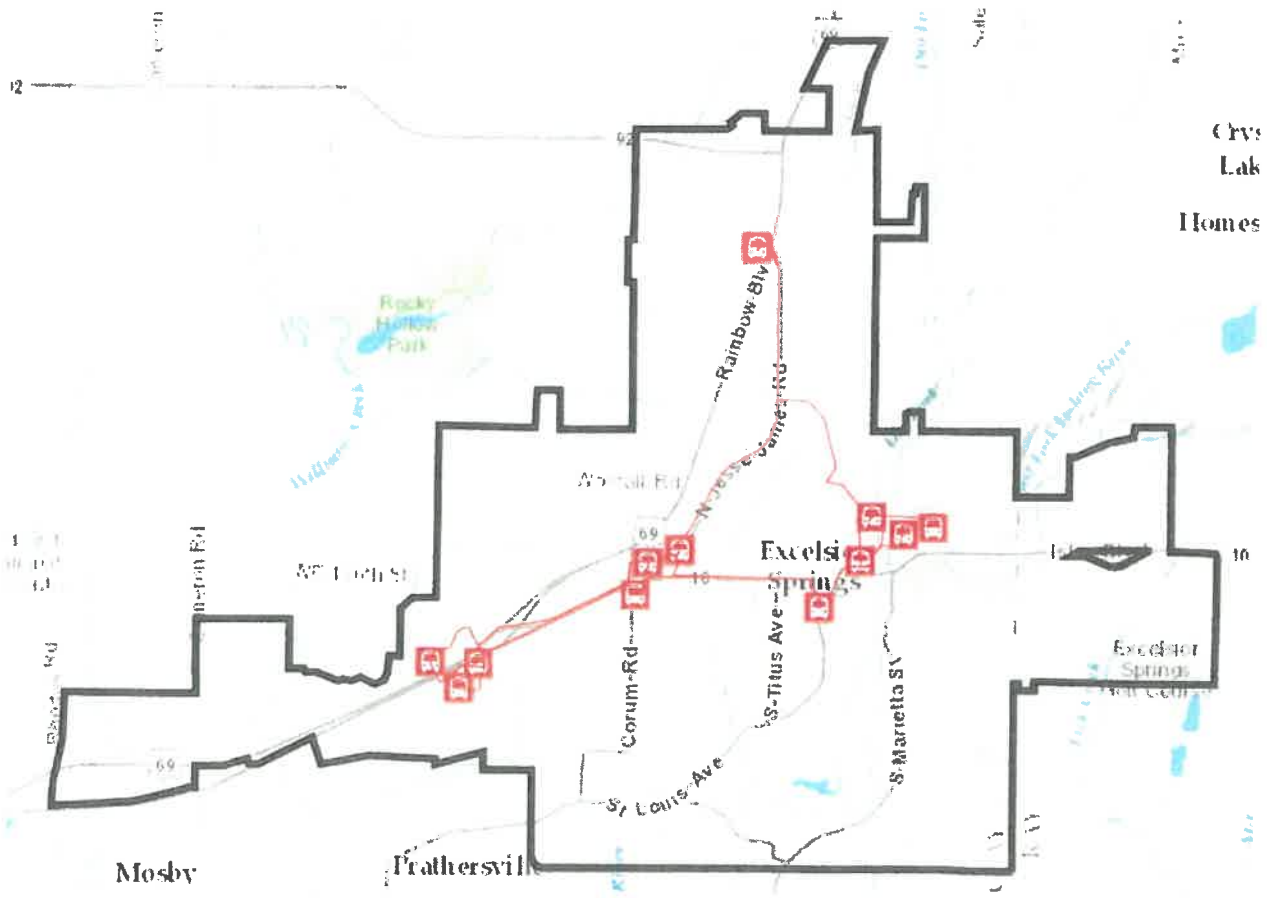


AGENCY INFORMATION

The City of Excelsior Springs Transportation's purpose is to provide public transportation to the citizens of Excelsior Springs for employment, medical, shopping, recreation.

The City of Excelsior Springs has provided public transportation since October of 1981 with a population growth to date of 11,084 residents.

In December 1921, voters in the City of Excelsior Springs adopted the City Manager form of government, becoming the first city in the State of Missouri to formally adopt this style of governing. The City Council is made of five members, elected at large, for terms of three years.



C. Notice to the Public

Notifying the Public of Rights under Title VI/ADA

Excelsior Springs Transportation posts Title VI/ADA notices on our agency's website, in public areas of our agency, in our board room, and on our buses and/or paratransit vehicles.

Excelsior Springs Transportation operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964.

Excelsior Springs Transportation operates its programs and services without discrimination against individuals with disabilities, in accordance with the Americans with Disabilities Act of 1990.

For more information on the City of Excelsior Springs Transportation's Title VI program, and the procedures to file a complaint, contact Transportation Coordinator at 816-630-0754 ex. 425; pbraden@ci.excelsior-springs.mo.us; or visit our administrative office at 201 East Broadway Excelsior Springs, MO 64024. For more information visit www.cityofesmo.com

If you believe you have been discriminated against on the basis of race, color, or national origin by Excelsior Springs Transportation, you may file a Title VI complaint by completing, signing, and submitting the agency's Title VI Complaint Form.

To obtain additional information about your rights under Title VI, contact: City of Excelsior Springs Transportation at 816-630-0754 ex. 425

How to file a Title VI/ADA complaint with Excelsior Springs Transportation:

1. www.cityofesmo.com to obtain a Complaint Form
2. In addition to the complaint process at www.cityofesmo.com complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights, Region 7, 1200 New Jersey Avenue SE Washington, DC 20590.
3. Complaints must be filed within 180 days following the date of the alleged discriminatory occurrence and should contain as much detailed information about the alleged discrimination as possible.
4. The form must be signed and dated, and include your contact information.

If information is needed in another language, contact 816-630-2000.

D. Procedure for Filing a Title VI/ADA Complaint

Filing a Title VI/ADA Complaint

The complaint procedures apply to the beneficiaries of Excelsior Springs Transportation's programs, activities, and services.

RIGHT TO FILE A COMPLAINT: Any person who believes they have been discriminated against on the basis of race, color, or national origin by Excelsior Springs Transportation may file a Title VI/ADA complaint by completing and submitting the agency's **Title VI/ADA Complaint Form**. Title VI/ADA complaints must be received in writing within 180 days of the alleged discriminatory complaint.

HOW TO FILE A COMPLAINT: Information on how to file a Title VI/ADA complaint is posted on our agency's website, and in public areas of our agency.

You may download the Excelsior Springs Transportation's Title VI/ADA Complaint Form at www.cityofesmo.com, or request a copy by writing to City of Excelsior Springs, Transportation, 201 E. Broadway Excelsior Springs, MO 64024. Information on how to file a Title VI/ADA complaint may also be obtained by calling Excelsior Springs Transportation at (816) 630-0754 ex. 4425.

You may file a signed, dated complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number.
- Specific, detailed information (how, why and when) about the alleged act of discrimination.
- Any other relevant information, including the names of any persons, if known, the agency should contact for clarity of the allegations.

Please submit your complaint form to City of Excelsior Springs Transportation 201 E. Broadway Excelsior Springs, MO 64024.

COMPLAINT ACCEPTANCE: Excelsior Springs Transportation will process complaints that are complete.

Once a completed Title VI/ADA Complaint Form is received, Excelsior Springs Transportation will review it to determine if Excelsior Springs Transportation has jurisdiction. The complainant will receive an acknowledgement letter informing them whether or not the complaint will be investigated by Excelsior Springs Transportation.

INVESTIGATIONS: Excelsior Springs Transportation will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, Excelsior Springs Transportation may contact the complainant. Unless a longer period is specified by Excelsior Springs Transportation, the complainant will have ten

(10) days from the date of the letter to send requested information to the Excelsior Springs Transportation investigator assigned to the case.

If the requested information is not received within that timeframe the case will be closed. Also, a case can be administratively closed if the complainant no longer wishes to pursue the case.

LETTERS OF CLOSURE OR FINDING: After the Title VI/ADA investigator reviews the complaint, the Title VI/ADA investigator will issue one of two letters to the complainant: a closure letter or letter of finding (LOF).

- A closure letter summarizes the allegations and states that there was not a Title VI/ADA violation and that the case will be closed.

- A Letter of Finding (LOF) summarizes the allegations and provides an explanation of the corrective action taken.

If the complainant disagrees with Excelsior Springs Transportation's determination, the complainant may request reconsideration by submitting the request in writing to the Title VI/ADA investigator within seven (7) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the reconsideration. Excelsior Springs Transportation will notify the complainant of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, Excelsior Springs Transportation will issue a determination letter to the complainant upon completion of the reconsideration review.

A person may also file a complaint directly with:

Missouri Department of Transportation
External Civil Rights Division
Title VI/ADA Coordinator
1617 Missouri Blvd. P.O. Box 270
Jefferson City, MO 65102-0270

Federal Transit Administration
Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590

If information is needed in another language, contact Excelsior Springs Police Department 301 S. Main St. Excelsior Springs, MO 64024 or (816) 630-2000.