



**PROWERS AREA TRANSIT**  
**407 EAST OLIVE ST**  
**LAMAR, COLORADO 81052**

**(719)-556-8034 FAX: (719)-556-8018**

**TITLE VI / LIMITED ENGLISH PROFICIENCY (LEP POLICY**  
**PROWERS AREA TRANSIT**

**“THE MISSION OF PROWERS AREA TRANSIT IS PROVIDING**  
**DEPENDABLE AND SAFE RIDES FOR ALL WHO WISH TO CONNECT**  
**WITH LOCAL RESOURCES AND COMMUNITY ACTIVITIES?”**

**BACKGROUND:** Prowers Area Transit (PATs) is located inside the Lamar Community Resource and Senior Center at 407 East Olive Street, Lamar, Colorado 81052. PATs operates a ‘demand-response’ transit system in Prowers County, Colorado Monday through Friday 7:30 a.m. to 5:00 p.m. We take our last calls at 4:30 p.m. PATs serves the entire Prowers County including the towns of Lamar, Wiley, Granada, Bristol, Hartman and Holly this also includes all of the rural areas of Prowers County. PATs has 3 ADA equipped mini-buses operating daily and has a total of 5 ADA equipped Mini-buses and two non-ADA vehicles. PATs has a current staff of 6 individuals. There is a Director, Admin-Asst/Backup Dispatcher, Holly Transit Driver/Head Dispatcher, Transit Driver/Maintenance Manager and 2 Transit Drivers. PATs also has a bus facility that was constructed in late 2002 and early 2003.

**NOTICE TO THE PUBLIC OF RIGHTS UNDER TITLE VI:** In accordance with the provisions of the Americans with Disabilities Act and the Civil Rights Act of 1964, Prowers Area Transit does not discriminate on the basis of disability, race, color, national origin or gender in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that “no person in the United States shall, on the ground of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal Financial assistance.” (42 U.S.C. Section 2000d).

Prowers Area Transit is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, national origin or gender, as protected by Title VI in Federal Transit Administration (FTA) Circular management of Title VI-related activities.

Prowers Area Transit operates its programs and services without regard to race, color, national origin or gender in accordance with Title VI of the Civil Rights Act. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Prowers Area Transit and/or with the Federal Transit Administration by filing a complaint with the office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.



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***Title VI Coordinator Contact Information:***

Darren Glover, Operation Director, Prowers Area Transit, 407 East Olive Street, Lamar, Colorado 81052, 719-336-8039 or email at [dglover@prowerscounty.net](mailto:dglover@prowerscounty.net).

Title VI information is prominently and publicly displayed in the Prowers Area Transit Office, Transit Vehicles, brochures and on our website [www.prowerscounty.net](http://www.prowerscounty.net) (departments, Prowers Area Transit, Title VI/LEP policy). Any additional information relating to the nondiscrimination obligation can be obtained from the Prowers Area Transit Title VI Coordinator.

Title VI information shall be disseminated to PATS employees upon hiring and every year thereafter. Title VI information is included with each employee's Prowers County Employee handbook. The employee is required to sign the 'Acknowledgement of receipt' when signing for the above handbook.

***RECORD KEEPING:*** The Title VI Coordinator will maintain permanent records, which include, but are not limited to the Title VI plan, copies of Title VI complaints or lawsuits and related documentation, and records of correspondence to and from complainants, and Title VI investigations.

***TITLE VI/LEP COMPLAINT PROCEDURES:*** The complainant may file a signed, written complaint up to one hundred and eighty (180) days from the date of the alleged discrimination. The complaint should include the following information:

1. Your name, mailing address, and how to contact you (i.e. telephone number, email address, etc.)
2. How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.
3. Other information that you deem significant.

The Title VI/LEP Complaint Form (Appendix C) may be used to submit the complaint information. The complaint may be filed in writing with PATS at the following address:

Prowers Area Transit  
Attn: Title VI Coordinator  
407 East Olive Street  
Lamar, Colorado 81052  
719-336-8039

**NOTE:** Prowers Area Transit encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by facsimile, an original, signed copy



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of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 180 days from the alleged date of discrimination.

All complaints alleging discrimination based on race, color, national origin or gender in a service or benefit provided by PATS will be directly addressed by PATS. PATS shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, PATS shall make every effort to address all complaints in an expeditious and thorough manner.

A letter of acknowledging receipt of complaint will be mailed within seven days. Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

PATS will send a final written response letter to the complainant that will notify them of the outcome of the complaint. In the letter notifying complainant that the complaint is not substantiated the complainant is also advised of his or her right to 1 appeal with seven calendar days of receipt of the final written decision from PATS. And/or 1. File a complaint externally with the U.S. Department of Transportation and/or the FTA. Every effort will be made to respond to the Title VI/LEP complaints with 60 Working days of receipt of such complaints, if not sooner.

Once sufficient information for investigating the complaint is received by PATS, a written response will be drafted subject to review by the Prowers County Attorney. If appropriate, the Prowers County Attorney may administratively close the complaint. In this case, PATS will notify the complainant of the action as soon as possible.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following office:

Federal Transit Administration Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5<sup>th</sup> Floor – TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590

If the complaint is by a Senior Citizen, a complainant may also file with:

Lower Arkansas Area Agency on Aging  
PO Box 494  
La Junta, Colorado 81050  
(719)-383-3166

Any individual can ask for a complaint form from any PATS employee or download from the County website [www.prowerscounty.net](http://www.prowerscounty.net), go to departments, go to Prowers Area Transit, go to tab Title VI/LEP



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***PUBLIC PARTICIPATION PLAN:*** All Prowers Area Transit vehicles have signage with the Title VI Notification and complaint address in both English and Spanish.

All Prowers Area Transit Advisory Board meetings will be held at the Lamar Community Resource and Senior Center located at 407 East Olive Street, Lamar, Colorado 81052. This location is ADA accessible and translators are available (Spanish).

Any individual needing transportation to the above meeting can use Prowers Area Transit for their transportation needs to attend this meeting.

All board meetings will be advertised on the Prowers County Website [www.prowerscounty.net](http://www.prowerscounty.net) and by public notice displayed at the Prowers County Courthouse and at 407 East Olive Street, Lamar, Colorado.

***PROWERS AREA TRANSIT (LEP) LIMITED ENGLISH PROFICIENT POLICY:***

This policy can be accessed by visiting [www.prowerscounty.net](http://www.prowerscounty.net) and/or requesting a copy from the PATS main office at 407 East Olive Street, Lamar, Colorado. You can also call 719-336-8039 and request one be mailed to you.

For more information on Prowers Area Transit's civil rights program and/or LEP policy, and the procedures to file a complaint please contact the Title VI Coordinator at 719-336-8039.

This Title VI Policy will be kept on file at the PATS office at 407 East Olive Street, Lamar, Colorado 81052. This plan is in tandem with the Prowers County Title VI plan. This plan will be for all Federal Grants applied for by Prowers Area Transit. (i.e. FTA, Area Agency on Aging and CSBG)

Updated 6-8-2021

Darren Glover  
Operation Director  
Prowers Area Transit  
Facility Coordinator  
Lamar Community Resource and Senior Center