - Frankfort, KY 40622
Teléfono: 502-564-3601

Sitio web: <https://transportation.kv.gov/Civil-Rights-and-Small-Business-Development/Pages/Civil-Rights.aspx>

Para presentar una queja por discriminación, debe hacerse por escrito y enviarse a la dirección antes mencionada dentro de los 180 días de la presunta discriminación. Las quejas por escrito también pueden presentarse ante U.S. Department of Transportation/Federal Highway Administration (FHWA) (Administración Federal de Carreteras del Departamento de Transporte de EE. UU.) a más tardar 180 días después de la fecha de la presunta discriminación, a menos que la FHWA extienda el plazo de presentación, en la siguiente dirección: Office of Civil Rights, Attention: Title VI Coordinator, Federal Highway Administration, 1200 New Jersey Avenue., SE, Washington, DC 20590. Para atender a personas con dominio limitado del inglés, las quejas orales que requieran ser documentadas y/o traducidas también pueden presentarse en la dirección mencionada anteriormente.



4. I SPEAK CARDS



Interpretation Service Available

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

<p>Arabic عربي 🗣️</p> <p>أشركي لفتك. وسوف يتم جلب مترجم فوري لك. سيتم تأمين المترجم الفوري مجاناً.</p>	<p>Korean 한국어 🗣️</p> <p>귀하께서 사용하는 언어를 지적하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.</p>
<p>Armenian Հայերեն 🗣️</p> <p>Յոյց տուէք ո՞րն մէկ լեզուն ևը խօսիք՝ Թարգմանիչ ևը կարգուհանալ ևը անվճար. Թարգմանիչը ևը տրամադրուի անվճար.</p>	<p>Laotian ພາສາລາວ 🗣️</p> <p>ຊົ່ບອກພາສາທີ່ເຈົ້າເວົ້າໄດ້. ພວກເຮົາຈະຕິດຕໍ່ນາຍພາສາໃຫ້. ທ່ານບໍ່ຕ້ອງເສຍເງິນຄ່າແປໃຫ້ແກ່ນາຍແປພາສາ.</p>
<p>Cantonese 廣東話 🗣️</p> <p>請指認您的語言，以便為您提供免費的傳譯服務。</p>	<p>Mandarin 國語 🗣️</p> <p>請指認您的語言，以便為您提供免費的口譯服務。</p>
<p>French Français 🗣️</p> <p>Pointez vers votre langue et on appellera un interprète qui vous sera fourni gratuitement.</p>	<p>Polish Polski 🗣️</p> <p>Proszę wskazać swój język i wezwiemy tłumacza. Tłumacza zapewnimy bezpłatnie.</p>
<p>German Deutsch 🗣️</p> <p>Zeigen Sie auf Ihre Sprache. Ein Dolmetscher wird gerufen. Der Dolmetscher ist für Sie kostenlos.</p>	<p>Portuguese Português 🗣️</p> <p>Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.</p>
<p>Hindi हिंदी 🗣️</p> <p>अपनी भाषा पर इंगित करें और एक दुभाषिया बुलाया जाएगा। दुभाषिये का प्रबन्ध आप पर बिना किसी खर्च के किया जाता है।</p>	<p>Russian Русский 🗣️</p> <p>Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.</p>
<p>Hmong Hmoob 🗣️</p> <p>Taw rau koj hom lus. Yuav hu rau ib tug neeg txhais lus. Yuav muaj neeg txhais lus yam uas koj tsis tau them dab tsi.</p>	<p>Spanish Español 🗣️</p> <p>Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.</p>
<p>Italian Italiano 🗣️</p> <p>Puntare sulla propria lingua. Un interprete sarà chiamato. Il servizio è gratuito.</p>	<p>Tagalog Tagalog 🗣️</p> <p>Ituro po ang inyong wika. Isang tagasalin ang ipagkakaloob nang libre sa inyo.</p>
<p>Japanese 日本語 🗣️</p> <p>あなたの話す言語を指して下さい。無料で通訳を提供します。</p>	<p>Thai ไทย 🗣️</p> <p>ช่วยชี้ที่ภาษาที่ท่านพูด แล้วเราจะจัดหาสามให้ท่าน การใช้สามไม่ต้องเสียค่าใช้จ่าย</p>
<p>Khmer (Cambodian) ខ្មែរ (កម្ពុជា) 🗣️</p> <p>សូមចុះសញ្ជាតិអ្នក។ យើងនឹងហៅអ្នកបកប្រែភាសាកម្ពុជា។ អ្នកបកប្រែភាសានឹងជួយអ្នកដោយមិនគិតថ្លៃ។</p>	<p>Vietnamese Tiếng Việt 🗣️</p> <p>Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.</p>



5. 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)-696-3930
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 502-782-5566
Fax: 502-696-3930





Contact Information

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