

**LAWRENCE TRANSIT**  
**2026-2028 TITLE VI PROGRAM UPDATE**

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Submitted by:  
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## I. INTRODUCTION

Lawrence is a diverse and multifaceted city that provides many of the amenities of a large metropolitan area, while still maintaining a strong sense of community. Located in Northeast Kansas, Lawrence is just 45-minutes west of Kansas City, and 30-minutes east of Topeka, the state capital. Lawrence offers a rich and fascinating history, a wide range of exciting cultural experiences, nationally recognized educational institutions, and some of the most unique and enjoyable shopping opportunities in the Midwest. Lawrence is home to the University of Kansas (KU) and Haskell Indian Nations University.

KU operates KU on Wheels (KUOW) which has been in operation since 1971. KU operated for 36 years as a student-run system before becoming a part of KU Transportation Services in 2007. The City of Lawrence launched Lawrence Transit in 2000. Beginning with a coordination study in 2006, Lawrence Transit and KU have worked together to coordinate their fixed route services, despite having two separate governing bodies and funding sources. To appear as a single seamless service, a single joint Transit Guide is published annually, two jointly funded routes are operated, both services put out a single RFP for a purchased-transportation contract and select the same provider for operations and maintenance activities, and share a single, KU-owned transit facility for operating and maintenance activities. Together, city and university transit services provided 2.51 million rides in 2024.

Working together, Lawrence Transit and KU have received multiple ridership awards in FTA Region 7, an APTA AdWheel award for the coordinated Transit Guide, and achieved efficiencies in almost every area in operations.

Other transportation services are provided in Lawrence and Douglas County by a variety of non-profit, public and quasi-public agencies such as Independence, Inc. and the Douglas County Senior Resource Center for disabled, elderly and general public use.

Lawrence Transit has updated its Title VI Program as required by the Federal Transit Administration (FTA) and to further ensure that the level and quality of Lawrence Transit fixed route and demand-response services are provided pursuant to Title VI of the Civil Rights Act of 1964. That is:

*"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."(42 U.S.C. 2000d)*

Lawrence Transit, as a recipient of federal financial assistance, will ensure full compliance with Title VI of the Civil Rights Act of 1964, as amended and related statutes and regulations in all

Lawrence Transit programs and activities. Lawrence Transit provides, without regard to race, color, or national origin:

- The benefits of public transit services are provided responsively throughout the service area;
- A level and quality of transit services that are sufficient to provide equal access and mobility for all persons;
- Opportunities to participate in the transit planning and decision making processes;
- Fair decisions on the location of transit services and facilities;
- A program is in place to correct any discrimination, whether intentional or unintentional; and
- Meaningful access to programs and activities by persons with limited English proficiency (LEP).

These objectives are the basis for the Lawrence Transit Title VI program.

The program that follows was updated in conformance with FTA C 4702.1B (October 1, 2012). The new guidance in this circular integrates the responsibilities to Limited English Proficient (LEP) persons into the programs.

This program contains all the elements required of a transit provider operating in an urbanized area of less than 200,000 in population and operating less than fifty vehicles in peak service. It supersedes Lawrence Transit's Title VI Program of 2023-2025, and is effective December 1, 2025. It has been prepared using data from the 2020 U.S. Census, as well as the 2023 American Community Survey 5-Year Estimates Detailed Tables (Table C16001).

## II. GENERAL REQUIREMENTS

### 1. Annual Certifications and Assurances

Lawrence Transit submits its annual Certifications and Assurances to the Federal Transit Administration each year in accordance with the requirement to do so within 90 days from the date of the publication of the notice in the Federal Register or with the first grant application, whichever comes first. The most recent submission was in August 2025. Updated Certifications and Assurances will be submitted each year.

### 2. Notice to Beneficiaries

Lawrence Transit's Notice to Beneficiaries – Know your Right's posters in both English and Spanish are posted in the public area of the Lawrence Transit offices at Central Station, on the website [www.lawrencetransit.org](http://www.lawrencetransit.org), the service provider's reception area, in all public transit vehicles, and the University of Kansas offices of Parking and Transit. In addition, a copy of the Notice to Beneficiaries is attached as Appendix A to this program update.

### 3. Title VI Complaint Procedures

In order to comply with 49 CFR Section 21.9 (b), the following complaint procedures will be followed by Lawrence Transit in the event that any person believes that he or she, individually, or as a member of any specific class of persons, has been excluded from participation in, been denied the benefits of, or been subjected to discrimination on the basis of race, color, or national origin, with regard to:

- the availability and distribution of transit services and benefits;
- the level and quality of transit services that are sufficient to provide equal access and mobility for all persons
- the opportunity to participate in the transit planning and decision-making processes; and,
- the right to fair decisions on the location of transit services and facilities.

Any person who believes he/she has been subjected to any unlawful discriminatory practice under Title VI may file a complaint by:

- Calling Customer Service at (785) 864-4644
- Sending an e-mail to [info@lawrencetransit.org](mailto:info@lawrencetransit.org)
- Completing and submitting Title VI Complaint Form on the website [www.lawrencetransit.org](http://www.lawrencetransit.org)
- Delivering or mailing written complaints to the Title VI Coordinator

In addition, complaints can be filed directly to the following:

Transit Title VI Coordinator  
City of Lawrence, KS  
PO Box 708  
6 East 6<sup>th</sup> Street  
Lawrence, KS 66044

or

Federal Transit Administration,  
Office of Civil Rights  
Attn: Title VI Program Coordinator  
1200 New Jersey Avenue, SE  
Washington, DC 20590  
United States  
(888) 446-4511

Upon request, assistance in filing a complaint will be provided to any person(s) that are unable to read, write, or have limited English proficiency.

If assistance is required, the complainant will be required to sign and date the transcript of a verbal complaint. Refusal to sign the complaint will provide basis for administrative closure of the complaint. No unsigned, undated complaints will be considered.

Title VI and Civil Rights complaints must be filed within 180 days of alleged incident and must be signed. At a minimum, complaints shall include the following items:

1. Name, address, and phone number of the complainant.
2. Name and location of the city entity delivering the service.
3. A description of the incident that led the complainant to feel discrimination occurred.
4. The basis of the complaint (race, color, or national origin) must be stated.
5. Names, addresses, and phone numbers of other persons who may have knowledge of the alleged discrimination.
6. The date or dates on which the alleged discrimination occurred.

A copy of Lawrence Transit's Title VI Complaint Form is attached as Appendix B to this program update.

### Complaint Processing

Upon receipt of a Title VI complaint, the Lawrence Transit investigator (Title VI Coordinator or City Attorney) will review the complaint for completeness, will assign a case number, and will send the complainant a letter acknowledging receipt of complaint, and whether the complaint has been accepted or rejected.

A complaint must meet the following criteria for acceptance:

- The complaint must be filed within 180 days of the alleged occurrence.
- The allegation must involve a covered basis such as race, color or national origin.
- The allegation must involve a Lawrence Transit service of a Federal-aid recipient, sub-recipient or contractor.

A complaint may be dismissed for the following reasons:

- The complainant requests to withdraw the complaint.

- The complainant fails to respond to repeated requests for additional information needed to process the complaint.
- The complainant cannot be located after reasonable attempts.

Lawrence Transit has up to 30 days to investigate the complaint. If additional information is needed, the investigator may contact the complainant or request an acknowledgement letter. The complainant has 30 days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the requested additional information within 30 days, Lawrence Transit can administratively close the case. A case may also be administratively closed if the complainant no longer wishes to pursue the case.

Upon completion of the investigation, the investigator will either send a Closure Letter or a Letter of Finding. A Closure Letter will summarize the allegations, identify persons interviewed, and will state the factors resulting in the determination that no Title VI violation occurred, and the case will be closed.

A Letter of Finding will summarize the allegations, identify persons interviewed, and will explain whether any disciplinary action, additional staff training, or other action will occur.

Notice shall include information regarding appeal rights of the complainant and instructions for initiating such an appeal. A complainant has 10 days to appeal either decision. If new and pertinent information is presented in the appeal, the Title VI coordinator may reconsider the determination.

If the complainant is dissatisfied with the determination and/or resolution set forth, the same complaint may be submitted to FTA for investigation at:

Federal Transit Administration,  
Office of Civil Rights  
Attn: Title VI Program Coordinator  
1200 New Jersey Avenue, SE  
Washington, DC 20590  
United States  
(888) 446-4511

Note: Title VI and Civil Rights complaints must be filed within 180 days of alleged incident and must be signed.

#### **4. Record of Title VI Investigations, Complaints, and Lawsuits**

As required by 49 CFR Section 21.9(b), Lawrence Transit maintains a list of all investigations, complaints and lawsuits against Lawrence Transit alleging discrimination on the basis of race, color, or national origin, which are investigated by entities other than FTA. The list includes the date the complaint or lawsuit is filed, summary of allegations, status of investigation, complaint

or lawsuit, actions taken by Lawrence Transit, and final findings related to the investigation, complaint, or lawsuit.

For the reporting period of October 1, 2022 through August 31, 2025 no formal Title VI complaints were received, and no Title VI lawsuits have been filed with the Federal Transit Administration, the City’s Attorney’s Office, or with the Title VI Coordinator.

## 5. Subrecipients

Lawrence Transit has no subrecipients of our FTA funds.

## 6. Constructed Facility

Lawrence Transit has not constructed any “facilities” as defined in FTA C 4702.1B, so no equity analysis during the siting process was required. Our “Central Station”, a transit station finished construction and was open to the public in 2023. The planning, design, and construction of this station went through a lengthy public process and analysis. The location analysis for this bus transfer station can be found at this address [https://lawrencetransit.org/wp-content/uploads/2020/05/Bus-Transfer-Location-Analysis\\_compressed.pdf](https://lawrencetransit.org/wp-content/uploads/2020/05/Bus-Transfer-Location-Analysis_compressed.pdf).

## 7. Governance

Lawrence Transit is governed by the Lawrence City Commission, which consists of five elected board commissioners. A seven-member advisory board called Connected City is made up of individuals appointed by the Mayor to advise City Commission for the purpose of considering, developing, and providing policy advice to fulfill the Connect City Strategic Plan Outcome. Emphasis has been placed on recruiting committee members from the whole community.

Lawrence Transit encourages anyone who expresses interest in becoming a Connected City Advisory Board member to fill out the short application form available on any boards page at <https://lawrenceks.civicweb.net/Portal/5382/BoardsandCommissions/>. Table 2 – Non-Elected Connected City Advisory Board Members illustrates the breakdown of Connect City Advisory Board members by race. The Director of Municipal Services and Operations (MSO) and the two Assistant Directors of MSO act as liaisons between Transit, Connected City, the City Manager, and the City Commission. Connected City meets on the third Monday of each month. Notice of upcoming Connected City meetings are posted on the City of Lawrence website. Connected City meetings are open to the public.

Table 2 – Non-Elected Public Advisory Board Members

| <b>Connected City Member</b> | <b>Race/Ethnicity</b> | <b>Term Expires</b> |
|------------------------------|-----------------------|---------------------|
| Nicholas Kuzmyak             | White                 | 09-01-2027          |
| Hilary Carter                | White                 | 09-01-2027          |
| Katy Andrus                  | White                 | 09-01-2027          |

|                      |       |            |
|----------------------|-------|------------|
| Ryan Reza            | Asian | 09-01-2026 |
| Michael Wasikowski   | White | 09-01-2028 |
| Jenny Trucano Muller | White | 09-01-2025 |
| Sara Arendale        | White | 09-01-2026 |

Table 2. Race/Ethnicity data was self-identified by board member.

All public and Connected City meetings are held in locations that are accessible by public transit and are compliant with the Americans with Disabilities Act. Upon advance notice deaf interpreters, translators, and Braille documents are provided for public meetings. Other requests for alternate formats would be met upon request. No requests have been made for alternate languages or formats since the creation of this committee on February 1, 2025.

Lawrence Transit staff will continue to serve as technical liaisons to boards, commissions and committees of organizations and community partners that advocate for these impacted populations. The needs of affected populations are sometimes best articulated through the agencies they have affiliations with. Acting as liaisons, advocates share the barriers consumers face, and remediation or explanation is filtered through these organizations.

#### **8. Commissioners’ Resolution Approving Updated Title VI Program**

On September 16, 2025 the City Commission of Lawrence Kansas approved the updated Title VI Program. Appendix E - Updated Title VI Policy Statement represents the updated and approved Title VI Policy Statement for all Lawrence Transit services and programs.

#### **9. Provision of Additional Information to the FTA**

Lawrence Transit will provide the Federal Transit Administration (FTA) additional information upon request. Such information may be related to, but not limited to, investigation of complaints of discrimination or to resolve concerns about possible noncompliance with Title VI. In addition, Lawrence Transit will submit an updated Title VI Program to the FTA’s regional civil rights officer once every three (3) years, by October 1<sup>st</sup>.

### III. PUBLIC PARTICIPATION

The Lawrence Transit public participation strategy offers early and continuous opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions. Engagement of the public in service planning and development is at the forefront of a responsive operation. The ongoing public participation planning ensures that:

- Potentially affected community members will have an appropriate opportunity to participate in decisions about a proposed activity that will affect their environment and/or health and their ability to participate in life supporting activities;
- The public's contribution will influence Lawrence Transit's decision making;
- The concerns of all persons and groups participating in the process will be considered in the decision-making process; and
- Lawrence Transit will seek out and facilitate the involvement of those potentially impacted.

Lawrence Transit uses a variety of communication mechanisms to ensure those residing in minority census tracts and those living in non-minority census tracts, persons with low-income, persons with disabilities, and persons with limited English proficiency have an opportunity to participate in service development and changes. Lawrence Transit currently reaches out via:

- News releases;
- Website;
- Social media;
- Posters on transit vehicles; and
- Posters in transit offices.

#### 1. Public Participation Plan

Public involvement is a necessary and integral part of Lawrence Transit System's planning process. A copy of the Lawrence – Douglas County MPO and Lawrence Transit Public Participation Plan can be found at [2022 Public Participation Plan](#). The Lawrence Transit Public Outreach Activities for 2022 - 2025 is included as Attachment D. Lawrence Transit reviews all routes and schedules on an annual basis to determine if adjustments are necessary for the following year. Public open houses are held early in the year to collect information from the public on community transportation services, whether changes are planned or not.

Lawrence Transit will follow its Public Participation Plan (PPP) when any of the following are proposed:

- Fare Increases
- Service reductions exceeding five percent

For service or schedule changes that do not meet the 5% threshold, Lawrence Transit will post

notices on transit vehicles, in transit facilities, on the Lawrence Transit website, and send them to local media outlets. Ideally notice will be made two weeks in advance, but at a minimum of seven days in advance.

## **2. Process**

### **Service and Fare Changes**

The City of Lawrence shall not propose and/or consider an increase in the regular passenger fare per trip within 12 months of the last fare increase without a majority vote of the advising board authorizing the increase proposal. Any increase in rates or fares shall be reviewed by Connected City and approved. Prior to approval, the public shall be given an opportunity to make comment on the proposed fare increase using tools at the Consult level of the Community Engagement Spectrum with Techniques Toolbox.

A major service reduction shall be any reduction in system-wide service hours exceeding five percent (5%) of the current number of daily service hours provided. Any major service reduction shall be reviewed by Connected City and approved. Prior to approval, the public shall be given an opportunity to make comments on the proposed service reduction, using tools at the Consult level of the Community Engagement Spectrum with Techniques Toolbox.

The toolbox and more information about public participation with Lawrence Transit can be found in the most recent Lawrence – Douglas County Public Participation Plan.

### **Capital Planning**

All capital projects such as facility and bus procurements go through the same public process as service and fare changes but are also programmed into the Lawrence-Douglas County Metropolitan Planning Organization's (L-DCMPO) Transportation Improvement Plan (TIP), and State of Kansas Transportation Improvement Program (STIP) which goes through their public process, as well.

Lawrence Transit works in concert with the Lawrence-Douglas County Metropolitan Planning Organization (L-DCMPO) on long range planning. Projects for replacement of vehicles and facility improvements are included on the Transportation Improvement Plan (TIP) which is vetted through an extensive public participation process.

## **3. Addressing Comments**

Lawrence Transit appreciates and gives careful, thoughtful consideration to all comments received, whether they are solicited during the public process or if they are submitted any other time during the year.

## **4. Surveys**

Lawrence Transit conducts periodic surveys on the fixed-route and paratransit systems. Examples of past surveys include a route redesign study, K-10 corridor study, comprehensive operational analysis, East Lawrence amenities, service coordination, accessibility, and service satisfaction. Survey work was also performed in relation to the Lawrence-Douglas County Public Participation Plan.

## 5. Outreach

In addition to opportunities for public comment in the event of route / schedule changes or fare increases, Lawrence Transit staff also participate in many community events to provide information on our services. These include small and large, presentations, in-person tabling, and travel training to help riders navigate the system. Our outreach planning includes efforts to reach out to organizations that primarily serve populations of minority races and organizations that serve those with limited English-speaking ability. For example, Lawrence Transit participates in a few events a year at Haskell Indian Nations University (a four-year Native American college) and Lawrence Transit participates yearly in events such as the Multi-cultural Fair at Lawrence High School. Additionally, for the families of international students and others who are new to the community, transit staff has worked with Small World English and International Services and Centro Hispano who teach LEP persons about the public transit services and provide detailed route planning so they can use the system to access community resources.

A summary of the types of events and number of people reached (Table 3) and the main audience of our events and the number of people reached per audience (Table 4) since our last update are included in this section below. This summary includes events attended or held by Lawrence Transit to connect with the community; it does not include our targeted survey to solicit public participation for large projects that involve capital or changes to the service.

Appendix D is a listing of public engagement activities from the past three years. The first table is a list format of all our outreach since the last update, and the second part is a link to our Policies, Studies, and Public Input page.

**Table 3. A summary of the types of Events Held by Lawrence Transit since the last Title VI Update and the number of people reached.**

| Type of Event      | Sum of # of People |
|--------------------|--------------------|
| In-person Outreach | 1612               |
| Large Event        | 4080               |
| Partners           | 55                 |
| Presentation       | 106                |
| Small Event        | 385                |
| Travel Training    | 415                |
| <b>Grand Total</b> | <b>6677</b>        |

**Table 4. A summary of the main audience for each event held by Lawrence Transit since the last Title VI Update and the number of people reached.**

| <b>Main Audience</b>        | <b>Sum of # of People</b> |
|-----------------------------|---------------------------|
| Bus Riders                  | 209                       |
| City Staff                  | 45                        |
| Faith-Based Organizations   | 10                        |
| General Public              | 4503                      |
| HINU Students               | 405                       |
| Human Service Providers     | 14                        |
| K-12 Elementary Students    | 260                       |
| K-12 High School Students   | 120                       |
| K-12 Middle School Students | 35                        |
| KU Students                 | 17                        |
| People with disabilities    | 20                        |
| Pre-Kindergarten Children   | 320                       |
| Senior Citizens             | 611                       |
| Women                       | 88                        |
| (blank)                     | 20                        |
| <b>Grand Total</b>          | <b>6677</b>               |

## IV. LANGUAGE ASSISTANCE PLAN

Lawrence Transit's Language Assistance Plan incorporates all reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of the Transit District's programs and activities for LEP individuals. English Proficient (LEP) persons refer to:

*Persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all.*

The plan has the following key elements:

- Identification of LEP individuals who need language assistance in the Lawrence Transit service area (using the four-factor analysis that follows);
- Determination of the appropriate language assistance measures based on what is learned;
- Training of all employees regarding LEP policies and procedures;
- Providing notification to LEP persons of the language services offered by Lawrence Transit; and,
- Procedures to monitor and update the Language Assistance Plan.

As a recipient of federal funding, Lawrence Transit must take reasonable steps to ensure meaningful access to the information and services it provides. The United States Department of Transportation identifies four factors that should be considered by a recipient of federal funds in assessing the needs of LEP persons and for implementing a plan to address those needs. This analysis helps Lawrence Transit determine if it communicates effectively with LEP persons and supports language access planning.

This **Four Factor Analysis** is a local assessment that considers:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by Lawrence Transit;
2. The frequency with which LEP persons encounter Lawrence Transit services and programs;
3. The nature and importance of Lawrence Transit services and programs in people's lives; and,
4. The resources available to Lawrence Transit for LEP outreach, as well as the costs associated with that outreach.

The DOT Policy Guidance gives recipients of federal funds substantial flexibility in determining what language assistance is appropriate based on a local assessment of the four factors listed above. The following is an assessment of need in Lawrence Transit's service area in relation to the four factors and the transportation planning process.

**FACTOR 1: Number or Proportion of LEP Persons Served or Encountered by Lawrence Transit Staff**

The first step in this process is to understand the proportion of LEP persons who may encounter any of the services provided by Lawrence Transit, their literacy skills in English and their native language, the location of their communities and neighborhoods, and if they are underserved because of a language or other socio-economic barrier. The data used for the review included U.S. Census Bureau 2020 Decennial Census as well as the 2023 American Community Survey 5-Year Estimates. Currently, Lawrence Transit only operates local fixed-route, complimentary Americans with Disabilities Act (ADA) paratransit, and overnight demand-response services within the incorporated area of Lawrence, Kansas. Therefore, only demographics representing City of Lawrence were used in this analysis.

For the purposes of this LEP Plan, persons that identified themselves during the 2023 American Community Survey 5-Year Estimates as speaking English “not well” or “not at all” are considered LEP persons. Table 1 shows the number and the proportion of persons who are five years of age or older and who are identified as being LEP. Of the Lawrence population, about 2.3% of persons residing within the service area are identified as being LEP.

**Table 1: Identifying Limited English Proficient Individuals**

|                                       |         |
|---------------------------------------|---------|
| Lawrence Population 5 Years and Older | 90,345* |
| Lawrence LEP Population               | 2059**  |
| LEP Percentage of Population          | 2.3%**  |

\*Source: 2020 Decennial Census

\*\*Source: 2023 American Community Survey 5-Year Estimates Detailed Tables (Table C16001). ACS data is an estimate, so these numbers have a certain level margin of error associated with them.

Table 2 shows population of language spoken at home for the population 5 years and over who are identified as LEP persons. Of the LEP persons within the city, the two most common languages are Spanish and Chinese. The next most common are Vietnamese and other Indo-European languages. All languages that have a population greater than zero of speakers who fall in the LEP category are listed in the chart. The percentage of the population is calculated by taking the number of speakers and dividing it by the total population 5 years and older of Lawrence.

**Table 2: Language Spoken by LEP Population**

|   |     | %    |
|---|-----|------|
| Spanish                                 | 934 | 1.0% |
| Chinese (incl. Mandarin, Cantonese)     | 928 | 1.0% |
| Vietnamese                              | 365 | 0.4% |
| German or other West Germanic Languages | 129 | 0.1% |
| Tagalog (incl. Filipino)                | 26  | 0.0% |
| Other Indo-European                     | 358 | 0.4% |
| Korean                                  | 3   | 0.0% |

|                      |      |      |
|----------------------|------|------|
| Arabic               | 141  | 0.2% |
| Other Speaking       | 109  | 0.1% |
| Total LEP Population | 2059 | 2.3% |

Source: 2023 American Community Survey 5-Year Estimates Detailed Tables (Table C16001). ACS data is an estimate, so these numbers have a certain level margin of error associated with them.

In summary, 2.3% of the Lawrence, KS population is identified as being LEP. The large majority of LEP persons within the city either speak Spanish or Chinese.

## FACTOR 2: Frequency of LEP Individuals Contact with Lawrence Transit Programs and Services

To better understand the frequency with which LEP persons encountering Lawrence Transit services, staff assessed recent customer service and operations staff surveys (September 2025) seeking the frequency with which Lawrence Transit has contact with LEP individuals seeking assistance. Contact is summarized below in Table 3. This assessment included:

- Communications with Lawrence Transit personnel and service contractors. This included drivers which have direct contact with patrons and customer service personnel provide operational information to patrons both in person and by telephone.
- A historical review of requests by LEP individuals to utilize the interpreting and translating services.

**Table 3: Frequency of Contact per Language**

|                     | Spanish | Chinese | Asian or Other Pacific Island Language | other Indo-European Language | Other Language |
|---------------------|---------|---------|--|------------------------------|----------------|
| Daily/Every day     | 3       | 2       | 1                                      |                              | 2              |
| Weekly              | 7       | 4       | 3                                      | 1                            | 1              |
| Monthly             | 4       | 2       | 2                                      | 1                            | 1              |
| Couple times a year | 2       | 2       | 1                                      | 2                            | 1              |
| Yearly or less      | 0       |         | 1                                      | 1                            |                |
| Total               | 16      | 10      | 8                                      | 5                            | 5              |

Due to the nature of the transit, the opportunity for LEP contact with drivers and customer service staff is ongoing, as LEP persons may rely on the bus for all their transportation needs. This could result in daily or weekly contact with the same individuals. Transit administration staff surveyed about the frequency of interactions with LEP persons from drivers, demand-response staff and customer service staff. These interactions are summarized above in Table 3: Frequency of Contact per Language. Staff surveys indicated that most drivers interact with LEP persons on average weekly or less frequently than weekly and that Spanish was the most common language of contact. During the past three years, no formal requests have been made to transit administration or communications staff for LEP assistance or for translated documents. The results found that there is relatively small interaction with the LEP individuals.

One would assume local universities would have a higher need for assistance with LEP due to

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their diverse population. However, in speaking with Haskell Indian Nations University specifically, transit staff was told most incoming students speak English as their first language. Likewise, KU International Student Services confirms international students do not typically request alternate formats, as it is their intention to learn English to the best of their abilities. The KU Department of International Student Services provides their own assistance to students. Both universities are aware of Lawrence Transit's LEP program, and know assistance is provided upon request.

### **Factor 3: The Nature and Importance of the Program, Activity, or Service provided by Lawrence Transit to the Community.**

Lawrence Transit provides regular public transit service to LEP individuals. In the survey of Lawrence Transit personnel having direct contact with LEP transit patrons, operators and staff indicated that they can primarily communicate with LEP populations using translation apps on their phone or computer. Occasionally, when translations are more complicated, they will switch to Proprio. Because of the essential nature of the services and the importance of these programs in the lives of the region's residents, there is a need to ensure that language is not a barrier to access.

Using the information gathered from the demographic analysis above, employee experience, community partner observations and customer comments, Lawrence Transit will provide the outreach necessary to ensure access is not compromised because of a language barrier.

The 2023 American Community Survey 5-Year Estimates indicate that it is probable that Lawrence Transit staff will interact with LEP persons at some point in the future. Lawrence Transit is prepared to meet future LEP needs and will adjust the efforts as necessary. Transit staff will continue to work with local universities and community organizations to measure the need for these services.

### **Factor 4: Availability of Resources & Accommodation Costs**

The fourth and final factor of the analysis weighs the preceding three factors to assess the needs of LEP persons within the Lawrence Transit service area with the resources available and the costs of providing access. As shown above, there is a small population of LEP persons in the Lawrence area. Given the small size of the LEP population, there does not appear to be a need to produce planning documents, programs, and general information in languages other than English currently. However, as shown in the LEP Implementation Plan below, Lawrence Transit is committed to including all residents in the transit planning and decision-making process. To that end, this LEP Plan will be reviewed on an ongoing basis to assess whether there are any significant changes in need and to ensure that language barriers are not preventing LEP persons from participating meaningfully in the transit service planning and decision-making process.

Lawrence Transit is a relatively small urban transit system, with a correspondingly small budget. Lawrence Transit has carefully explored the most cost-effective means of delivering competent and accurate language services to accommodate LEP individuals in the Lawrence

Transit service area. This included identifying what language assistance resources are readily available, the cost of a contract with a company to provide professional telephonic “instant” conferencing interpretation services in various languages (Propio), the cost of professional language interpreters, which documents should be translated, taking an inventory of available local organizations that Lawrence Transit could partner with for outreach efforts, and determining what, if any, Lawrence Transit staff training is needed to implement language assistance measures. Lawrence Transit has determined there are adequate resources to provide language assistance, document translation, and interpretation services as requested and to remain compliant with Title VI requirements.

## **Language Assistance Measures**

If the MPO should receive a request for assistance in a language other than English, staff members will take the name and contact information of the person. If the person speaks Spanish, the MPO may be able to use City of Lawrence employees who speak Spanish as interpreters or use one of the following resources available for language translation:

- Use a free online written or verbal translator website or app
- Contact a local volunteer if one is available
- Contact the University of Kansas language departments
- Utilize the telephone interpreter service, Propio Language Services at 1-855-293-8133
- Contact one of the identified community organizations that have encountered populations with limited English proficiency to ask for their assistance

The following measures are used to communicate to the public, including LEP persons, of their rights under Title VI, and how they can access language assistance when needed, free of charge. These measures and actions are reviewed on an ongoing basis to reduce language barriers in relation to the Lawrence Transit services.

## **Website**

Lawrence Transit posts our Notice to Beneficiaries – Know your Rights poster and the complaint form on our website at [www.lawrencetransit.org](http://www.lawrencetransit.org) in both English and Spanish under the Civil Rights tab. In addition, the Title VI complaint procedures are readily available.

The Lawrence Transit website may be translated into several different languages using free online translation services such as Google Translate. Similarly, Lawrence Transit information, meeting agendas and minutes may be translated using available free online translation services and/or Microsoft Translation Services software feature. When requested these services may be the first response to aiding LEP individuals, ideally these services will be available within the first 24-48 hours after the language is requested. The contract with Propio, described below is also a reliable service used for translation and/or interpretation needs.

## **Verbal or In-Person Assistance**

Lawrence Transit staff currently uses language identification cards in offices or in the fields when first encountering an individual with LEP. These cards, provided by our contracted interpretation and translation services provider, Propio Language Services, have a point to your language page with 36 different languages. Staff can then call Propio and secure an interpreter to assist.

Lawrence Transit service area includes number of language departments at the University of Kansas campus in Lawrence, which could possibly be used as a resource in serving the area's LEP population. Availability for this type of partnership would be on a case-by-case basis.

## **Notices, Signs, and Postings**

Lawrence Transit uses many avenues to notify the public about their rights to free language assistance services for our public transit system. Route and schedule information currently includes a statement offering alternative formats and languages upon request. In addition, Lawrence Transit does the following:

- Post Notice to Beneficiaries – Know Your Rights posters in English and Spanish on Lawrence Transit vehicles;
- Post Know Your Rights posters in the Transit Office and facilities, the KUOW Office, City Hall, and other locations as determined where LEP persons may see it;
- Provide translation, upon request, for all Lawrence Transit route guide and informational documents;

## **Staff Training and Outreach**

Training is an on-going activity. New transit staff, including drivers, receive information on the Title VI policy as well as other groups for which discrimination is prohibited, when hired. Discrimination in the provision of public transit services will not be tolerated and complaints asserting discrimination will be fully investigated.

An understanding of the importance of customer service barring discrimination will be reinforced through a variety of mechanisms. They will include, but not be limited to:

- Customer Service/Language Assistance will be a periodic topic at monthly Operations Staff Meetings.
- Road supervisor, observations of drivers and their passenger interactions will continue to be reviewed by senior staff. Language encounters should be noted whenever possible.

- Refresher training will be provided immediately with drivers when they are observed lacking sensitivity or responding inappropriately to persons with limited English proficiency.
- Distribution of the Language Identification Flashcards will be made available to all management, operational supervisors and customer service personnel.
- Human resource posters focusing on diversity and cultural sensitivity may be placed in areas of high visibility and updated when necessary.
- Sharing and training on use of new language assistance technologies as they become available.

### **Providing Notice to LEP Persons**

As was stated previously, LEP persons will be notified of the language services available through Lawrence Transit by the following means:

- On-board posters
- Posting signs at the entry point of the facility and at intake areas
- Website posting
- Notice on route guide

### **Monitoring and Updating the LEP Plan**

All contractors and transit staff are instructed to refer requests for documents or written alternate language assistance to the Lawrence Transit Administrative Office, which will provide the assistance. This plan will be reviewed, to determine whether there have been changes in the Lawrence area LEP population demographics, types of Lawrence Transit services, or other needs which indicate a need to update/expand Lawrence Transit language assistance services. At a minimum, this review will follow the Lawrence Transit Title VI Program update schedule.

During the plan review, the following will be assessed:

- Current LEP populations in the Lawrence Transit service area;
- Frequency of Lawrence Transit actual encounters with LEP persons;
- Nature and importance of Lawrence Transit services to LEP persons;
- Whether sources identified in this plan for Lawrence Transit language assistance are still available and viable;
- Availability of Lawrence Transit resources (including technological advances and/or other new resources) and the costs entailed;
- Whether Lawrence Transit employees continue to understand Lawrence Transit's LEP plan and their part(s) in implementing it; and

### **Safe Harbor Stipulation**

Federal law provides a "safe harbor" stipulation so recipients of federal funding can ensure compliance with their obligation to provide written translations in languages other than English

with greater certainty. A “safe harbor” means that if a recipient (i.e., Lawrence Transit) has created a plan for the provision of written translations under a specific set of circumstances, such action will be considered strong evidence of compliance with written translation obligations under Title VI. However, failure to provide written translations under the circumstances does not mean there is noncompliance but rather provides for recipients a guide for greater certainty of compliance in accordance with the four-factor analysis. Evidence of compliance with the recipient’s written translation obligations under “safe harbor” includes providing written translations of vital documents for each eligible LEP language group that constitutes 5% or 1,000 persons, whichever is less of eligible persons served or likely to be affected. The Lawrence Transit service area (i.e. City of Lawrence) meets neither of these thresholds requiring written translation of documents. Translation can also be provided orally. The “safe harbor” provision applies to the translation of written documents only. It does not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable to provide.

### **Complaint Process**

For individuals who believe they have been discriminated against, Lawrence Transit’s Title VI Complaint Procedures and Title VI Complaint form are posted on our website under the Civil Rights.

Complaints alleging discrimination based on race, color, or national origin are investigated fully and are tracked whether a formal Title VI Complaint is filed with the Federal Transit Administration, the Title VI Coordinator, or the city of Lawrence’s Attorney’s Office. Some complaints are resolved by additional staff training, changes in procedures, review of policy, or may include termination of employment.

To file a complaint regarding LEP activities, please fill out the Title VI Complaint Form available at [www.lawrencetransit.org](http://www.lawrencetransit.org). Should an LEP complaint be filed, the Title VI review process will be followed.

More information on filing an LEP complaint with the Department of Justice can be found at Lawrence Transit has established the following standards as guidelines to ensure the equitable distribution of services and the accessibility of the fixed-route services.

## V. SERVICE STANDARDS AND POLICIES

### Service Standards

#### 2. Vehicle Load

Vehicle load is expressed as the ratio of passengers to the total number of seats on a vehicle. Load factor characteristics are shown in the following table.

| Standing Passenger Area |           |            | Comments                              |
|-------------------------|-----------|------------|---------------------------------------|
| 0.00-0.50               | >10.8†    | >1.00†     | No passenger need sit next to another |
| 0.51-0.75               | 8.2-10.8† | 0.76-1.00† | Passengers can choose where to sit    |
| 0.76-1.00               | 5.5-8.1†  | 0.51-0.75† | All passengers can sit                |
| 1.01-1.25*              | 3.9-5.4   | 0.36-0.50  | Comfortable standee load for design   |
| 1.26-1.50*              | 2.2-3.8   | 0.20-0.35  | Maximum schedule load                 |
| >1.50*                  | <2.2      | <0.20      | Crush load                            |

*Source: TCRP Report #100, Transit Capacity and Quality of Service Manual*

Crush loads for vehicles are monitored daily. On routes that experience extremely high passenger activity vehicle loads are reported in real time. The standard load factor is 1.01 – 1.25. However, on routes that experience short peak loads a higher standard of 1.26 – 1.50 is acceptable. Consistently high or low vehicle loads will warrant assessment of the route during annual route changes.

#### 3. Vehicle Headways (Frequencies)

Vehicle headway is the amount of time between two buses traveling in the same direction on a given route. For the convenience of the riding public Lawrence Transit, generally maintains headways of either 30 or 60 minutes.

To accommodate peak period demands or special events Lawrence Transit utilizes additional "tripper" buses. These trippers are necessary to address the passenger activity that is experienced as the result of temporary fluctuations in ridership. Since trippers are used to address rapid changes in passenger activity they are not included in published headways.

#### 4. On-Time Performance

On-time performance is a measure of runs completed as scheduled. One of the most important service standards for customers is on-time performance or adherence to the published schedules. Buses are considered “on-time” when departing from a timepoint between 0-5 minutes after the scheduled time. On-time performance for fixed routes shall be 90% at designated time points. On-time performance for paratransit and demand response service shall be 95%.

## **5. Service Availability**

Bus service is intended to be provided to the majority of the City of Lawrence. The service area is approximately thirty square miles. This “coverage” service ensures that transit service is within easy walking distance to much of the population. Service is provided within a five to ten-minute walk of most businesses, professional offices, and all schools and public buildings within the community.

### **Service Policies**

#### **1. Vehicle Assignments/Age of Vehicles**

Buses are assigned on a random basis to ensure that no vehicle is assigned to any specific route on a continual basis and that vehicle age is not a factor. A vehicle requirement exception is associated with the operational environment (turning radius, electric bus range) and capacity. For instance, routes with high ridership are assigned vehicles with an adequate passenger capacity to accommodate maximum loads.

#### **2. Distribution of Transit Amenities**

##### **Bus Shelters**

Most shelters in the City of Lawrence are owned and maintained by Lawrence Transit. However, site selection of all shelters in the community is either determined by or reviewed by Lawrence Transit. To date, seventy-four (74) Shelters have been installed in high travel zones throughout the City. Consideration of locations is based on a multi-factor analysis as well as the ability to safely board and alight passengers.

Lawrence Transit provides maintenance and oversight on their shelters on a regular basis or as appropriate. This work is provided by a full-time field staff member and contractors when appropriate. Graffiti is removed from any shelter as soon as it is reported. Damage to shelters is handled by Lawrence Transit and is typically corrected within a week. Privately owned shelters are maintained by their respective owners.

##### **Benches**

In 2016, Lawrence Transit began installing benches throughout the community. To date fifty-five (55) benches have been installed at locations with high ridership. In addition, benches are provided and included as part of all shelter installations. Site selection and maintenance of these benches are like that of bus shelters.

The University of Kansas also provides benches in support of activities in the relative location of some bus stops on KU campus.

### **Bus Stop Signs**

Bus stop signs are located throughout the service area at designated boarding locations.

Each bus stop in the service area has a unique bus stop ID number which is displayed and visible to passengers. These bus stop IDs match our GTFS so bus stops can be searched in public mapping programs and on trip planning apps.

### **Waste Receptacles**

Most bus shelters have waste receptacles. To determine future locations of waste receptacles the bus bench or shelter has a boarding of 25+ passengers per day and we determine that there is a need for a waste receptacle.

### **Route Maps and Schedules**

Schedule information is provided via route guides, generally produced and distributed annually. This route guide is made in partnership with KU on Wheels to facilitate seamlessness for the public.

## **7. Monitoring Service Standards**

Monitoring the service standards is integral to operational planning. The age of vehicles are part of capital planning which is evaluated annually; vehicle loads are measured when evaluating ridership monthly; headways are evaluated annually during service planning and public outreach; service accessibility and transit amenities are part of the on-going annual planning activities. The ability to measure success of these standards at a more accurate level has been realized with the full implementation and use of the AVL system.

A map illustrating Lawrence Transit bus routes and amenity placement is attached in Appendix C of this program update. A link to the current Transit Guide for 2025-2026 can be found at <https://lawrencetransit.org/wp-content/uploads/2025/07/2025-2026-Transit-Guide-Preview.pdf>.

## **VI. CONTACT INFORMATION**

For additional information on the Lawrence Transit's Title VI Program, or its efforts to comply with the Civil Rights Act of 1964 or Executive Order 13166 Improving Access to Services for Persons with Limited English Proficiency, please contact:

Title VI Coordinator  
Lawrence Transit  
PO Box 708  
Lawrence, KS 66044  
(785) 864-4644  
E-Mail: [info@lawrenceks.org](mailto:info@lawrenceks.org)

## **APPENDICES**

- Appendix A – Notice to Beneficiaries**
- Appendix B – Title VI Complaint Form**
- Appendix C – Lawrence Transit Service Map**
- Appendix D – Public Outreach Activity Logs**
- Appendix E – Lawrence Transit Title VI Policy Statement**

## Appendix A – Notice to Beneficiaries

# Know Your Rights

The Lawrence Transit System, a division of the City of Lawrence, Kansas, is committed to providing high-quality public transportation services and ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended.

Any person who believes they have been subjected to any unlawful discriminatory practice under Title VI may file a complaint by:

- Calling customer service at (785) 864-4644
- Sending an e-mail to: [info@lawrencetransit.org](mailto:info@lawrencetransit.org)
- Submitting a signed Title VI complaint form, which can be found on our website at [www.lawrencetransit.org](http://www.lawrencetransit.org)
- Delivering or mailing written complaint to the Title VI Coordinator, 2315 Bob Billings Pkwy, Lawrence, KS 66045

Title VI complaints must be filed within 180 days of the date of the alleged discrimination. Lawrence Transit System's Title VI Complaint Form can be accessed at [lawrencetransit.org](http://lawrencetransit.org), though you are not required to use the form to initiate a complaint. All Title VI Complaints will be forwarded to the Title VI Coordinator for investigation.

Documentos en formatos alternativos pueden hacerse disponibles a petición.

If you have questions or need additional information regarding Title VI program or policies, or to file a Title VI complaint, please contact:

Title VI Coordinator  
2315 Bob Billings Pkwy, Lawrence, KS 66045  
Phone: (785) 864-4644, Fax: (785) 832-3462  
[info@lawrencetransit.org](mailto:info@lawrencetransit.org)



CITY OF LAWRENCE  
UNIVERSITY OF KANSAS

## Appendix B – Title VI Complaint Form

### Lawrence Transit Title VI Complaint Form

Lawrence Transit is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin in the provision of transportation services and transit-related benefits.

The purpose of this form is to assist you in filing a complaint with Lawrence Transit. You are not required to use this form; a letter containing the same information will be sufficient.

If you need assistance in completing this form, please call Lawrence Transit's Title VI Coordinator at 785-832-3465.

#### **1. Name and address of complainant:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Telephone Number:

Home: (\_\_\_\_) \_\_\_\_\_ Work: (\_\_\_\_) \_\_\_\_\_

#### **2. Person discriminated against (if someone other than complainant):**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Telephone Number:

Home: (\_\_\_\_) \_\_\_\_\_ Work: (\_\_\_\_) \_\_\_\_\_

Please explain your relationship to this person(s):



**6. Do you have any other information that you think is relevant to the investigation of your allegations?**

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**7. Have you (or the person discriminated against) filed the same or any other complaints with other agencies such as the Federal Transit Administration or KDOT Office of Civil rights, etc.?**

Yes \_\_\_\_\_

No \_\_\_\_\_

If so, list agency / agencies and contact information below:

Agency: \_\_\_\_\_

Contact name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Telephone Number: (\_\_\_\_) \_\_\_\_\_

Date of filing: \_\_\_\_\_ Agency: \_\_\_\_\_

Briefly, what was the complaint about?

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What was the result?

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**8. We cannot accept a complaint if it has not been signed and dated. Please sign and date this complaint form below.**

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(Signature) (Date)

Please feel free to add additional sheets to explain the present situation to us.

Please mail the completed, signed Title VI Complaint Form (please make one copy for your records) to:

Lawrence Transit  
Attn: Title VI Coordinator  
PO Box 708  
933 New Hampshire Street  
Lawrence KS 66044  
Phone: (785) 864-4644



## Appendix D – Public Outreach Activities 2022-2025

### Travel training and public outreach activities September 2022 through August 2025

| Date                         | Total Time | Agency/Event                       | Audience 1                  | Communication Type | Number of Staff | # of People |
|------------------------------|------------|------------------------------------|-----------------------------|--------------------|-----------------|-------------|
| Sunday, October 2, 2022      | 4.00       | Lawrence Electric Vehicle Showcase | General Public              | Small Event        | 3               |             |
| Tuesday, October 11, 2022    | 2.00       | Lawrence Public Library            | Pre-Kindergarten Children   | Small Event        | 2               | 106         |
| Friday, October 14, 2022     | 2.00       | Lawrence Public Library            | Pre-Kindergarten Children   | Small Event        | 3               | 77          |
| Thursday, October 27, 2022   | 2.00       | Bus Stop Improvement Program       | Bus Riders                  | In-person Outreach | 2               |             |
| Friday, November 4, 2022     | 2.00       | Bus Stop Improvement Program       | Bus Riders                  | In-person Outreach | 2               |             |
| Wednesday, November 9, 2022  | 2.00       | Bus Stop Improvement Program       | Bus Riders                  | In-person Outreach | 3               |             |
| Sunday, November 13, 2022    | 2.00       | Lawrence High School               | K-12 High School Students   | In-person Outreach | 1               |             |
| Monday, November 14, 2022    | 2.00       | Bus Stop Improvement Program       | Bus Riders                  | In-person Outreach | 2               |             |
| Monday, November 14, 2022    | 1.00       | Judicial Services                  | Human Service Providers     | Travel Training    | 3               | 5           |
| Friday, November 18, 2022    | 4.00       | Lawrence Public Library            | General Public              | In-person Outreach | 2               | 123         |
| Wednesday, November 30, 2022 | 2.00       | SW Middle School                   | K-12 Middle School Students | Travel Training    | 2               | 2           |
| Tuesday, January 10, 2023    | 3.00       | Individual                         | Bus Riders                  | Travel Training    | 2               | 1           |
| Friday, January 13, 2023     | 2.00       | Haskell Indian Nations University  | HINU Students               | In-person Outreach | 2               | 25          |
| Tuesday, January 24, 2023    | 2.00       | Haskell Indian Nations University  | HINU Students               | In-person Outreach | 1               | 40          |
| Tuesday, January 31, 2023    | 2.00       | Individual                         | Bus Riders                  | Travel Training    | 2               | 1           |

|                                    |      |                                       |                              |                    |      |    |
|------------------------------------|------|---------------------------------------|------------------------------|--------------------|------|----|
| Wednesday,<br>February 1,<br>2023  | 2.00 | Lawrence High ESOL<br>student group   | K-12 High<br>School Students | Travel Training    | 2    | 8  |
| Tuesday,<br>February 7,<br>2023    | 2.00 | Vermont Towers                        | Senior Citizens              | Presentation       | 2    | 15 |
| Wednesday,<br>February 8,<br>2023  | 2.00 | Bert Nash                             | Bus Riders                   | Travel Training    | 2    | 7  |
| Tuesday,<br>February 14,<br>2023   | 2.00 | Bert Nash                             | Bus Riders                   | Travel Training    | 2    | 9  |
| Wednesday,<br>February 15,<br>2023 | 2.00 | Lawrence Welcome Club                 | Women                        | Presentation       | 1    | 60 |
| Thursday,<br>February 23,<br>2023  | 2.00 | Individual                            | Bus Riders                   | Travel Training    | 1    | 8  |
| Thursday,<br>March 2,<br>2023      | 1.00 | Lawrence Public Library               | General Public               | Presentation       | 1    | 7  |
| Tuesday,<br>March 7,<br>2023       | 2.00 | Bert Nash                             | Bus Riders                   | Travel Training    | 2    | 9  |
| Monday,<br>April 10,<br>2023       | 1.00 | KU Women's club                       | Women                        | Travel Training    | 1    | 28 |
| Tuesday,<br>April 18,<br>2023      | 2.00 | SRC                                   | Senior Citizens              | Travel Training    | 2    | 8  |
| Friday, April<br>21, 2023          | 2.00 | SRC                                   | Senior Citizens              | Travel Training    | 1    | 8  |
| Saturday,<br>April 22,<br>2023     | 2.00 | Earth Day                             | General Public               | In-person Outreach | 2    | 40 |
| Tuesday,<br>April 25,<br>2023      | 2.00 | Vermont Towers                        | Senior Citizens              | Travel Training    | 2.00 | 7  |
| Wednesday,<br>April 26,<br>2023    | 1.50 | Listening to Place Poetry<br>Workshop | General Public               | Small Event        | 2    | 20 |
| Monday, May<br>1, 2023             | 1.00 | KU Route Redesign Tabling             | KU Students                  | In-person Outreach | 2    | 2  |
| Tuesday,<br>May 2, 2023            | 2.00 | KU Route Redesign Tabling             | KU Students                  | In-person Outreach | 2    | 15 |

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|                                   |      |                                       |                                  |                    |   |      |
|-----------------------------------|------|---------------------------------------|----------------------------------|--------------------|---|------|
| Wednesday,<br>May 3, 2023         | 2.00 | KU Route Redesign Tabling             | KU Students                      | In-person Outreach | 2 |      |
| Tuesday,<br>May 23, 2023          | 2.00 | Travel Training                       | K-12 Middle<br>School Students   | Travel Training    | 2 | 8    |
| Saturday,<br>June 3, 2023         | 1.50 | Lawrence Pride Parade                 | General Public                   | Large Event        | 4 | 1000 |
| Thursday,<br>June 22,<br>2023     | 2.00 | SRC                                   | Senior Citizens                  | Travel Training    | 2 | 8    |
| Thursday,<br>July 13, 2023        | 1.00 | PACE                                  | Senior Citizens                  | Travel Training    | 2 | 25   |
| Tuesday,<br>July 18, 2023         | 2.00 | Cottonwood                            | People with<br>disabilities      | Travel Training    | 2 | 12   |
| Thursday,<br>July 27, 2023        | 2.00 | Lawrence Public Library               | Bus Riders                       | Travel Training    | 2 | 10   |
| Thursday,<br>August 17,<br>2023   | 2.00 | Travel training                       |                                  | Travel Training    | 1 | 1    |
| Friday,<br>August 18,<br>2023     | 1.00 | Haskell Indian Nations<br>University  | HINU Students                    | In-person Outreach | 1 | 50   |
| Tuesday,<br>August 29,<br>2023    | 2.00 | Vermont Towers                        | Senior Citizens                  | Travel Training    | 1 | 1    |
| Tuesday,<br>September<br>12, 2023 | 2.00 | travel training                       | Senior Citizens                  | Travel Training    | 1 | 2    |
| Friday,<br>September<br>15, 2023  | 2.00 | SRC                                   | Senior Citizens                  | Travel Training    | 2 | 4    |
| Tuesday,<br>September<br>19, 2023 | 1.50 | Individual                            |                                  | Travel Training    | 1 | 1    |
| Tuesday,<br>September<br>19, 2023 | 2.00 | LDCPH                                 | Human Service<br>Providers       | Travel Training    | 2 | 4    |
| Sunday,<br>October 1,<br>2023     | 4.00 | Lawrence Electric Vehicle<br>Showcase | General Public                   | In-person Outreach | 1 | 30   |
| Tuesday,<br>October 10,<br>2023   | 2.00 | Lawrence Public Library               | Pre-<br>Kindergarten<br>Children | Small Event        | 3 | 64   |
| Friday,<br>October 13,<br>2023    | 2.00 | Lawrence Public Library               | Pre-<br>Kindergarten<br>Children | Small Event        | 2 | 73   |
| Friday,<br>November 3,<br>2023    | 1.00 | Individual                            |                                  | Travel Training    | 1 | 1    |
| Sunday,<br>November<br>12, 2023   | 2.00 | Lawrence High School                  | K-12 High<br>School Students     | In-person Outreach | 1 | 40   |
| Friday,<br>December 8,<br>2023    | 2.00 | Cottonwood                            | People with<br>disabilities      | Travel Training    | 2 | 8    |

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|                                    |      |  |                                |                    |   |     |
|------------------------------------|------|--|--------------------------------|--------------------|---|-----|
| Tuesday,<br>December<br>19, 2023   | 2.00 | Route Redesign   | Bus Riders                     | In-person Outreach | 2 |     |
| Tuesday,<br>December<br>26, 2023   | 2.00 | Route Redesign   | Bus Riders                     | In-person Outreach | 2 |     |
| Tuesday,<br>January 2,<br>2024     | 0.00 | Route Redesign   | Bus Riders                     | In-person Outreach |   |     |
| Wednesday,<br>January 17,<br>2024  | 3.00 | Lawrence Area Partners on<br>Aging   | Senior Citizens                | In-person Outreach | 2 | 400 |
| Thursday,<br>February 1,<br>2024   | 1.17 | Billy Mills Middle School<br>Medical Social Worker,<br>Home Health<br>Visiting Nurses<br>Association | K-12 Middle<br>School Students | Travel Training    | 1 | 25  |
| Thursday,<br>February<br>15, 2024  | 1.50 |  | Human Service<br>Providers     | Travel Training    | 2 | 5   |
| Tuesday,<br>February<br>20, 2024   | 1.50 | Explore Lawrence<br>visitor's center   | City Staff                     | Travel Training    | 2 | 8   |
| Wednesday,<br>February<br>21, 2024 | 1.75 | Lawrence High School   | K-12 High<br>School Students   | Travel Training    | 1 | 14  |
| Wednesday,<br>February<br>28, 2024 | 2.00 | SRC  | Senior Citizens                | Travel Training    | 2 | 5   |
| Thursday,<br>March 7,<br>2024      | 1.25 | HINU media class   | HINU Students                  | Travel Training    | 2 | 6   |
| Thursday,<br>March 14,<br>2024     | 0.75 | Douglas County<br>Association of Retired<br>School Personnel   | Senior Citizens                | Travel Training    | 1 | 10  |
| Thursday,<br>March 28,<br>2024     | 2.00 | Individual   | Bus Riders                     | Travel Training    | 1 | 2   |
| Thursday,<br>April 11,<br>2024     | 2.00 | USD 497  | K-12                           | Travel Training    | 1 |     |
| Saturday,<br>April 20,<br>2024     | 2.00 | Earth Day  | General Public                 | In-person Outreach | 1 | 30  |
| Friday, May<br>3, 2024             | 1.50 | Van Go   | Human Service<br>Providers     | Travel Training    | 1 |     |

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|                                    |      |                                       |                                |                    |   |      |
|------------------------------------|------|---------------------------------------|--------------------------------|--------------------|---|------|
| Saturday,<br>June 1,<br>2024       | 1.50 | Lawrence Pride Parade                 | General Public                 | Large Event        | 4 | 1000 |
| Tuesday,<br>June 18,<br>2024       | 2.00 | Lawrence Public Library               | General Public                 | In-person Outreach | 1 | 8    |
| Tuesday,<br>July 16,<br>2024       | 2.00 | SRC                                   | Senior Citizens                | Travel Training    | 1 | 4    |
| Wednesday,<br>July 31,<br>2024     | 2.00 | Undisclosed                           |                                | Travel Training    | 1 | 5    |
| Saturday,<br>August 17,<br>2024    | 7.00 | Safety Fair                           | General Public                 | In-person Outreach | 1 | 200  |
| Friday,<br>August 23,<br>2024      | 2.00 | Haskell Indian Nations<br>University  | HINU Students                  | In-person Outreach | 1 | 100  |
| Thursday,<br>September<br>5, 2024  | 2.00 | Haskell Light                         | Faith-Based<br>Organizations   | Travel Training    | 2 | 10   |
| Monday,<br>September<br>9, 2024    | 1.00 | Lawrence High School                  | K-12 High<br>School Students   | Travel Training    | 1 | 9    |
| Tuesday,<br>September<br>10, 2024  | 3.50 | Haskell Indian Nations<br>University  | HINU Students                  | In-person Outreach | 1 | 100  |
| Thursday,<br>September<br>26, 2024 | 2.00 | Woodlawn Elementary                   | K-12<br>Elementary<br>Students | In-person Outreach | 2 | 200  |
| Sunday,<br>October 6,<br>2024      | 4.00 | Lawrence Electric Vehicle<br>Showcase | General Public                 | In-person Outreach | 1 | 30   |
| Tuesday,<br>October 15,<br>2024    | 1.50 | Vermont Towers                        | Senior Citizens                | Travel Training    | 1 | 7    |
| Friday,<br>November<br>1, 2024     | 5.00 | Lawrence Parking                      | City Staff                     | Travel Training    | 2 | 8    |
| Wednesday,<br>November<br>6, 2024  | 5.00 | Travel Training                       | Senior Citizens                | Travel Training    | 1 | 7    |
| Thursday,<br>November<br>14, 2024  | 2.60 | Just Food                             | Bus Riders                     | Partners           | 1 | 20   |

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|                                  |       |                         |                           |                    |   |    |
|----------------------------------|-------|-------------------------|---------------------------|--------------------|---|----|
| Friday,<br>November<br>15, 2024  | 2.00  | Lawrence Public Library | Pre-Kindergarten Children | Small Event        | 2 |    |
| Sunday,<br>November<br>17, 2024  | 2.00  | Lawrence High School    | K-12 High School Students | In-person Outreach | 1 | 40 |
| Tuesday,<br>November<br>19, 2024 | 2.00  | Lawrence Public Library | Pre-Kindergarten Children | Small Event        | 2 |    |
| Sunday,<br>December<br>1, 2024   | 0.00  | Harvesters              | Bus Riders                | Partners           | 1 | 35 |
| Tuesday,<br>December<br>17, 2024 | 1.50  | Poet laureate event     | General Public            | Small Event        | 2 |    |
| Tuesday,<br>December<br>17, 2024 | 1.50  | Poet laureate event     | Bus Riders                | Small Event        | 2 | 30 |
| Tuesday,<br>January 14,<br>2025  | 1.50  | Travel Training         |                           | Presentation       | 1 | 12 |
| Friday,<br>January 17,<br>2025   | 2.00  | HINU                    | HINU Students             | In-person Outreach | 1 | 20 |
| Friday,<br>January 24,<br>2025   | 2.00  | Travel Training         | K-12 High School Students |                    | 1 | 9  |
| Saturday,<br>March 1,<br>2025    | 12.00 | Route changes outreach  | Bus Riders                | In-person Outreach | 6 | 69 |
| Sunday,<br>March 2,<br>2025      | 1.50  | Travel Training         | Senior Citizens           | Travel Training    | 1 | 8  |
| Wednesday,<br>April 2,<br>2025   | 2.00  | Travel Training         | Senior Citizens           | Travel Training    | 1 | 4  |
| Wednesday,<br>April 16,<br>2025  | 3.00  | Senior Resource Fair    | Senior Citizens           | Large Event        | 1 | 80 |

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|                                |      |   |                                |                    |   |      |
|--------------------------------|------|---|--------------------------------|--------------------|---|------|
| Monday,<br>April 28,<br>2025   | 1.50 | Travel Training                               | K-12<br>Elementary<br>Students | Travel Training    | 1 | 60   |
| Thursday,<br>May 8, 2025       | 1.00 | Travel Training                               | Senior Citizens                | Travel Training    | 1 | 8    |
| Wednesday,<br>May 14,<br>2025  | 1.00 | Travel Training/Ride to<br>Work Training      | Bus Riders                     | Travel Training    | 1 | 6    |
| Thursday,<br>May 22,<br>2025   | 0.50 | Travel Training                               | City Staff                     | Travel Training    | 1 | 7    |
| Friday, May<br>23, 2025        | 1.50 | Travel Training                               | City Staff                     | Presentation       | 1 | 12   |
| Saturday,<br>June 7, 2025      | 1.00 | Lawrence Pride Parade                         | General Public                 | Large Event        | 7 | 1000 |
| Wednesday,<br>June 11,<br>2025 | 1.50 | Moxie x Lawrence Transit<br>Training and Tour | City Staff                     | In-person Outreach | 2 | 10   |
| Saturday,<br>June 14,<br>2025  | 3.00 | Juneteenth Parade                             | General Public                 | Large Event        | 2 | 1000 |
| Tuesday,<br>June 24,<br>2025   | 1.00 | Bus Stop Improvement<br>Program               | General Public                 | Small Event        | 6 | 4    |
| Monday,<br>July 21,<br>2025    | 2.00 | Travel Training                               | Bus Riders                     | Travel Training    | 2 | 2    |
| Tuesday,<br>July 29, 2025      | 1.50 | Poetry Ride and Write                         | General Public                 | Small Event        | 2 | 11   |

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|                               |      |   |               |                    |   |    |
|-------------------------------|------|---|---------------|--------------------|---|----|
| Friday,<br>August 29,<br>2025 | 2.25 | Haskell Indian Nations<br>University Student Travel<br>Training | HINU Students | In-person Outreach | 2 | 24 |
| Friday,<br>August 29,<br>2025 | 2.50 | Haskell Indian Nations<br>University Resource Fair              | HINU Students | In-person Outreach | 2 | 40 |

Link to Policies, Studies, and Public Input online page  
<https://lawrencetransit.org/studies/>

## Appendix E – Updated Title VI Policy Statement

### Title VI Policy Statement

Lawrence Transit assures that no person shall, on the grounds of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 (PL 100.259), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity.

Lawrence Transit further assures that every effort will be made to ensure nondiscrimination in all of its programs and activities, whether they are federally funded or not.

In addition, Lawrence Transit endeavors to ensure that:

- The benefits of public transit services are provided responsively throughout the service area;
- A level and quality of transit services that are sufficient to provide equal access and mobility for all persons;
- Opportunities to participate in the transit planning and decision making processes;
- Fair decisions on the location of transit services and facilities;
- A program is in place to correct any discrimination, whether intentional or unintentional; and
- Meaningful access to programs and activities by persons with limited English proficiency (LEP).

The Director of Transit, General Manager, and all employees share the responsibility for carrying out Lawrence Transit's commitment to providing quality transportation services without regard to race, color, or national origin.

This program update has been reviewed and approved by the Lawrence, KS, City Commission.



\_\_\_\_\_  
Mike Dever  
Mayor  
City of Lawrence, KS



\_\_\_\_\_  
Date