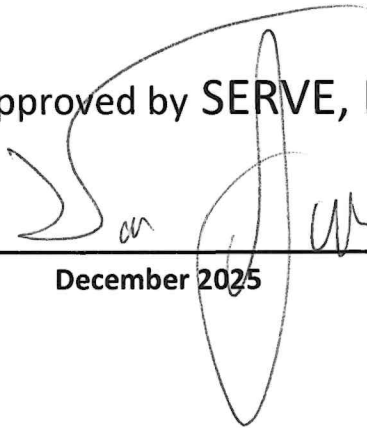


SERVE, Inc.
TITLE VI Program

Date Approved by SERVE, Inc.



December 2025

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A. Title VI Assurances

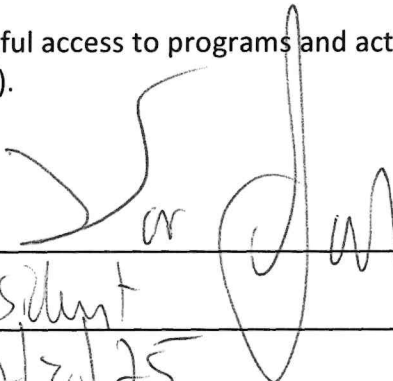
SERVE, Inc. agrees to comply with all provisions prohibiting discrimination on the basis of race, color, or national origin of Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. 200d *et seq.*, and with U.S. DOT regulations, "Nondiscrimination in Federally-Assisted Programs of the Department of Transportation – Effectuation of Title VI of the Civil Rights Act," 49 CFR part 21.

SERVE, Inc. assures that no person shall, as provided by Federal and State civil rights laws, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity. SERVE, Inc. further ensures every effort will be made to ensure non-discrimination in all programs and activities, whether those programs and activities are federally funded or not.

SERVE, Inc. meets the objectives of the FTA Master Agreement, which governs all entities applying for FTA funding, including SERVE, Inc. and its third-party contractors by promoting actions that:

- A. Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin.
- B. Identify and address, as appropriate, disproportionately high and adverse effects of programs and activities on minority populations and low-income populations.
- C. Promote the full and fair participation of all affected Title VI populations in transportation decision making.
- D. Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- E. Ensure meaningful access to programs and activities by persons with Limited English Proficiency (LEP).

Signed:



President

12/30/25

Title:

Date:

B. Agency Information

1. Mission of SERVE, Inc.

To ORGANIZE, FACILITATE, PROMOTE, and PROVIDE SERVICES to meet the needs of the citizens of CALLAWAY COUNTY, MISSOURI

2. History (including year started)

SERVE, Inc. was established in 1972 as a nonprofit social service agency in Fulton, Missouri, serving the unmet needs of Callaway County. Our services include a food pantry, transportation system, and thrift store.

SERVE Transportation, a program of SERVE, Inc., has a rich history starting in 1976 with a small passenger van. Since then, SERVE Transportation, has grown to become a general public transit provider for citizens living in Callaway County. Although SERVE Transportation is a public transit service, most clients who use SERVE Transportation services are those with low incomes, seniors, and/or disabled. Approximately 11.5% of households in Callaway County are below the poverty threshold, and 11.0% of the 5,235 seniors age 65+ of Callaway County are below the poverty threshold. (Source: U.S. Census Bureau, American Community Survey, 2023 Data Release)

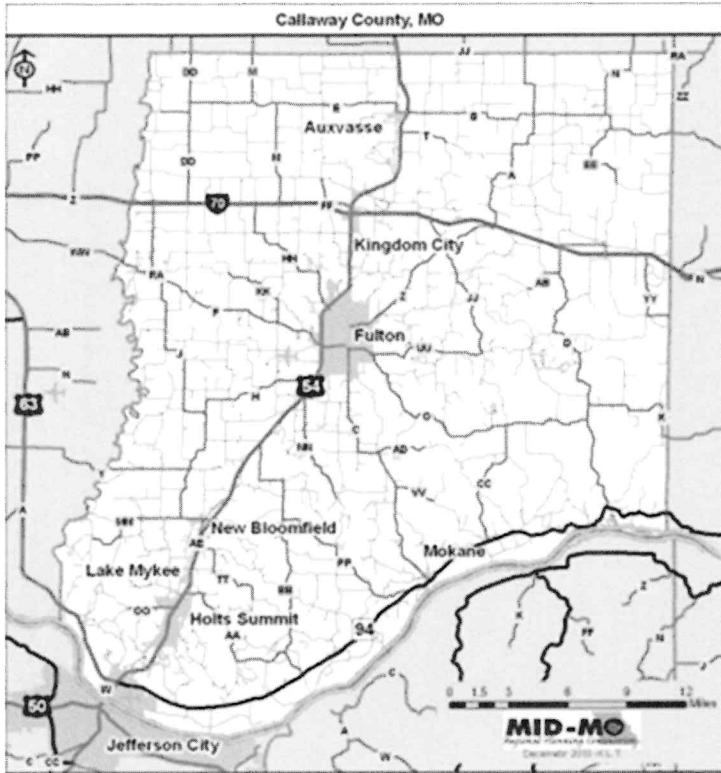
3. Regional Profile (regional population; growth projection)

Callaway County has a current population of 45,126, of which 89.3% is White, 3.4% is Black or African American, 2.4% is Hispanic, and 5.9% is two or more races. The median age of the population is 39 years old. The unemployment rate is projected to be 3.8%. The population has an estimated growth rate of 1.3%.

4. Population served (in relation to regional population)

The population served by SERVE, Inc. is all of Callaway County, which is 45,126 people.

5. Service area (include map, with any routes utilized)



Click or tap here to enter text.

6. Governing body make-up (include terms of office)

SERVE, Inc. is governed by a board of directors comprised of twelve individuals including a president, vice president, secretary, and treasurer. Each board member may serve two, consecutive, three year terms.

C. Notice To The Public

Notifying the Public of Rights under Title VI

SERVE, Inc. posts Title VI notices on our agency's website, www.moserve.org, in public areas of our agency, in our board room, and on our buses and/or paratransit vehicles.

SERVE, Inc. 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.

For more information on SERVE, Inc.'s Title VI program, and the procedures to file a complaint, contact the Executive Director at 573-642-6388; or visit our administrative office at 4901 County Road 304, Fulton, MO 65251. More information can be found on SERVE, Inc.'s website, www.moserve.org.

If you believe you have been discriminated against on the basis of race, color, or national origin by SERVE, Inc., 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 SERVE, Inc.'s Executive Director at 573-642-6388 or oneserve@serveinc.net.

How to file a Title VI/ADA complaint with SERVE, Inc.:

1. SERVE, Inc.'s complaint form may be obtained by requesting a written copy at 4901 County Road 304, Fulton, MO 65251, or by downloading it from the agency's website www.moserve.org.
2. In addition to the complaint process at SERVE, Inc., complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights, East Building, 5th Floor – TCR 1200 New Jersey Ave., 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, dated, and include your contact information.

If information is needed in another language, contact 573-642-6388.

This Notice is posted on SERVE, Inc.'s website, www.moserve.org in public areas of our agency, in our board room, and on our buses and/or paratransit vehicles.

D. Procedure for Filing a Title VI Complaint

Filing a Title VI Complaint

The complaint procedures apply to the beneficiaries of SERVE, Inc.'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 SERVE, Inc. may file a Title VI complaint by completing and submitting the agency's **Title VI Complaint Form**. Title VI complaints must be received in writing within 180 days of the alleged incident.

HOW TO FILE A COMPLAINT: Information on how to file a Title VI complaint is posted on SERVE, Inc.'s website, www.moserve.org, in public areas of our agency, in our board room, and on our buses and/or paratransit vehicles.

You may download the SERVE, Inc. Title VI Complaint Form at www.moserve.org, or request a copy by writing to 4901 County Road 304, Fulton, MO 65251. Information on how to file a Title VI complaint may also be obtained by calling the Executive Director at 573-642-6388.

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 SERVE, Inc., 4901 County Road 304, Fulton, MO 65251 or email to oneserve@serveinc.net.

COMPLAINT ACCEPTANCE: SERVE, Inc. will process complaints that are complete. Once a completed Title VI Complaint Form is received, SERVE, Inc. will review it to determine if SERVE, Inc. has jurisdiction. The complainant will receive an acknowledgement letter informing them whether or not the complaint will be investigated by SERVE, Inc.

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

complainant will have ten (10) days from the date of the letter to send requested information to the SERVE, Inc. Investigator assigned to the case.

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

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

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

- A Letter of Finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant disagrees with SERVE, Inc.'s determination, the complainant may request reconsideration by submitting the request in writing to the Title VI Investigator within seven (7) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the reconsideration. SERVE, Inc. 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, SERVE, Inc. will issue a determination letter to the complainant upon completion of the reconsideration review.

-A Determination Letter for cases where reconsideration is granted summarizes the allegations, the original finding, the basis for reconsideration, the final findings, and what remedial action(s) are necessary disciplinary action, additional training of the staff member, or other action will occur.

A person may also file a complaint directly with the Federal Transit Administration (FTA), at the FTA Office of Civil Rights, East Building, 5th Floor - TCR 1200 New Jersey Avenue SE, Washington, DC 20590.

SERVE, Inc. will notify the Missouri Department of Transportation of all Discrimination complaints within **72 hours** by contacting the MoDOT Title VI Coordinator via the External Civil Rights main line at (573) 526-2978; or via e-mail at TitleVI@modot.mo.gov.

If information is needed in another language, contact the Executive Director at 4901 County Road 304, Fulton, MO 65251, or at 573-642-6388.

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

Documenting Title VI Complaints/Investigations

All Title VI complaints will be entered and tracked in SERVE, Inc.'s complaint log. Active investigations will be monitored for timely response on the part of all parties. The agency's Executive Director shall maintain the log.

During the reporting period, SERVE, Inc. had 0 Title VI Complaints.

Agency Title VI Complaint Log

Date complaint filed	Complainant	Basis of complaint R-C-NO	Summary of allegation	Pending status of complaint	Actions taken	Closure Letter (CL)	Letter of Finding (LOF)	Date of CL or LOF

Documenting Evidence of Agency Staff Title VI Training

All current SERVE, Inc, employees receive a copy of the agency's Title VI Program. They will be made aware of Title VI responsibilities pertaining to their specific duties. All new staff will receive a copy with their orientation packet.

F. Public Engagement Plan

SERVE, Inc. does not personally conduct a public engagement plan. However, we will utilize the data from one of our partner agencies, Central Missouri Community Action (CMCA). CMCA conducts a Community Assessment each year and publishes the results and findings.

Three-Year Summary of Public Outreach Efforts

SERVE, Inc. has undertaken the following public outreach efforts within the last three calendar years:

- Callaway County Public Schools
- Callaway County Resource Network
- Brochures
- Social Media
- Television Ads
- Newspaper Ads & Articles
- Mass mailings
- Newsletters

G. Language Assistance Plan

SERVE, Inc.'s Limited English Proficiency Plan

This Limited English Proficiency (LEP) Plan has been prepared to address SERVE, Inc.'s responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964; Federal Transit Administration Circular 4702.1B, dated October 1, 2012, which states that the level and quality of transportation service is provided without regard to race, color, or national origin.

Executive Order 13166, titled "Improving Access to Services for Persons with Limited English Proficiency," indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discriminations do not take place. This order applies to all state and local agencies which receive federal funds.

Service Area Description: SERVE, Inc. serves all of Callaway County, which is approximately 847 square miles in size, has an estimated population in 2025 of 45,126, of which 89.3% is White, 3.4% is Black or African American, 2.4% is Hispanic, and 5.9% is two or more races. The median age of the population is 39 years old. The unemployment rate is projected to be 3.8%. The population has an estimated growth rate of 1.3%.

SERVE, Inc. has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to seek meaningful access to services provided by SERVE, Inc. Meaningful access is language assistance that results in accurate, timely, and effective communication at no cost to the LEP individual. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write, or understand English. This plan outlines how to identify a person who may need language assistance, and the ways in which assistance may be provided.

In order to prepare this plan, SERVE, Inc. undertook the **four-factor LEP analysis** which considers the following factors:

Four Factor Analysis

1. The number and proportion of LEP persons eligible to be served or likely to be encountered in the service area:

The “Safe Harbor Provision” stipulates a recipient is to provide written translation of vital documents for each eligible Limited English Proficient (LEP) language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population five years of age and older eligible to be served or likely to be affected or encountered.

The U.S. DOT Language Access Plan defines “vital documents” as “paper or electronic written material that contains information that is critical for accessing a component’s programs, services, benefits, or activities; directly and substantially related to public safety; or required by law.” The FTA Circular 4702.1B specifies the Title VI Notice to the Public, Title VI Complaint Procedures, and Title VI Complaint Form are vital documents.

Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

Safe Harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable.

Option A (If No LEP Group(s) Reach the Safe Harbor Threshold:

Based on the 2023 5-Year American Community Survey data for Table C16001 for SERVE, Inc.’s service area consisting of Callaway County, Missouri, 41,472 persons or 98.48% of the total population five years of age and older of 42,114 speak only English.

Of the LEP Language group(s) that speak English “less than very well”, the Spanish Group had the highest population at 49 or 0.12%, the Indo-European Group had the second highest population at 26 or 0.06%, and the Other and Unspecified Group had the third highest population at 21 or 0.05%. Currently, no LEP language group(s) meet the Safe Harbor threshold. However, efforts will be made to reasonably accommodate any language access requests that arise.

INSERT LEP TABLE HERE

LEP Population in SERVE, Inc.'s Service Area		
Language Spoken at Home for the Population 5 Years and Over		
Source: 2023: ACS 5-Year Estimates Detailed Table, U.S. Census Bureau, Table C16001		
Population 5 years and over by language spoken at home and ability to speak English	Callaway County, Missouri	Percentage of Total Population 5 Years and Older
Total Population 5 Years and Over	42,114	100.00%
Speak Only English	41,472	98.48%
Spanish		
Speak English "less than very well"	49	0.12%
French, Haitian, or Cajun		
Speak English "less than very well"	13	0.03%
German or other West Germanic languages		
Speak English "less than very well"	0	0.00%
Russian, Polish, or other Slavic languages		
Speak English "less than very well"	0	0.00%
Other Indo-European languages		
Speak English "less than very well"	26	0.06%
Korean		
Speak English "less than very well"	14	0.03%
Chinese (incl. Mandarin, Cantonese)		
Speak English "less than very well"	0	0.00%
Vietnamese		
Speak English "less than very well"	0	0.00%
Tagalog (inc. Filipino)		
Speak English "less than very well"	0	0.00%
Other Asian & Pacific Island languages		
Speak English "less than very well"	0	0.00%
Arabic		
Speak English "less than very well"	0	0.00%
Other and unspecified languages		
Speak English "less than very well"	21	0.05%

2. Frequency of Contact by LEP Persons with SERVE, Inc.'s Services:

The SERVE, Inc. staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons. To date, SERVE, Inc. has, on average, 0 per month for an Interpreter. SERVE, Inc. averages 0 phone calls per month.

LEP Staff Survey Form	
SERVE, Inc. is studying the language assistance needs of its riders so that we can better communicate with them if needed.	
<p>1. How often do you come into contact with passengers who do not speak English or have trouble understanding you when you speak English to them? DAILY WEEKLY MONTHLY LESS THAN MONTHLY</p> <p>2. What languages do these passengers speak?</p> <p>3. What languages (other than English) do you understand or speak?</p> <p>4. Would you be willing to serve as a translator when needed?</p>	

Frequency of Contact with LEP Persons	
Frequency	Language Spoken by LEP Persons
Daily	0
Weekly	0
Monthly	0
Less frequently than monthly	0

Language Assistance Requests Log

<u>Date</u>	<u>Language Spoken by Individual (If Available)</u>	<u>Name</u>	<u>Phone Number or Email (If Available)</u>	<u>Service(s) Requested</u>	<u>Staff Member Providing Aid</u>	<u>Notes and Follow-Up</u>

Outside Organization LEP Survey

Organization: _____

1. What language assistance needs are encountered?
2. What languages are spoken by persons with language assistance needs?
3. What language assistance efforts are you undertaking to assist persons with language assistance needs?
4. When necessary, can we use these services?

4. The resources available to SERVE, Inc. and overall cost to provide LEP assistance:

Option A (If No LEP Group(s) Reach the Safe Harbor Threshold in Factor 1 of Four Factor Analysis)

Strategies for Engaging Individuals with Limited English Proficiency include:

1. Language line. Upon advance notice, qualified interpreters and translators can be provided.
2. Language identification flashcards and/or "I speak" Cards
3. Bilingual Staff (willing and qualified)
4. Taglines on vital documents informing LEP persons of the availability of translation upon request, and how to obtain them.
5. Automated translation technology (such as Google Translate)

Based on our demographic analysis (Factor 1) SERVE, Inc. has determined that no language group(s) within its service area meet the Safe Harbor threshold requiring written translated "vital documents" by language group(s). Should Factor 1 in the Four Factor analysis indicate in the future that an LEP group reaches the safe harbor threshold, SERVE, Inc. will evaluate its vital documents and provide translations.

SERVE, Inc. will provide assistance and direction to LEP persons upon request.

Monitoring and Updating the LEP Plan

The LEP Plan is a component of SERVE, Inc.'s Title VI Plan requirement.

SERVE, Inc. will update the LEP plan as required. The plan will be reviewed and updated on a triennial basis, at minimum, or when it is clear that higher concentrations of LEP individuals are present in the SERVE, Inc. service area. Updates include the following:

1. How the needs of LEP persons have been addressed.

2. Determine the current LEP population in the service area.
3. Determine as to whether the need for, and/or extent of, translation services has changed.
4. Determine whether local language assistance programs have been effective and sufficient to meet the needs.
5. Determine whether SERVE, Inc.'s financial resources are sufficient to fund language assistance resources as needed.
6. Determine whether SERVE, Inc. has fully complied with the goals of this LEP Plan.
7. Determine whether complaints have been received concerning SERVE, Inc.'s failure to meet the needs of LEP individual.

H. Advisory Bodies

SERVE, Inc. does not have any non-elected committees and councils, the membership of which is selected by the recipient.

I. Subrecipient Assistance

SERVE, Inc. does not have any subrecipients. However, SERVE, Inc. will monitor and update the LEP plan as required. The plan will be reviewed and updated on a triennial basis, at minimum, or when it is clear that higher concentrations of LEP individuals are present in the SERVE, Inc. service area.

J. Subrecipient Monitoring

SERVE, Inc. does not have any subrecipients. However, SERVE, Inc. will monitor and update the LEP plan as required. The plan will be reviewed and updated on a triennial basis, at minimum, or when it is clear that higher concentrations of LEP individuals are present in the SERVE, Inc. service area.

K. Equity Analysis of Facilities

A Title VI equity analysis will be completed when SERVE, Inc. constructs facilities, such as storage facilities, maintenance facilities, or operations centers. The term "facilities" does not include bus shelters, transit stations, or power substations. The equity analysis will be conducted during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin.

The equity analysis is conducted to determine whether the location of the project will result in a disparate impact on minority communities on the basis of race, color, or national origin. The

Title VI equity analysis will compare the equity impacts of various siting alternatives, and the analysis will occur before the selection of the preferred site.

Option A

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

L. Fixed Route Transit Providers

SERVE, Inc. is not a transit provider that operates fixed route service, or transit provider that operates fifty (50) or more fixed route vehicles in peak service and are in an urbanized size area with a population of 200,000 or more.

Thus, the requirements to set system-wide service standards and policies, collect and report demographic data, monitor transit service, and to evaluate service and fare changes, are not applicable to SERVE, Inc..

M. Attachments

Attachment 1: SERVE, Inc. TITLE VI/ADA COMPLAINT FORM

“No person in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

If you feel that you have been discriminated against in the provision of transportation services, please provide the following information to assist us in processing your complaint. Should you require any assistance in completing this form or need information in alternate formats, please let us know.

Please mail or return this form to:

SERVE, Inc.
4901 County Road 304
Fulton, MO 65251
email: oneserve.serveinc.net

PLEASE PRINT

1. Complainant's Name:		
a. Address:		
b. City:	State:	Zip Code:
c. Telephone (include area code): Home () or Cell ()		Work
() -		() -
d. Electronic mail (e-mail) address:		
Do you prefer to be contacted by this e-mail address? () YES () NO		
2. Accessible Format of Form Needed? () YES specify: _____ () NO		
3. Are you filing this complaint on your own behalf? () YES If YES, please go to question 7. () NO If no, please go to question 4		
4. If you answered NO to question 3 above, please provide your name and address.		
a. Name of Person Filing Complaint:		
b. Address:		
c. City:	State:	Zipcode:
d. Telephone (include area code): Home () or Cell ()		Work
() -		() -
e. Electronic mail (e-mail) address:		
Do you prefer to be contacted by this e-mail address? () YES () NO		
5. What is your relationship to the person for whom you are filing the complaint?		
6. Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. () YES, I have permission. () NO, I do not have permission.		
7. I believe that the discrimination I experienced was based on (check all that apply):		
() Race () Color () National Origin (classes protected by Title VI)		
() Disability (class protected by ADA)		
() Other (please specify)		

continued

TITLE VI COMPLAINT FORM – PAGE 2

8. Date of Alleged Discrimination (Month, Day, Year):
9. Where did the Alleged Discrimination take place?
10. Explain as clearly as possible what happened and why you believe that you were discriminated against. Describe all of the persons that were involved. Include the name and contact information of the person(s) who discriminated against you (if known). <i>Use the back of this form or separate pages if additional space is required.</i>
11. Please list any and all witnesses' names and phone numbers/contact information. <i>Use the back of this form or separate pages if additional space is required.</i>
12. What type of corrective action would you like to see taken?
13. Have you filed a complaint with any other Federal, State, or local agency, or with any Federal or State court? () YES If yes, check all that apply. () NO a. () Federal Agency (List agency's name) b. () Federal Court (Please provide location) c. () State Court d. () State Agency (Specify Agency) e. () County Court (Specify Court and County) f. () Local Agency (Specify Agency)
14. If YES to question 14 above, please provide information about a contact person at the agency/court where the complaint was filed. Name: _____ Title: _____ Agency: _____ Telephone: () _____ - _____ Address: _____ City: _____ State: _____ Zip Code: _____

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date is required:

Signature

Date

If you completed Questions 4, 5 and 6, your signature and date is required:

Signature

Date

If information is needed in another language, contact [Click or tap here to enter text.](#) **at** [Click or tap here to enter text.](#), or **at** [Click or tap here to enter text.](#)