

# TITLE VI POLICY

## Kenmare Wheels and Meals Inc.

**Title VI prohibits discrimination in all Federal Transit Administration (FTA) services, programs, or benefits on the basis of Race, Color, or National Origin.**

**FY 2024-2027**

Title VI Contact Name: Lisa Bartlett, Executive Director

Title VI Contact Phone: 701.385.4364

Title VI Contact Email: wandm@restel.net

Website: <https://www.wheelsandmeals.org/>

Discussed and Approved by the Kenmare Wheels and Meals Executive Board on 9/20/2023

## **Title VI Program**

FTA Circular 4702.1B, Chapter III FTA Subrecipient:

Title VI Requirements & Guidelines for FTA Recipients at

<https://www.transit.dot.gov/regulations-and-guidance/fta-circulars/title-vi-requirements-and-guidelines-federal-transit>

The Federal Transit Administration Title VI Circular 4702.1B provides guidance to grantees on how to comply with Title VI regulations. The circular provides specific compliance information for each type of grantee and provides comprehensive appendices including additional guidance and examples to ensure recipients understand the requirements.

Staff, Board of Directors, appropriate government entities, and officials responsible for policy decisions and/or approval of board meeting minutes understand the required FTA Circular 4702.1B, Chapter III regulations and agree to adopt all Title VI Program guidelines:

Attached is a copy of the Executive Board Minutes approving this action. Dated 9/20/2023.

### **1. TITLE VI AND NON-DISCRIMIINATION POLICY STATEMENT**

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of color, race, or national origin in programs and activities receiving federal financial assistance this Transit Agency, hereinafter referred to as Kenmare Wheels and Meals (KWM) is committed to compliance with Title VI of the Civil Rights Act of 1964 and all related regulations and statutes. Kenmare Wheels and Meals assures that no person or groups(s) of persons shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any and all programs, services, or activities administered by the Kenmare Wheels and Meals, regardless of whether those programs and activities are federally funded or not.

Kenmare Wheels and Meals also assures that every effort will be made to prevent discrimination through the impacts of its programs, policies, and activities on minority and low-income populations. In addition, KWM will provide meaningful access to services for persons with Limited English Proficiency for language assistance free of charge to the person upon request.

Kenmare Wheels and Meals has developed a Title VI and Non-Discrimination Policy to ardently account to the commitment of non-discrimination in all areas of operation, including the responsibility of Transportation Services in the State of ND and the City of Kenmare.

The current Title VI and Non -Discrimination Policy can be located on the bulletin board in the main office, on our website at <https://www.wheelsandmeals.org>, and in the rider handbook in all active transit vehicles.

In addition to the policy statement, an abbreviated "Statement of Non-discrimination" has been created and is displayed openly in all transit vehicles.

## **STATEMENT OF NON-DISCRIMINATION**

Under Title VI of the Civil Rights Act of 1964, and its related statutes and regulations, no person or groups of persons shall be, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under ~~any and all~~ programs or activities funded in whole or in part with Federal funds. In addition to Title VI, there are other non-discrimination statutes which include sex, age, and disability. These requirements define an over-arching Title VI/Non-discrimination and ADA Program.

Contact the Project Director at 701-\_\_\_\_\_ to request additional information on our nondiscrimination obligations or to file a complaint. Persons with limited English proficiency may receive language assistance free of charge upon request.

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**This Transportation service is**  
**Open to the PUBLIC**

## 2. COMPLAINT PROCEDURES/FORMS

Kenmare Wheels and Meals has developed complaint procedures and instructions specific to this transit agency.

### **Title VI Complaint Procedure**

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Kenmare Wheels and Meals staff or by KWM operations may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Forms can be requested in person at all transit locations and vehicles, mailed at the request of the complainant, or downloaded from our website <https://www.wheelsandmeals.org>. Title VI Complaint Form is available in Spanish online and on request.

- Kenmare Wheels and Meals investigates complaints received no more than 180 days after the alleged incident. Kenmare Wheels and Meals will process complaints that are complete. Once the complaint is received, Kenmare Wheels and Meals will review it to determine if this office has jurisdiction.
- The complainant will receive an acknowledgement letter informing her/him whether or not the complaint will be investigated by our office. Kenmare Wheels and Meals has 30 days to investigate the complaint. If more information is needed to resolve the case, Kenmare Wheels and Meals will contact the complainant.
- The complainant has 30 business 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 additional information within 30 business days, Kenmare Wheels and Meals can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
- After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a 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.
- An 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 wishes to appeal the decision, she/he has 15 days after the date of the letter or the LOF to do so.

*FTA does encourage individuals to first file a complaint directly with their transit provider to give the transit provider an opportunity to resolve the situation. A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.*

**COMPLAINT FORM:**

Kenmare Wheels and Meals has developed a Complaint Forms specific to this transit agency. Forms in English and Spanish are available. KWM will also accept NDDOT Transit Subrecipient Title VI Form and Instructions.

**COMPLAINT LOG:** Kenmare Wheels and Meals has adopted NDDOTs Transit Title VI – List of Investigations, Lawsuits, and Complaints, SFN 60805. The completed form has been attached as part of the plan and will be submitted to NDDOT each year upon request.

**Kenmare Wheels and Meals currently has no related transit complaints, investigations, or lawsuits filed with or against this Agency since the most recent Title VI Program submission.**

**3. TITLE VI NOTICE TO THE PUBLIC**

Title VI Notices to the Public are made available to inform our customers, clients, and riders of their protections under Title VI and as an indication that this Agency complies with the policy. KWM Title VI notices have been posted on our website and in all public areas of this agency's office, including the reception desk and meeting rooms. Statements of non-discrimination in reference to Title VI are openly available on all transit vehicles and equipment that might be used in a service capacity.

**4. MINORITY REPRESENTATION ON PLANNING AND ADVISORY BOARDS:**

Kenmare Wheels and Meals has an elected board that adheres to a bimonthly meeting schedule and requires dedicated attendance. Additionally, KWM updates NDDOT via BlackCat software as needed to update Executive Board members.

Barb Quimby- President, Caucasian Female

Beverly Briscoe-Vice President, Caucasian Female

Alice Pausig- Secretary- Caucasian Female

Charlene Ankenbauer- Treasurer, Caucasian Female

Carol Svee-Director, Caucasian Female

Jody Olson-Director, Caucasian Female

Lisa Bartlett- Executive Director, Caucasian Female

**Currently there are no designated marginal groups or populations in this service area to contact regarding committee or board membership. Kenmare Wheels and Meals will continue to encourage participation of minorities on an individual basis whenever there is an opportunity.**

- 5. MONITORING SUBRECIPIENT:** In accordance with 49 CFR 21.9(b), and to ensure that subrecipient (KWM) is complying with the DOT Title VI regulations, primary recipients (NDDOT) must monitor this Agency for compliance. Importantly, if Kenmare Wheels and Meals is not in compliance with Title VI requirements, then North Dakota Department of Transportation Transit Division is also not in compliance.

**To ensure that NDDOT and KWM are in compliance with Title VI requirements, NDDOT shall undertake the following activities:**

- A. Document its process for ensuring that all subrecipients are complying with the general reporting requirements of this circular, as well as other requirements that apply to the subrecipient based on the type of entity and the number of fixed route vehicles it operates in peak service if a transit provider.
- B. Collect Title VI Programs from subrecipients and review programs for compliance. Collection and storage of subrecipient Title VI Programs may be electronic at the option of the primary recipient.
- C. At the request of FTA, in response to a complaint of discrimination, or as otherwise deemed necessary by the primary recipient, the primary recipient shall request that subrecipients who provide transportation services verify that their level and quality of FTA service is provided on an equitable basis. Subrecipients that are fixed route transit providers are responsible for reporting as outlined in Chapter IV of this Circular.

**6. TITLE VI EQUITY ANALYSIS**

Kenmare Wheels and Meals does not currently have construction planned for storage, maintenance, or operations. If ever necessary, The NDDOT shall complete a thorough Title VI equity analysis to ensure that all measures of the project would be completed within the scope of Title VI requirements and executed appropriately.

**7. PUBLIC PARTICIPATION PLAN:**

Tri-annually, Kenmare Wheels and Meals is required to submit the following as part of their Title VI Plan. For immediate reference please review page(s) 25-26 of FTA C 4702.1B. Additional information can be found on page(s) 20-31 of FTA C 4703.1.

Title VI Public Participation Policy, as required by USDOT Federal Transit Administration, should describe the proactive strategies, procedures, and desired outcomes for each Agency's public participation activities.

Kenmare Wheels and Meals believes that public involvement allows the residents and business owners of Kenmare and its environs an opportunity to provide input into the transit management planning process. This agency shall consider environmental justice issues, which is the fair treatment of meaningful involvement of all people regardless of race, color, or national origin with respect to the development, implementation and enforcement of environmental laws, regulations, and policies. Fair treatment means that no group of people including a racial, ethnic, or socioeconomic group shall bear a disproportionate share of the negative environmental consequences resulting from industrial, municipal, and commercial operations are the execution of federal, state, local, and tribal programs, or policies.

**Meaningful involvement means that,**

- i. Potentially affected community residents have an appropriate opportunity to participate in decisions about a proposed activity that affects their environment and or health.
- ii. The public's contribution can influence the regulatory agencies' decision.
- iii. The concerns of all participants involved will be considered in the decision-making process.
- iv. The decision makers seek out and facilitate the involvement of those potentially affected.

Federal and State government requires public involvement because it helps to guide department decisions in providing public transportation services. Public involvement also benefits Kenmare Wheels and Meals and the public by allowing for the development of services that meet the needs of area citizens/customers.

The Federal government mandates public involvement prior to raising fares, implementing major reductions in service, or applying for grants/loans to finance transportation improvement projects.

**Public Participation/Engagement**

Kenmare Wheels and Meals has a wide latitude to determine how, when, and how often specific public participation activities should take place, and which specific measures are most appropriate.

**1.Public Meetings**

Throughout the project, this Agency shall provide information, prepare updates, and announce meetings on numerous platforms to better reach stakeholders. This agency will provide comprehensive materials to residents of Kenmare and the surrounding area in the following ways

- i. Bi- Monthly Board meetings are always open to the public. They hold the same schedule throughout the year to encourage public participation. Meetings have an open Agenda. Meetings days and times can be moved anytime to accommodate a reasonable request including the weather. Interested parties can join any meeting via Zoom, Teams, or through the Facebook portal.
- ii. Board meetings are listed in the monthly newsletter and in the Kenmare News
- iii. This office is ADA compliant and can accommodate disabled people including mobility impaired individuals.
- iv. This office has available information for minorities or LEP populations. Volunteers are in place to assist in Spanish on location, if necessary, access to Language Link for any other language.
- v. Surround Burke, Renville, and Ward County are scheduled in different areas throughout the year as to include different groups of people for varying input.

## 2. Coordination

- i. Kenmare Wheels and Meals coordinates with Souris Basin Transportation, Wildrose Transportation, NDDOT, Trinity Health, Kenmare Food Pantry, and Area Educational and Religious Organizations. KWM also organizes and regularly meets with the City of Kenmare, Chamber of Commerce, and Ward County Social Services. This partnership specifically provides a medium to educate and solicit feedback on current services and necessary changes.
- ii. KWM has many fundraising events throughout the year. Some events include "Business after Hours" which requires local citizens to physically engage in our services to participate in the event. We also appreciate rural transit day which allows new people to ride public transportation. These would be people that have never rode a bus and are hesitant to try it without additional support. Additionally Senior Center charity events and community sponsored activities serve as a way to provide education about our services.
- iii. Kenmare Wheels and Meals will provide interpretation services. All service costs will be absorbed by this Agency.



On-Demand Remote Interpreting and Document Translation Companies currently serving the State of North Dakota, NDDOT , Public Entities, and Transportation Providers are

- 90-000-18-00003AB (Language Link) 360-433-0401
  - 90-000-18-00003AG (Voiance Language Services, LLC)866-742-9080
- Both Entities offer on demand interpreting over the phone, via video remote, and document translation.

### 3. Public Studies

As per requirements of [49 U.S.C. Sections 5307(b)] and [5307(c)(l)] Kenmare Wheels and Meals has developed a process to study public comment before raising a fare or carrying out a major reduction in transportation services. Currently a mass mailing is the Agency's best option for response. Federal guidelines are included in the mailing as educational support. Surveys are sent to the entire community, not just the people using the transit system already. Public meetings are held on a quarterly basis at varying locations in the service region. To encourage public comment and to increase participation in the survey we also will do a survey monkey on some social media platforms. We publish the same survey in local newspapers and run for three consecutive weeks before making any determination.

### 4. Public Outreach Plan

In an effort to reach low income and Limited English Proficient populations, Kenmare Wheels and Meals is capable of conducting multilingual and nontraditional outreach with help from local community members and the above listed service providers.

- i. Kenmare Wheels and Meals advertises weekly in the Kenmare News and on our local public broadcasting. This Agency also distributes monthly newsletters to area businesses, senior centers, city and township auditors within a 50 mile radius of the main office
- ii. Outreach to minorities, LEP, and other underserved populations includes the addition of public meetings to target other groups interested in civic affairs in an effort to raise awareness of the planning process. Examples of these groups include The Veterans Club of Kenmare, Kenmare Chamber of Commerce, and Kenmare Housing Authority. KWM welcomes any communication representing low income or disadvantaged groups that may be interested in the planning or the operations of Public Transportation.
- iii. KWM hosts an information booth at the annual weeklong hunting festival every September in which our target populations pass through different events. Our goal is to identify new or current members of the community that might require assistance from our Agency. When trying to highlight

services informally and at a more demanding speed we use technology to decipher and receive comments from people. i.e Google Translate.

- iv. KWM has also has frequent interactions with religious and educational community organizations. We distribute information to their leaders and they in turn make referrals for the members for services.

## 5. Type of Public Involvement

Kenmare Wheels and Meals' public involvement process aims to give the public ample opportunity for early and continuing participation in critical transportation projects, plans and decisions, and to provide full public access to key discussions. The public is encouraged to make verbal and written comments at any time. Our agency feels that it is important to involve as many individuals as possible in order to gain the support and development of public transportation. Included below is a list of current groups that are frequently asked to comment with regard to public transportation and specific ridership needs.

- Potential and current riders
- Non-riders
- Business and community leaders/groups
- Government officials
- City Council and other City Departments
- Faith based community
- Academia and educational institutions
- Medical facilities/long term care centers
- Social Service Agencies
- Veterans

Kenmare Wheels and Meals has adopted NDDOT Sign-In-Sheet form SFN: 59531 for use at public meetings.

Kenmare Wheels and Meals has adopted NDDOT Title VI Public Participation Survey form SFN: 60149 as a mechanism for tracking information.

### **LIMITED ENGLISH PROFICIENCY (LEP) PLAN:**

Kenmare Wheels and Meals is required to submit a Limited English Proficiency (LEP) Plan as part of their Title VI Program in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq, and Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency. For immediate reference please review FTA C 4702.1B, Chapter III-9.

Kenmare Wheels and Meals has developed a Limited English Proficiency (LEP) Plan specific to this region and the needs of our community members and possible visitors.

# NDDOT TITLE VI PUBLIC PARTICIPATION SURVEY

North Dakota Department of Transportation, Civil Rights  
SFN 60149 (3-2022)

## PLEASE USE DARK INK AND PRINT CLEARLY

The Civil Rights Act of 1964 and related nondiscrimination authorities require the North Dakota Department of Transportation to ensure everyone has the opportunity to comment on the transportation programs and activities that may affect their community.

To help with that, we ask that you respond to the following questions. You are not required to disclose the information requested in order to participate. Any information provided to the NDDOT will be retained solely for the purpose of collecting statistical data to ensure inclusion of all segments of the population affected by transportation programs and activities.

<b>Sex:</b> <input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/>	<b>Disability:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Age:</b> <input type="checkbox"/> Under 18 <input type="checkbox"/> 18-40 <input type="checkbox"/> 41-65 <input type="checkbox"/> 65+	
<b>Race:</b> <input type="checkbox"/> White <input type="checkbox"/> Asian <input type="checkbox"/> Native Hawaiian/Other Pacific Islander <input type="checkbox"/> American Indian/Alaskan Native <input type="checkbox"/> Hispanic or Latino <input type="checkbox"/> _____ <input type="checkbox"/> Black/African American	
<b>Language Most Frequently Spoken in your Home:</b> <input type="checkbox"/> Spanish <input type="checkbox"/> Vietnamese <input type="checkbox"/> Japanese <input type="checkbox"/> German <input type="checkbox"/> Arabic <input type="checkbox"/> Other Slavic Language <input type="checkbox"/> Other African Language <input type="checkbox"/> Russian <input type="checkbox"/> English <input type="checkbox"/> Chinese <input type="checkbox"/> Other India Language <input type="checkbox"/> _____	
<b>Do you receive public assistance?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>How did you hear about this event?</b> <input type="checkbox"/> Internet <input type="checkbox"/> NDDOT Contact <input type="checkbox"/> Television <input type="checkbox"/> Radio <input type="checkbox"/> Newspaper <input type="checkbox"/> Advocacy Group <input type="checkbox"/> Mailing <input type="checkbox"/> Social Service Agency <input type="checkbox"/> _____	

### For Office Use Only

Event Date (MM/DD/YYYY)	City	County	Div/Dist Number	PCN
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

#### MPO:

- Bismarck-Mandan
- Fargo-Moorhead Metro COG
- Grand Forks-East Grand Forks

#### ROW:

- Negotiation
- Relocation

#### Subrecipient:

- Yes
- No

\*After you have completed this form, please place it in the designated location.

# SIGN-IN SHEET

North Dakota Department of Transportation, Civil Rights  
SFN 59531 (5-2018)

Page \_\_\_\_ of \_\_\_\_

Division/District/Consultant		
Meeting Location	Meeting Type	Meeting Date
Project Number		PCN
Project Description		

Name (Please print)	Title/Representing		
Address	City	State	ZIP Code
Email Address		Telephone Number	

Name (Please print)	Title/Representing		
Address	City	State	ZIP Code
Email Address		Telephone Number	

Name (Please print)	Title/Representing		
Address	City	State	ZIP Code
Email Address		Telephone Number	

Name (Please print)	Title/Representing		
Address	City	State	ZIP Code
Email Address		Telephone Number	

Name (Please print)	Title/Representing		
Address	City	State	ZIP Code
Email Address		Telephone Number	

Name (Please print)	Title/Representing		
Address	City	State	ZIP Code
Email Address		Telephone Number	

Name (Please print)	Title/Representing		
Address	City	State	ZIP Code
Email Address		Telephone Number	

# TRANSIT TITLE VI-LIST OF INVESTIGATIONS, LAWSUITS, AND COMPLAINTS

North Dakota Department of Transportation, Local Government  
SFN 60805 (8-2017)

Name of Transit Provider/Agency  
Kenmare Wheels and Meals Inc. FY 2022-2023

All recipients shall prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin:

- Active investigations conducted by Federal Transit Administration (FTA) and entities other than FTA;
- Lawsuits; and
- Complaints naming the recipient.

Providers must submit form upon receipt of notification of complaint and annually upon request by the NDDOT Transit Section. Please attach additional documentation as needed. If you have not had any investigations, lawsuits, or complaints, please enter "None" in each category on the annual report.

	DATE (MM/DD/YYYY)	SUMMARY OF ALLEGATION(S) (include basis of complaint: race, color or national origin)	CURRENT STATUS	ACTION(S) TAKEN/FINAL FINDINGS
INVESTIGATIONS	1.	N/A		
	2.			
	3.			
	4.			

LAWSUITS	1.	N/A		
	2.			
	3.			
	4.			

COMPLAINTS	1.	N/A		
	2.			
	3.			
	4.			

Name (Type or Print)  
Lisa Bartlett -Executive Director - Title VI Coordinator

Signature  Date  
9/15/2023

# Discrimination Complaint Form

## Title VI and ADA

<b>Section I:</b>		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
<b>Section II:</b>		
Are you filing this complaint on your own behalf?	<input type="checkbox"/> Yes*	<input type="checkbox"/> No
<i>*If you answered "yes" to this question, go to <b>Section III</b>.</i>		
If not, please supply the name and relationship of the person for whom you are complaining.		
Please explain why you have filed for a third party:		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>Section III:</b>		
I believe the discrimination I experienced was based on (check all that apply):		
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin
<input type="checkbox"/> Disability		
Date of Alleged Discrimination (Month, Day, Year): _____		
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.		
_____		
_____		
_____		
<b>Section IV:</b>		
Have you previously filed a Discrimination Complaint with this agency?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

If yes, please provide any reference information regarding your previous complaint.

**Section V:**

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes       No

If yes, check all that apply:

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

Federal Court: \_\_\_\_\_

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

State Court: \_\_\_\_\_

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

Please provide information about a contact person at the agency/court where the complaint was filed.

Name:

Title:

Agency:

Address:

Telephone:

**Section VI:**

Name of agency complaint is against:

Name of person complaint is against:

Title:

Location:

Telephone Number (if available):

You may attach any written materials or other information that you think is relevant to your complaint. Your signature and date are **required** below:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Please submit this form in person at the address below, or mail this form to:**

**Kenmare Wheels and Meals**  
221. North Central Ave. Kenmare, ND 58746  
701.385.4364  
[wandm@restel.net](mailto:wandm@restel.net)



# Formulario de queja conjunto del Título VI/ADA

<b>Section I:</b>		
Nombre:		
Habla a:		
Tele'fono (Habla):	Tele'fono (Trabajo):	
Direccio'n de correo electro'nico:		
Requisitos de formato accessible?	<input type="checkbox"/> Letra grande	<input type="checkbox"/> Cinta de audio
	<input type="checkbox"/> TDD	<input type="checkbox"/> Otro/Otra
<b>Section II:</b>		
Estra'presentando una queja en su nombre?	<input type="checkbox"/> Si**	<input type="checkbox"/> No
<i>*Si respondio' afirmativamente a esta pregunta, pase a la Seccio'n III.</i>		
Si no, proporcione el nombre y la relacio'n de la que se esta' quejando.		
Explique por que' ha solicitado a un tercero:		
Confirme que ha obtenido el permiso de la parte agraviada si presenta la solicitud en nombre de un tercero.	<input type="checkbox"/> Si	<input type="checkbox"/> No
<b>Section III:</b>		
I believe the discrimination I experienced was based on (check all that apply):		
<input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen nacional <input type="checkbox"/> Discapacidad		
Fecha de la supuesta Discriminacio'n (Mes, Dia, Ano): _____		
Explique los ma's claramente posible lo que sucedio' y por que' cree que fue discriminado. Describa a todas las personas que estuvieron involucradas. Incluya en nombre y la informacio'n de contacto de la(s) persona(s) que lo discriminaron (si se conocen) asi' como los nombres y la informacion de contacto de los testigos. Si necesita ma's espacio, utilice el reverso de esta fromulario.		
_____		
_____		
_____		
<b>Section IV:</b>		
?Ha presentado previamente una queja por discriminacio'n ante esta agencia?	<input type="checkbox"/> Si	<input type="checkbox"/> No



En caso afirmativo, proporcione cualquier informaci3n de referencia con respecto a su queja anterior.

**Section V:**

Ha presentado esta queja ante alguna otra agencia federal, estatal o local, o ante algu3n tribunal federal o estatal?

Si  No

En caso afirmativo, marque todo lo que corresponda:

Agencia Federal: \_\_\_\_\_

Corte Federal: \_\_\_\_\_  Agencia estado: \_\_\_\_\_

Tribunal estatal: \_\_\_\_\_  Agencia local : \_\_\_\_\_

Please provide information about a contact person at the agency/court where the complaint was filed.

Nombre:

Titulo:

Agencia:

Habla a:

Tele'fono:

**Section VI:**

Nombre de la agencia en la que se presenta la queja:

Nombre del la persona contra la que se presenta la queja:

Titulo:

Ubicaci3n:

Numero do tele'fono (si se conoce):

Puede adjuntar cualquier material escrito u otra informaci3n que considere relevante para su queja. Su firma y fecha son requeridas a continuaci3n.

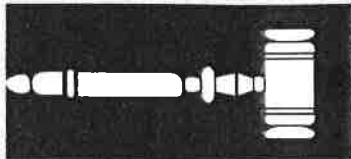
\_\_\_\_\_  
Firma

\_\_\_\_\_  
Fecha

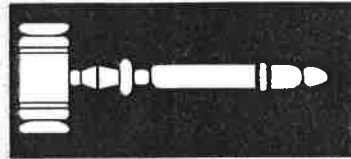
Please submit this form in person at the address below, or mail this form to:

Kenmare Wheels and Meals  
221. North Central Ave. Kenmare, ND 58746  
701.385.4364  
[wandm@restel.net](mailto:wandm@restel.net)





# LA LEY ESTABLECE



# LA IGUALDAD DE OPORTUNIDADES

El Título VI del Decreto de Derechos Civiles de 1964 prohíbe que los programas que reciben ayuda del gobierno federal discriminen en base a raza, color o nacionalidad de origen.

El Departamento de Salud Mental y Servicios de Abuso de Sustancias de Tennessee también requiere que sus servicios sean ofrecidos a todas las personas elegibles sin distinción de raza, color, o nacionalidad de origen.

Si usted considera que ha sido víctima de actos de discriminación, póngase en contacto con su representante local del Título VI listado a continuación:

\_\_\_\_\_ (nombre)

\_\_\_\_\_ (localidad)

\_\_\_\_\_ (número de teléfono)

## Las Prácticas Prohibidas incluyen las siguientes:

- Negar servicios en base a raza, color, o nacionalidad de origen.
- Aplicar estándares diferentes para el mismo tipo de servicio.
- Segregar a los clientes únicamente en base a raza, color, o nacionalidad de origen.
- Restringir acceso a servicios o beneficios del programa.
- Impedir la dignidad humana por manera de dirigirse o tratamiento.
- No considerar a las personas con dominio limitado del inglés.

Kenmare Wheels and Meals  
221. North Central Ave. Kenmare, ND 58746  
701.385.4364  
[wandm@restel.net](mailto:wandm@restel.net)



**KENMARE WHEELS AND MEALS**  
**FTA Subrecipient**

**EXTERNAL COMPLAINTS OF DISCRIMINATION**

PART I - COMPLAINANT INFORMATION (Print all items legibly.)		Telephone
Name		
Street Address/P. O. Box	Email Address	
City	State	Zip Code

**PART II - CAUSE OF DISCRIMINATION OR COMPLAINT BASED ON [Check all appropriate box(s) ]**

**Title VI of the Civil Rights Act of 1964**

- Race       Color       National Origin

**Other Nondiscrimination Statutes/Executive Orders**

- Sex       Disability       Limited English Proficiency       Age       Income Status

**PART III - THE PARTICULARS ARE: (Include names, dates, places, and incidents involved in the complaint.) [If additional space is needed, attach extra sheet(s) ]**


**PART IV - REMEDY SOUGHT [State the specific remedy sought to resolve the issue(s) ]**


**PART V - VERIFICATION**

Complainant's Signature \_\_\_\_\_ Date \_\_\_\_\_

**Instructions**

**GENERAL**

1. Instructions provided within this form are not meant to be all inclusive. Any person or group(s) of persons filing external complaints of discrimination are responsible for all procedural requirements contained in the External Complaints of Discrimination process.
2. Under Title VI of the Civil Rights Act of 1964 or the related statutes and regulations, no person or groups(s) of persons shall, on the grounds of race, color, national origin, or sex, age, disability, limited English proficiency, or income status, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any and all programs, services, or activities administered by Kenmare Wheels and Meals. Any person or group(s) of persons who feel they have been discriminated against may file a complaint.
3. Complainants must include all required information and must meet all timeframes as defined in the Kenmare Wheels and Meals Complaint Procedure.
4. Legible copies of all available pertinent documentation should be attached to this form.
5. All inquiries should be directed to Lisa Bartlett, Kenmare Wheels and Meals, 221 N. Central Ave Kenmare, ND 58746, 701-385-4364.

**PART I**

Complete all information in this section.

**PART II**

Check all boxes that apply indicating the basis for the complaint. The discrimination must be based on at least one of the listed categories under Title VI or Other Nondiscrimination Statutes/Executive Orders. If the complaint pertains to service and the type is not listed, select "Other" and describe.

**PART III**

State the specific complaint in a manner that clearly identifies the issues upon which the complaint is based.

#### PART IV

State the minimum remedy acceptable for resolution of this complaint.

#### PART V

Sign and date this section to verify the information contained in Parts I through IV.

### External Complaints of Discrimination

#### A. Introduction

Kenmare Wheels and Meals External Complaints of Discrimination process is consistent with the Federal Transit Administration's (FTA) Title VI complaint procedures filed under Title VI of the Civil Rights Act of 1964 (and related nondiscrimination statutes), Title II of the Americans with Disabilities Act of 1990, and/or Section 504 of the Rehabilitation Act of 1973. The related nondiscrimination statutes, regulations, Executive Orders (E.O.), directives, and other references are available upon request.

#### B. Agencies Authorized to Receive Complaints

Complaints may be submitted to one of the following: Sub Recipient of NDDOT, NDDOT, FTA, the United States Department of Transportation (USDOT), or the United States Department of Justice (USDOJ). See Appendix A.

#### C. Persons Eligible to File

Any person or any specific class of persons, by themselves or by a representative, that believe they have been subjected to discrimination or retaliation prohibited by Title VI of the Civil Rights Act of 1964 (Race, Color, or National Origin), Section 504 of the Rehabilitation Act of 1973 (Section 504), or Title II of the Americans with Disabilities Act of 1990 (ADA), or related statutes (age, sex, or income status), may file a complaint.

#### D. Filing a Complaint

1. A complaint is a written or electronic statement concerning an allegation of discrimination that contains a request for the receiving office to take action. Complaints should be complete and sign Kenmare Wheels and Meals's External Complaints of Discrimination form and file by mail, fax, in person, or e-mail. A complaint should contain at least the following information:

- a. A written explanation of what has happened;
- b. A way to contact the complainant;
- c. The basis of the complaint, i.e., race, color, national origin, or sex, age, disability, income status, or limited English proficiency;
- d. The identification of the respondent, i.e., agency/organization alleged to have discriminated;
- e. Sufficient information to understand the facts that led the complainant to believe that discrimination occurred; and
- f. The date(s) of the alleged discriminatory act(s).

2. While the above indicates a complaint should be in writing and signed, will accept complaints in alternate formats from persons with disabilities, upon request.

a. Upon request to Kenmare Wheels and Meals, the complaint may be filed on a compact disk (PDF, work document, or audio recording are all acceptable formats) or in Braille.

3. The complainant may contact Kenmare Wheels and Meals for assistance in filing a complaint. Kenmare Wheels and Meals will consider every request for reasonable accommodation to provide:

- a. Accommodation for people with disabilities;
- b. Language interpretation for people with limited English proficiency (LEP);
- c. Transition of written materials necessary to access Kenmare Wheels and Meals programs and information.

To request accommodations, complainants may contact: Lisa Bartlett at 701-385-4364.

TTY users may use Relay North Dakota at 711 or (800)366-6898.

#### E. Timeframes for Filing a Complaint

1. Complaints must be filed within 180 calendar days of the last date of the alleged discrimination, unless the time for filing is extended. The filing date of the complaint is the earlier of:

- a. The postmark of the complaint, or
- b. The date the complaint is received by any agency that has jurisdiction for the complaint. See Appendix A.

#### F. Complaints Received by Kenmare Wheels and Meals Under FTA Jurisdiction

1. Complaints filed under Title VI, related statutes, and Section 504/ADA in which Kenmare Wheels and Meals is named as respondent will be forwarded by Kenmare Wheels and Meals to NDDOT Civil Rights Division.
2. Title VI, related statutes, and Section 504/ADA complaints filed directly with Kenmare Wheels and Meals against its sub recipients or contractors will be processed by Kenmare Wheels and Meals in accordance with the FTA approved complaint procedures under FTA C 4710.1, FTA C 4702.1B, 49 CFR 27.13(D).
3. Kenmare Wheels and Meals may investigate complaints against its sub recipients or contractors as follows:
  - a. The complaint will be reviewed within 10 business days to determine whether it contains all of the necessary information required for acceptance.
  - b. If the complaint is complete and no additional information is needed, the complainant will be sent a letter of acceptance along with the Complainant Consent/Release form and the Notice About Investigatory Uses of Personal Information fact sheet.
  - c. If the complaint is incomplete, the complainant will be contacted in writing or by telephone to obtain the additional information. The complainant will be given 10 business days to respond to the request for additional information.
  - d. If the investigator is not contacted by the complainant or does not receive the additional information within 15 business days, or if the complainant no longer wishes to pursue their case, the Kenmare Wheels and Meals can issue a letter and administratively close the case.

- G. Complainant is Represented by an Attorney**  
Complainants represented by an attorney should provide a letter of representation.
- H. Timeframes for Investigations by Kenmare Wheels and Meals**
- For Title VI or related statutes complaints, Kenmare Wheels and Meals is required to follow the FTA C 4702.1B to comply with reporting requirements of 49 CFR 21.9(b). The investigation information is recorded on the Transit Title VI – List of Investigations, Lawsuits, and Complaints (SFN 60805) and submitted to NDDOT every year. Although FTA regulations do not specify a timeframe for the investigation of Title VI complaints, the Kenmare Wheels and Meals attempts to complete investigations within 90 calendar days of receipt of the complaint from NDDOT.
  - For Section 504/ADA complaints, Kenmare Wheels and Meals is required to follow the FTA C 4710.1 to comply with reporting requirements of 49 CFR 27.121(b). Kenmare Wheels and Meals shall forward a copy of the complaint, together with a copy of the report of investigation within 90 calendar days of receipt of the complaint to NDDOT and FTA.
- I. Letters of Finding (LOFs)**
- The FTA has delegated authority for issuing LOFs for Title I, related statutes, and Section 504/ADA complaints processed by FTA.
  - Kenmare Wheels and Meals has delegated authority for issuing LOFs for Title VI, related statutes, and Section 504/ADA complaints processed by Kenmare Wheels and Meals against FTA funded sub recipients or contractors.
- J. Appeals**
- LOFs issued by the FTA are administratively final.
  - Closure letters or LOFs issued by Kenmare Wheels and Meals under FTA jurisdiction on Title VI, related statutes, and Section 504/ADA complaints may be appealed to FTA within 15 calendar days after the date of the closure letter or the LOF.

APPENDIX A  
Agencies Authorized to Receive and Process Complaints of Discrimination

North Dakota Department of  
Transportation

Civil Rights Division  
608 E. Boulevard Avenue  
Bismarck, ND 58507-0700

Phone: (701) 328-2576  
Fax: (701) 328-0343  
TTY: 711 or (800) 366-6888

Federal Transit Administration (FTA)

Office of Civil Rights  
Attention: Complaint Team  
East Building, 5th Floor – TCR  
1200 New Jersey Avenue, S.E.  
Washington, DC 20590

Phone: (888) 446-4511

United States Department of  
Transportation (USDOT)

Departmental Office of Civil Rights  
1200 New Jersey Avenue, S.E.  
Washington, DC 20590

Phone: (202) 366-4649  
Fax: (201) (202) 366-5575  
TTY/Assistive Device: (202) 366-9696

USDOJ – Race, Color, National Origin Complaints

Federal Coordination & Compliance Section – NWRB  
Civil Rights Division  
U.S. Department of Justice (USDOJ)  
950 Pennsylvania Avenue, N.W.  
Washington, DC 20530

Phone: (888) 848-5306 (English & Spanish)  
(202) 307-2222 (voice)  
(202) 307-2678 (TDD)

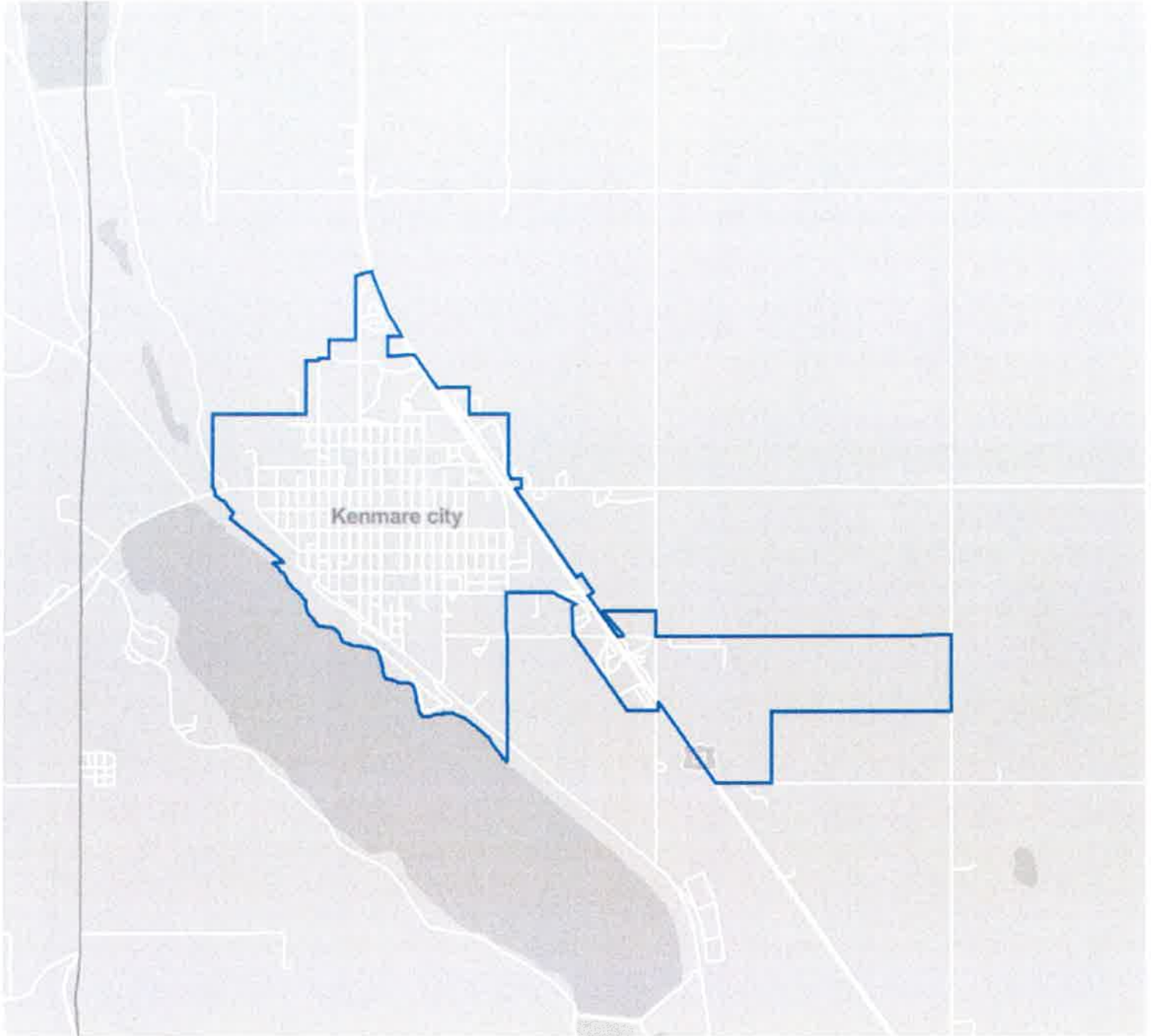
USDOJ – ADA Complaints

US Department of Justice (USDOJ)  
950 Pennsylvania Avenue, N.W.  
Civil Rights Division  
Disability Rights Section 1425 NYAV  
Washington, DC 20530

Fax: (202) 307-1197

ADA Information Line: (800) 514-0301 (voice) or  
(800) 514-0383 (TTY)  
Main Section Telephone Number:  
(202) 307-0663 (voice and TTY)

## Kenmare city, Ward County, North Dakota Reference Map



Source: U.S. Census Bureau

# Race and Ethnicity

**8**

American Indian and Alaska Native alone in Kenmare city, Ward County, North Dakota

**1,706**

American Indian and Alaska Native alone in Ward County, North Dakota

*P8 | 2020 Decennial Census*

## **Asian**

**13**

Asian alone in Kenmare city, Ward County, North Dakota

**1,120**

Asian alone in Ward County, North Dakota

*P8 | 2020 Decennial Census*

## **Black or African American**

**0**

Black or African American alone in Kenmare city, Ward County, North Dakota

**3,024**

Black or African American alone in Ward County, North Dakota

*P8 | 2020 Decennial Census*

## **Native Hawaiian and Other Pacific Islander**

**3**

Native Hawaiian and Other Pacific Islander alone in Kenmare city, Ward County, North Dakota

**133**

Native Hawaiian and Other Pacific Islander alone in Ward County, North Dakota

*P8 | 2020 Decennial Census*

## **Some Other Race**

**14**

Some Other Race alone in Kenmare city, Ward County, North Dakota

**1,380**

Some Other Race alone in Ward County, North Dakota

*P8 | 2020 Decennial Census*

## **Two or More Races**

**26**

Two or More Races in Kenmare city, Ward County, North Dakota

**5,518**

Two or More Races in Ward County, North Dakota

*P8 | 2020 Decennial Census*

## **White**

**897**

White alone in Kenmare city, Ward County, North Dakota

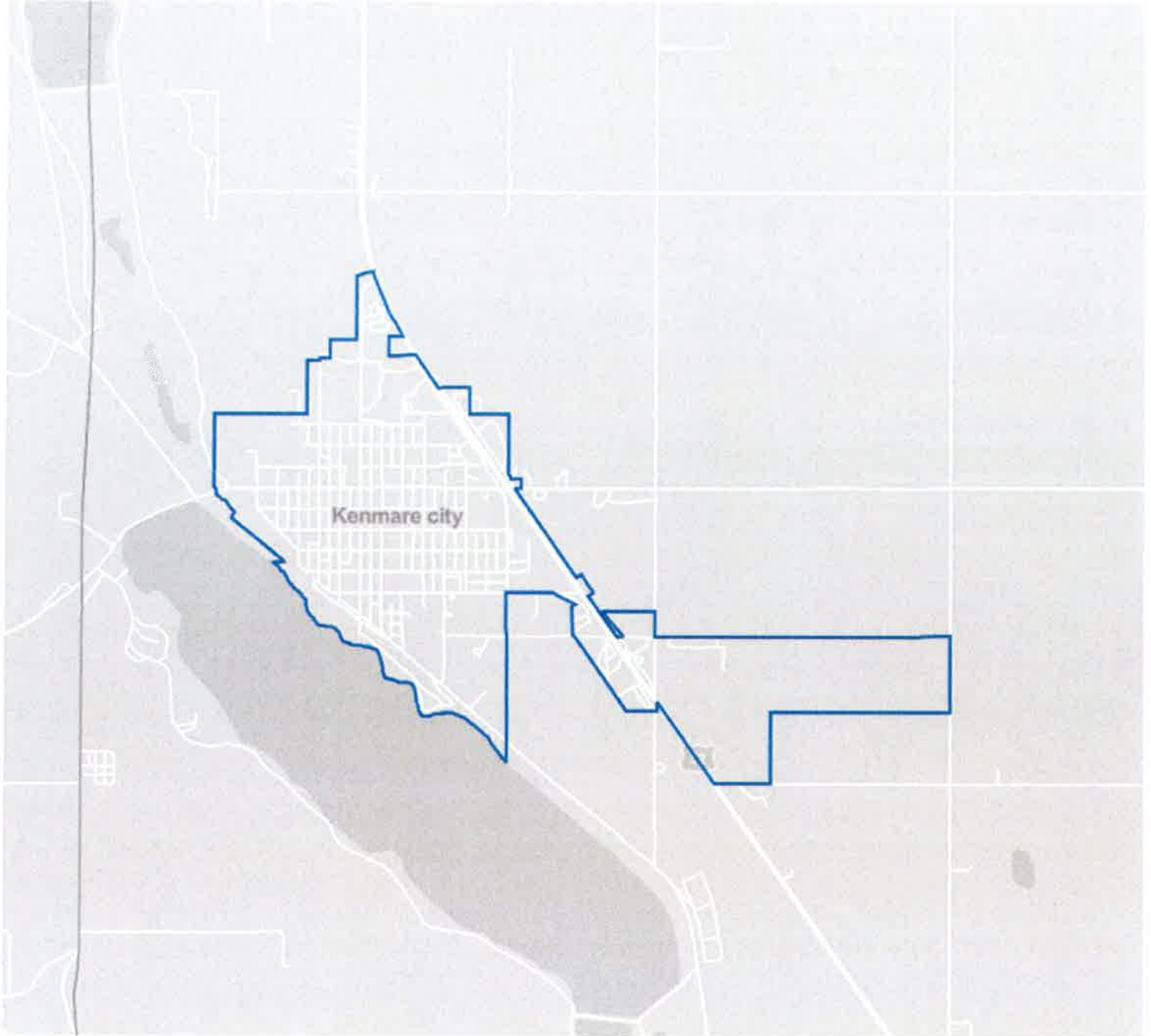
**57,038**

White alone in Ward County, North Dakota

*P8 | 2020 Decennial Census*



## Kenmare city, Ward County, North Dakota Reference Map



Source: U.S. Census Bureau

# Populations and People

## Age and Sex

**48.7** ± 8.6

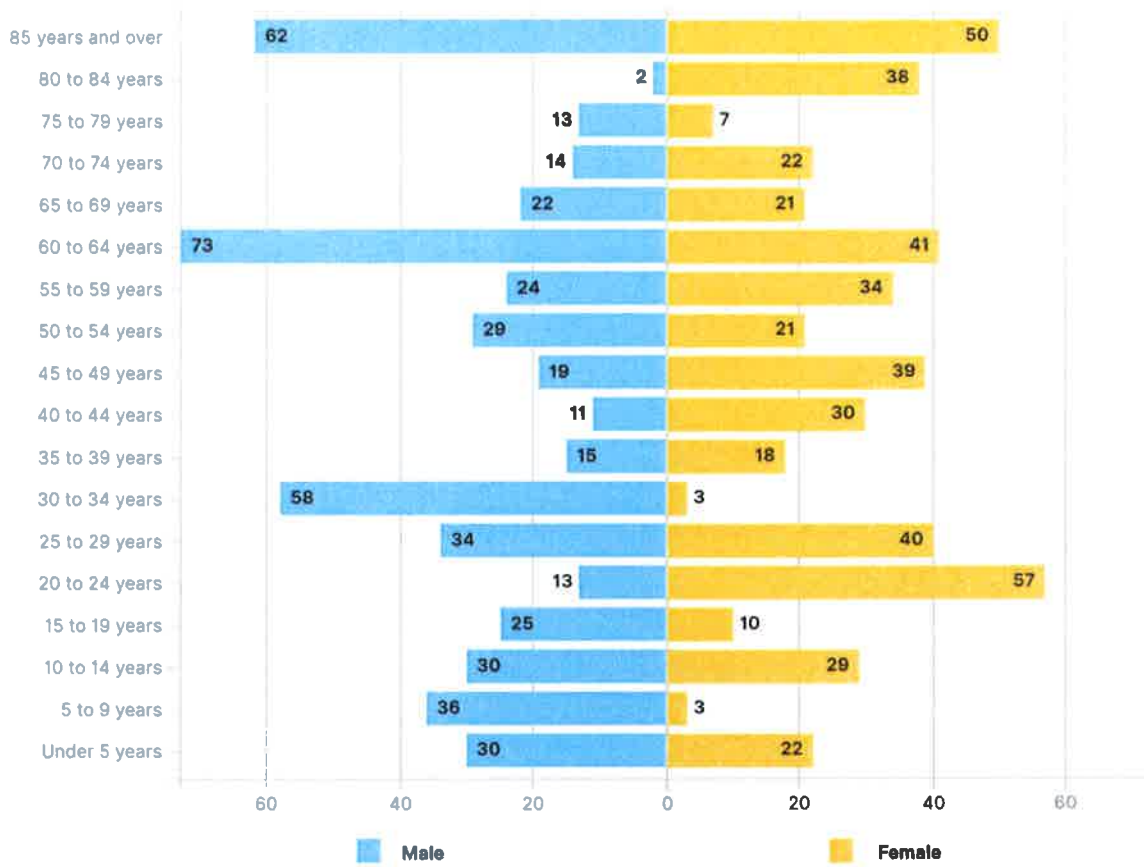
Median Age in Kenmare city, Ward County, North Dakota

**33.6** ± 0.7

Median Age in Ward County, North Dakota

*S0101 | 2021 American Community Survey 5-Year Estimates*

**Kenmare city, Ward County, North Dakota**



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S0101 | 2021 ACS 5-Year Estimates Subject Tables

**Ancestry**

**1.2%** ± 1.7%

Italian Ancestry in Kenmare city, Ward County, North Dakota

**1.3%** ± 0.8%

Italian Ancestry in Ward County, North Dakota

DP02 | 2021 American Community Survey 5-Year Estimates

## Ancestry

in Kenmare city, Ward County, North Dakota

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English - 9.9%



French (except Basque) - 0.7%



German - 51.0%



Irish - 1.6%



Italian - 1.2%



Norwegian - 32.1%



Polish - 0.0%



Scottish - 0.7%



Subsaharan African - 0.2%



0% 10% 20% 30% 40% 50%

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DP02 | 2021 ACS 5-Year Estimates Data Profiles

## Language Spoken at Home

**0.2%** ± 0.6%

Language Other Than English Spoken at Home in Kenmare city, Ward County, North Dakota

**N** ± N

Language Other Than English Spoken at Home in Ward County, North Dakota

S1601 | 2021 American Community Survey 5-Year Estimates

## Types of Language Spoken at Home

in Kenmare city, Ward County, North Dakota

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English only - 99.8%



Spanish - 0.0%

Other Indo-European languages - 0.2%



Asian and Pacific Islander languages - 0.0%

Other languages - 0.0%

0% 20% 40% 60% 80% 100%

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DP02 | 2021 ACS 5-Year Estimates Data Profiles

## Native and Foreign Born

**1.2%** ± 1.4%

Foreign Born population in Kenmare city, Ward County, North Dakota

**4.9%** ± 1.9%

Foreign Born population in Ward County, North Dakota

DP02 | 2021 American Community Survey 5-Year Estimates

## Foreign Born Population

in Kenmare city, Ward County, North Dakota

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Naturalized U.S. citizen - 83.3%



Not a U.S. citizen - 16.7%



0% 20% 40% 60% 80%

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DP02 | 2021 ACS 5-Year Estimates Data Profiles

## Older Population

**25.2%** ± 9.0%

65 Years and Older in Kenmare city, Ward County, North Dakota

**13.8%** ± 0.2%

65 Years and Older in Ward County, North Dakota

DP05 | 2021 American Community Survey 5-Year Estimates

## Older Population by Age

In Kenmare city, Ward County, North Dakota

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65 to 74 years - 7.9%



75 to 84 years - 6.0%



85 years and over - 11.3%



0% 2% 4% 6% 8% 10% 12%

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DPO5 | 2021 ACS 5-Year Estimates Data Profiles

## Residential Mobility

**0.1%** ± 0.2%

Moved From a Different State in the Last Year in Kenmare city, Ward County, North Dakota

**4.9%** ± 2.1%

Moved From a Different State in the Last Year in Ward County, North Dakota

S0701 | 2021 American Community Survey 5-Year Estimates

## Residential Mobility in the Last Year

In Kenmare city, Ward County, North Dakota

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Moved within the Same County - 6.7%



Moved from a Different County, Same State - 1.4%



Moved from a Different State - 0.1%



Moved from Abroad - 0.0%

0% 1% 2% 3% 4% 5% 6% 7%

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S0701 | 2021 ACS 5-Year Estimates Subject Tables

## Veterans

**13.7%** ± 7.2%

Veterans in Kenmare city, Ward County, North Dakota

**8.9%** ± 2.1%

Veterans in Ward County, North Dakota

S2101 | 2021 American Community Survey 5-Year Estimates

## Veterans by Sex

In Kenmare city, Ward County, North Dakota

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Male - 90.4%



Female - 9.6%



0% 20% 40% 60% 80% 100%

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[S2101](#) | [2021 ACS 5-Year Estimates Subject Tables](#)

# Kenmare city, Ward County, North Dakota

Kenmare city, Ward County, North Dakota is a city, town, place equivalent, and township located in Ward County, North Dakota.

// United States / North Dakota / Ward County, North Dakota / Kenmare city, Ward County, North Dakota

[Display Sources](#)

## Populations and People

Total Population

**961**

P1 | 2020 Decennial Census

## Education

Bachelor's Degree or Higher

**22.2%**

S1501 | 2021 American Community Survey 5-Year Estimates

## Housing

Total Housing Units

**548**

H1 | 2020 Decennial Census

## Families and Living Arrangements

Total Households

**485**

DP02 | 2021 American Community Survey 5-Year Estimates

## Income and Poverty

Median Household Income

**\$55,038**

S1901 | 2021 American Community Survey 5-Year Estimates

## Employment

Employment Rate

**61.3%**

DP03 | 2021 American Community Survey 5-Year Estimates

## Health

Without Health Care Coverage

**6.4%**

S2701 | 2021 American Community Survey 5-Year Estimates

## Race and Ethnicity

Hispanic or Latino (of any race)

**33**

P9 | 2020 Decennial Census