

TITLE VI PROGRAM

First Chance Center/Orange County Transit

2026

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TABLE OF CONTENTS

TITLE VI PROGRAM	1
I. INTRODUCTION	4
First Chance Center's Commitment to Title VI	4
Title VI Program Responsibilities	4
II. GENERAL REQUIREMENTS	4
Title VI Notice to the Public.....	4
TITLE VI NOTICE TO THE PUBLIC	5
Discrimination Complain Procedures.....	5
Filing a Complaint	6
Complaint Review and Investigation	6
Filing Directly with FTA.....	6
Title VI Complaint Form.....	7
Active Investigations, Lawsuits, and Complaints	9
III. PUBLIC PARTICIPATION PLAN.....	9
Public Participation Strategies	9
Engaging Minority and LEP Populations.....	10
Public Participation Activities	10
IV. PUBLIC PARTICIPATION PROCESS.....	10
Public Notice and Outreach	10
Accessible Participation and Language Assistance	11
Public Comments	11
Documentation	11
V. Decision-Making Bodies.....	11
Efforts to Encourage Diverse Participation.....	12
VI. PROGRAM-SPECIFIC REQUIREMENTS.....	12
Service and Fare Changes	12
Subrecipient Monitoring	12
Facility Equity Analysis	12
Demographic Service Profile	12
VII. GRANTS, REVIEWS AND CERTIFICATIONS.....	13
Title VI Assurances.....	13

Civil Rights Compliance Reviews	13
VIII. LANGUAGE ASSISTANCE PLAN	13
Four Factor Analysis.....	14
Factor 1- Number or Proportion of LEP Persons	14
Factor 2- Frequency of Contact with LEP Persons	14
Factor 3- Nature and Importance of the Program	15
Factor 4- Resources Available and Costs.....	15
Four Factor Analysis Summary.....	16
Safe Harbor	16
Vital Documents	17
Language Assistance Measures	17
Identifying Language Assistance Needs.....	17
Providing Language Assistance	17
Employee Procedures.....	18
Notice to LEP Persons	18
Staff Training	18
Monitoring and Updating the Language Assistance Plan	19
APPENDICES	20

I. INTRODUCTION

First Chance Center's Commitment to Title VI

First Chance Center has prepared this Title VI Program to ensure that its public transportation services are provided in a nondiscriminatory manner and that all persons have an equal opportunity to participate in and benefit from its programs, activities, and services.

First Chance Center is committed to ensuring that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any program or activity receiving federal financial assistance on the basis of race, color, or national origin.

This Title VI Program has been prepared in accordance with Title VI of the Civil Rights Act of 1964 and applicable U.S. Department of Transportation (USDOT) and Federal Transit Administration (FTA) requirements. As a recipient or subrecipient of federal transit funding, First Chance Center is responsible for administering its programs and services consistent with Title VI requirements.

First Chance Center is also committed to providing meaningful access to its programs and services for persons with limited English proficiency (LEP). The agency's Language Assistance Plan, included in this Title VI Program, identifies the language assistance measures appropriate for its service area and operations.

Title VI Program Responsibilities

Through implementation of this Title VI Program, First Chance Center will:

- Provide programs, services, and benefits without regard to race, color, or national origin;
- Provide meaningful opportunities for public participation in transportation planning and decision-making;
- Take reasonable steps to provide meaningful access to programs and services for persons with limited English proficiency;
- Maintain procedures for receiving, investigating, and tracking Title VI complaints;
- Monitor its programs, policies, and activities for compliance with applicable Title VI requirements; and
- Review and update its Title VI Program as required.

II. GENERAL REQUIREMENTS

Title VI Notice to the Public

First Chance Center provides notice to the public of its rights under Title VI of the Civil Rights Act of 1964. The notice informs the public that First Chance Center operates its programs and services without regard to race, color, or national origin and provides information about how to obtain additional Title VI information and file a discrimination complaint.

First Chance Center posts its Title VI Notice to the Public in locations where it is accessible to riders and members of the public, including:

- <https://firstchancecenter.com>
- Inside Public Transit Vehicles
- Public Areas of the Agency Office
- Rider Guides

The current Title VI Notice to the Public is provided below.

TITLE VI NOTICE TO THE PUBLIC

First Chance Center 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 about First Chance Center's Title VI Program and the procedures to file a complaint, contact:

Crystal Mattingly

986 W Hospital Rd – Orange County Transit Office 8am – 4pm Monday Thru Friday

P.O.Box 267

812-723-4043

cmattingly@firstchancecenter.com

<https://firstchancecenter.com>

Any person who believes they have been subjected to discrimination on the basis of race, color, or national origin may file a Title VI complaint with First Chance Center.

A complaint may also be filed directly with the Federal Transit Administration:

Federal Transit Administration

Office of Civil Rights

1200 New Jersey Avenue SE

Washington, DC 20590

Language Assistance: If information is needed in another language, contact Crystal Mattingly at 812-723-4043.

Discrimination Complain Procedures

First Chance Center has established procedures for receiving, investigating, and resolving complaints alleging discrimination on the basis of race, color, or national origin under Title VI of the Civil Rights Act of 1964.

Any person who believes they have been subjected to discrimination by First Chance Center on the basis of race, color, or national origin may file a Title VI complaint. Complaints should be filed within **180 calendar days of the alleged discriminatory act**.

A Title VI Complaint Form is available at 986 W Hospital Rd and at <https://firstchancecenter.com>. Upon request, First Chance Center will provide appropriate assistance to individuals who need help completing or submitting a complaint.

Filing a Complaint

A complaint may be submitted to:

Crystal Mattingly

986 W Hospital Rd – Orange County Transit Office, 8am – 4pm Monday Thru Friday

P.O. Box 267

812-723-4043

cmattingly@firstchancecenter.com

<https://firstchancecenter.com>

Complaints may be submitted in person, by mail, or by e-mail.

Complaints should include, to the extent available:

- The complainant's name and contact information;
- The basis of the complaint (race, color, and/or national origin);
- The date and location of the alleged discriminatory act;
- A description of what occurred;
- The names of individuals involved, if known; and
- Any additional information the complainant believes is relevant.

Complaint Review and Investigation

Upon receipt of a Title VI complaint, First Chance Center will review the complaint to determine whether it is complete and whether it falls within the scope of the agency's Title VI complaint procedures.

The complainant will be notified that the complaint has been received and advised if additional information is necessary. First Chance Center will investigate accepted complaints in accordance with its established procedures and will provide the complainant with written notification of the outcome. ***See Appendix C for investigation procedure details.***

First Chance Center will maintain records of Title VI complaints and their disposition and will provide required complaint information to the Indiana Department of Transportation (INDOT), as applicable.

Filing Directly with FTA

A person may also file a Title VI complaint directly with:

Federal Transit Administration

Office of Civil Rights

1200 New Jersey Avenue SE

Washington, DC 20590

Title VI Complaint Form
First Chance Center/Orange County Transit Service

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
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.			Yes	No
Section III:				
I believe the discrimination I experienced was based on (check all that apply):				
☐ Race ☐ Color ☐ National Origin 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. _____ _____				
Section IV				
Have you previously filed a Title VI complaint with this agency?			Yes	No
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:
Contact person:
Title:
Telephone number:

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

Signature and date required below:

Printed Name

Signature

Date

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

Crystal Mattingly
First Chance Center/Orange County Transit Services
986 West Hospital Road
P.O. Box 267
Paoli, IN 47454

cmattingly@firstchancecenter.com

Active Investigations, Lawsuits, and Complaints

First Chance Center maintains a list of any active investigations conducted by entities other than the Federal Transit Administration (FTA), lawsuits, and complaints alleging discrimination on the basis of race, color, or national origin. The list includes the date the matter was filed or initiated, a summary of the allegation(s), the status of the matter, and any actions taken by First Chance Center.

The following table identifies any Title VI investigations, lawsuits, or complaints involving First Chance Center during the period covered by this Title VI Program.

Type	Date	Summary of Allegation(s)	Status	Action(s) Taken
None				

III. PUBLIC PARTICIPATION PLAN

First Chance Center is committed to providing meaningful opportunities for members of the public to participate in transportation planning and decision-making. Public participation activities are designed to be accessible and inclusive and to provide opportunities for participation by populations traditionally underserved by transportation systems, including minority and limited English proficient (LEP) populations.

The purpose of this Public Participation Plan is to describe how First Chance Center provides information to the public, solicits public input, and considers that input when making decisions concerning its transportation programs and services.

Public participation methods are selected based on the nature of the decision or activity, the populations that may be affected, and the resources available to the agency.

Public Participation Strategies

First Chance Center uses appropriate public participation and outreach strategies to inform and engage the communities it serves. Depending on the activity and the needs of the community, these strategies may include:

- Public hearings
- TAC meetings
- Notices posted on the agency's website, social media, vehicles and public areas of facilities;
- Printed notices in local newspapers
- Direct communication with riders, community organizations, human service agencies, advocacy organizations, and other stakeholders;
- Surveys or other opportunities for public comment; and
- Participation in community outreach meetings and events.

Engaging Minority and LEP Populations

When planning public participation activities, First Chance Center considers whether additional outreach may be needed to provide meaningful participation opportunities for minority and LEP populations within its service area.

As appropriate, First Chance Center may use community organizations, human service agencies, faith-based organizations, advocacy groups, schools, employers, or other community partners to assist in reaching populations that may otherwise be less likely to participate.

Language assistance for public participation activities will be provided consistent with the agency's Language Assistance Plan.

Given that First Chance Center's four-factor analysis identified no significant minority or LEP populations and none meet the Safe Harbor Threshold within the service area, no special or targeted outreach is currently provided for those populations regarding Public Participation Activities.

Public Participation Activities

Date	Activity/Meeting	Outreach Method	Population/Area Reached	Summary of Public Input
None				

IV. PUBLIC PARTICIPATION PROCESS

First Chance Center uses a public participation process that provides interested persons with reasonable opportunities to learn about proposed transportation actions, provide input, and participate in decisions that may affect them.

The specific level and method of public involvement may vary depending on the nature and significance of the proposed action.

Public Notice and Outreach

When public participation is appropriate, First Chance Center provides notice using communication methods reasonably designed to reach affected riders and members of the community. Notice may be provided through the agency's website, social media, vehicles, facilities, printed materials, local media, community partners, direct communication, or other appropriate methods.

Public notices provide sufficient information for individuals to understand the purpose of the activity and how they may participate or provide comments. The following communication methods are used to provide these public notices:

- Local newspaper;
- Social Media postings;

- Direct e-mail to community partners and stakeholders;
- Direct written communication to passengers;
- Direct verbal communication to passengers via the vehicles or phone.

Accessible Participation and Language Assistance

First Chance Center takes reasonable steps to provide meaningful access to public participation opportunities. Meetings and other in-person public participation activities are held at locations that are accessible to individuals with disabilities, as applicable.

Individuals who need language assistance or other accommodations to participate may contact Crystal Mattingly, Transportation Director at 812-723-4043 or cmattingly@firstchancecenter.com. Requests should be made as early as possible to allow the agency sufficient time to arrange appropriate assistance.

Language assistance is provided consistent with the agency's Language Assistance Plan and the needs identified through its Four Factor Analysis.

Public Comments

First Chance Center provides appropriate methods for members of the public to submit comments. Depending on the activity, comments may be accepted during public meetings, in writing, electronically, by telephone and through surveys.

Public input received through the participation process is reviewed and considered as part of the agency's decision-making process.

Documentation

First Chance Center maintains documentation of public participation activities. Documentation includes public notices, TAC meeting and public hearing materials and attendance records, comments and complaints received, responses to significant comments and complaints, outreach materials, and survey results and any actions driven by those survey results.

V. Decision-Making Bodies

First Chance Center identifies the racial composition of any non-elected, transit-related planning boards, advisory councils, committees, or similar decision-making bodies for which the agency selects the membership.

The following table identifies applicable transit-related decision-making bodies and their racial composition.

Decision-Making Body	Total Members	White	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Other Pacific Islander	Other/Multiple Races
FCC Board of Directors	11	11	0	0	0	0	0
Transportation Advisory Committee	Does not have formal membership	100%	0	0	0	0	0

Efforts to Encourage Diverse Participation

When First Chance Center is responsible for selecting members of a transit-related decision-making body, the agency considers opportunities to encourage participation that reflects the diversity of the community it serves.

VI. PROGRAM-SPECIFIC REQUIREMENTS

Service and Fare Changes

First Chance Center evaluates proposed major service changes and fare changes, as applicable, consistent with Title VI requirements and the agency's adopted policies and procedures.

During the period covered by this Title VI Program, First Chance Center implemented the following applicable major service changes or fare changes:

Date	Type of Change	Description	Title VI Evaluation/Action
None			

Subrecipient Monitoring

Not Applicable - First Chance Center DOES NOT provide federal transit funds to subrecipients.

Facility Equity Analysis

Not Applicable - During the period covered by this Title VI Program, First Chance Center DID NOT construct or select the location of a new transit facility requiring a Title VI equity analysis.

Demographic Service Profile

First Chance Center operates **NO** fixed-route vehicles.

VII. GRANTS, REVIEWS AND CERTIFICATIONS

Title VI Assurances

First Chance Center complies with applicable Title VI assurance requirements associated with its receipt of federal transit financial assistance.

As a subrecipient of Federal Transit Administration (FTA) funding administered by the Indiana Department of Transportation (INDOT), First Chance Center provides applicable certifications and assurances as required through the INDOT grant administration process.

Civil Rights Compliance Reviews

During the three years preceding this Title VI Program, First Chance Center has been subject to the following Title VI or civil rights compliance reviews conducted by a federal, state, or other external agency:

Reviewing Agency	Date	Type/Purpose of Review	Findings or Recommendations	Status/Corrective Action
None				

VIII. LANGUAGE ASSISTANCE PLAN

First Chance Center has developed this Language Assistance Plan (LAP) to identify reasonable steps to provide meaningful access to its programs, services, and activities for individuals with limited English proficiency (LEP).

An LEP individual is a person who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

First Chance Center uses a Four Factor Analysis to evaluate the language assistance needs of the population it serves and to determine appropriate language assistance measures. The analysis considers:

1. The number or proportion of LEP persons eligible to be served or likely to encounter the agency's programs, activities, or services;
2. The frequency with which LEP persons come into contact with the agency's programs, activities, or services;
3. The nature and importance of the programs, activities, or services provided to people's lives; and
4. The resources available to the agency and the costs of providing language assistance.

Four Factor Analysis

Factor 1- Number or Proportion of LEP Persons

First Chance Center evaluated demographic data for its service area to identify individuals who speak English less than “very well” and the languages spoken by those individuals.

Service Area: Orange County, 18,573 total residents

Data Source: U.S. CENSUS BUREAU/AMERICAN COMMUNITY SURVEY POPULATION 5 YEARS AND OVER, ACS 5-YEAR ESTIMATES DETAILED, 2024

Language/Language Group	Population Age 5+	Speak English Less Than “Very Well”	% of Service Area Population	Safe Harbor Threshold Met?
Spanish	103	21	0.11%	No
German or other West Germanic Languages	342	75	0.40%	No
Vietnamese	8	8	0.04%	No
Tagalog (incl. Filipino)	17	6	0.03%	No
Other Asian and Pacific Island languages	4	4	0.02%	No

Factor 1 Finding:

Census Bureau data indicates there is a very limited LEP population in the service area at only 0.6% of the total population combined (114 individuals). The data indicates that German and Spanish would be the most likely languages to be encountered.

Factor 2- Frequency of Contact with LEP Persons

First Chance Center evaluated the frequency with which LEP individuals currently come into contact, or are likely to come into contact, with its transportation programs, services, and activities.

In conducting this assessment, the agency considered available information regarding LEP interactions, including contacts with drivers, dispatchers, customer service or administrative staff, requests for language assistance, public meetings and outreach activities, and other interactions with the transit system.

First Chance Center identified the following frequency of contact with LEP individuals:

Language	Type of Contact	Approximate Frequency	Language Assistance Requested/Provided
None			

Factor 2 Finding:

First Chance Center has had no LEP CONTACT or requests for language assistance.

Factor 3- Nature and Importance of the Program

Public transportation provides access to employment, healthcare, education, shopping, human services, and other activities that are important to daily life. The importance of First Chance Center's services increases the need to ensure that LEP individuals have meaningful access to information necessary to use those services.

First Chance Center considered the nature and importance of its transportation services, including the consequences that could result if an LEP individual were unable to understand or access important service information.

The agency identified the following programs, services, or information as particularly important for meaningful access:

Program, Service, or Information	Importance to LEP Individuals	Language Assistance Considerations
Trip Scheduling/Reservations	Critical step in utilizing service	None at this time
Basic Service Information	Basic knowledge of the service and how it works	None at this time
Safety/Emergency/Service Change Information	Awareness of changes or disruptions to normal service	None at this time
Fare and Payment Information	Paying for services	None at this time
Complaint and Comment Forms	How to report issues with the service	None at this time

Factor 3 Finding:

Basic information on the service is critical to provide understanding of how it works and whom it serves. Trip Scheduling/Reservations and Fare & Payment information are vital to actually utilizing the service. Once using the service, the ability to receive and understand safety/emergency/service change information will enhance user experience. Finally, ability to navigate complaint and comment forms provide recourse if the service is not serving them well.

Factor 4- Resources Available and Costs

First Chance Center considered the resources available to provide language assistance and the costs associated with those measures. The agency seeks to provide effective language assistance while considering the frequency and type of language needs identified through Factors 1–3, the importance of the information or service involved, and the resources available to the agency.

Resources that may be available to First Chance Center include:

Language Assistance Resource	Currently Available?	How/When Used
Website translation	Yes	Google Translate available on FCC website
Translation Smartphone Apps	Yes	These translation apps are readily available at no cost and can be accessed by staff at any time
Language Cards	Yes	Drivers have in vehicles to assist in identifying preferred language

First Chance Center will consider the most appropriate language assistance measure based on the circumstances of the interaction. The agency will prioritize meaningful access to important or vital information while considering available resources and costs.

Factor 4 Finding:

With limited minority and LEP populations in the service area, limited resources have been secured to serve these populations. Google translate is available on the agency website which would aid in translating the important information identified in Factor 3. Drivers and staff have access in all vehicles to language cards to identify a passenger's preferred language and smart phone translations apps are readily available.

Four Factor Analysis Summary

Based on the results of the Four Factor Analysis, First Chance Center has identified no significant language assistance needs in its service area and thus no language assistance measures are appropriate at this time to provide meaningful access to LEP individuals.

Although still far below the Safe Harbor Threshold, the analysis identified the following languages as having the greatest potential need for language assistance in the service area:

Language	LEP Population	% of Service Area Population	Safe Harbor Threshold Met?	Planned Language Assistance
German or other West Germanic Languages	75	0.40%	No	No
Spanish	21	0.11%	No	No

Safe Harbor

First Chance Center considers the U.S. Department of Transportation Safe Harbor provision when determining when written translation of vital documents is appropriate.

Under the Safe Harbor provision, written translation of vital documents should be provided for each eligible LEP language group that constitutes **5 percent or 1,000 persons, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered.**

Based on the agency's Four Factor Analysis, the following languages meet the Safe Harbor threshold:

NO LANGUAGES CURRENTLY MEET THE SAFE HARBOR THRESHOLD.

If a language meets the Safe Harbor threshold, First Chance Center will provide written translations of applicable vital documents in that language. If no language meets the threshold, the agency will continue to take reasonable steps to provide meaningful access to LEP individuals when language assistance is needed.

Vital Documents

Vital documents are documents that contain information that is critical for obtaining or using First Chance Center's services or that are required by law.

First Chance Center has identified the following documents as vital, as applicable to its programs and services:

Vital Document	Applicable to Agency?	Translation Required?	Language(s)
Title VI Notice to the Public	Yes	No	N/A
Title VI Complaint Procedures	Yes	No	N/A
Title VI Complaint Form	Yes	No	N/A
Critical service or safety information – OCTS Brochure	Yes	No	N/A

Language Assistance Measures

Based on the results of its Four Factor Analysis, First Chance Center has not currently identified any reasonable steps needed to provide meaningful access to its programs, services, and activities for LEP individuals in the service area.

However, if needed, language assistance will be provided at no cost to the individual. The type of assistance provided will depend on the circumstances, the language need identified, the importance of the information or service involved, and the resources available to the agency.

Identifying Language Assistance Needs

When an individual has difficulty communicating in English, First Chance Center staff will make reasonable efforts to identify the individual's preferred language in order to determine the appropriate method of assistance.

Each agency transit vehicle has a language card placed in the important document binder. Staff are trained to use these cards to allow LEP individuals to point out which language they speak as it is spelled out in their native language on the card.

Providing Language Assistance

Depending on the language need and circumstances, First Chance Center may provide language assistance through one or more of the following methods:

Language Assistance Method	Available?	Agency Procedure/Resource
Website translation	Yes	Google translate on FCC Website
Translation Smartphone Apps	Yes	These translation apps are readily available at no cost and can be accessed by staff at any time
Language Cards	Yes	Drivers have in vehicles to assist in identifying a preferred language

Employee Procedures

Employees who interact with the public will know how to access the language assistance resources identified in this plan such as:

- How to identify an individual's preferred language utilizing language cards;
- Use of smartphone translation apps;
- Who to contact when language assistance is needed.

Notice to LEP Persons

First Chance Center will take reasonable steps to ensure that LEP individuals are aware that language assistance is available **free of charge**.

Based on the agency's Four Factor Analysis and the language needs of its service area, notice of available language assistance may be provided through appropriate methods such as:

- FCC website;
- Title VI notices and other public-facing materials;
- Transit vehicles.

Language Assistance Notice

Language assistance is available free of charge. If you need information in another language, contact First Chance Center at 812-723-4043.

Staff Training

First Chance Center will provide appropriate information and training to employees who interact with the public or who may be responsible for providing language assistance.

Training or employee guidance will address, as applicable:

- The agency's responsibilities for providing meaningful access to LEP individuals;
- The language needs identified in the agency's service area;
- How to identify an individual's preferred language utilizing language cards;
- Use of smartphone translations apps;
- Who to contact when language assistance is needed;
- The importance of providing respectful and effective service to LEP individuals.

Employees of the agency receive this information as part of new hire orientation and training and then receive annual training on the Title VI Program Plan, or more frequently if changes are made to the plan.

Monitoring and Updating the Language Assistance Plan

First Chance Center will annually review its Language Assistance Plan to determine whether the language needs of its service area or the effectiveness of its language assistance measures have changed.

As part of this review, the agency will consider, as appropriate:

- Updated demographic and language data;
- Changes in the number or proportion of LEP individuals in the service area;
- The frequency and types of language assistance requests received;
- Feedback from employees, riders, community organizations, and other stakeholders;
- The effectiveness of existing language assistance measures;
- Changes in transit services or the geographic area served; and
- Additional resources or language assistance measures that may have become available.

The Language Assistance Plan will be updated as necessary and reviewed annually as part of each update to First Chance Center's Title VI Program. The Executive Director is responsible for ensuring the plan is updated to meet the changing needs of the service area.

APPENDICES

The following appendices provide supporting documentation for First Chance Center's Title VI Program. Appendices will be updated as necessary to reflect current agency information and practices.

Appendix A - Governing Body Approval

This policy was reviewed and approved by motion and vote of the Board of Directors of First Chance Center on October 20, 2026.

Z. H. (vice president)

Board President

Brian Self

Executive Director

Appendix B - Title VI Notice to the Public

Notifying the Public of Rights Under Title VI

FIRST CHANCE CENTER

- ✓ **First Chance Center** operates its programs and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the **First Chance Center**.
- ✓ For more information on **First Chance Centers'** civil rights program, and the procedures to file a complaint, contact Crystal Mattingly, 812-723-4043, (TTY 812-723-4486); cmattingly@firstchancecenter.com; or visit our administrative office at 986 West Hospital Road Paoli, IN 47454. For more information, visit <https://firstchancecenter.com>
- ✓ A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- ✓ If information is needed in another language, contact 812-723-4486.
Si se necesita informacion en otro idioma de contacto, 812-723-4486

OCTS' Notice to the Public is posted in the following locations: *(check all that apply)*

- X Agency website [<https://firstchancecenter.com>]
- X Public areas of the agency office (common area, public meeting rooms, etc.)
- X Inside vehicles
- X Rider Guides/Schedules
- ☐ Transit shelters and stations
- ☐ Other, _____

Appendix C - Title VI Complaint Procedures and Complaint Form

First Chance Center's Title VI Complaint Procedure is made available in the following locations: *(check all that apply)*

- X Agency website, either as a reference in the Notice to Public or in its entirety
 - X Hard copy in the central office
 - ☐ Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
 - ☐ Other, _____
-

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by **First Chance Center** may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. **First Chance Center** investigates complaints received no more than 180 days after the alleged incident. **First Chance Center** will process complaints that are complete.

Once the complaint is received, **First Chance Center** will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

First Chance Center has **10** days to investigate the complaint. If more information is needed to resolve the case, the city may contact the complainant.

The complainant has **5** 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 5 business days, the city 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 (2) 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.
- ✓ 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 wishes to appeal the decision, she/he has 5 days after the date of the letter or the LOF to do so.

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.

If information is needed in another language, then contact **812-723-4486**

A copy of the complaint form can be found on pages 9-10 of this policy.

Appendix D — Public Participation Documentation

With no LEP populations meeting the Safe Harbor Threshold in the service area, there is no Title VI applicable translated Public Participation Activity Documentation.

Appendix E - Language Assistance Documentation

Census Bureau 2024 ACS Data	Orange County, Indiana	LEP % of total
Label	Estimate	
Total:	18,573	
Speak only English	18,057	
Spanish:	103	
Speak English "very well"	82	
Speak English less than "very well"	21	0.11%
French, Haitian, or Cajun:	11	
Speak English "very well"	11	
Speak English less than "very well"	0	0.00%
German or other West Germanic languages:	342	
Speak English "very well"	267	
Speak English less than "very well"	75	0.40%
Russian, Polish, or other Slavic languages:	0	
Speak English "very well"	0	
Speak English less than "very well"	0	0.00%
Other Indo-European languages:	4	
Speak English "very well"	4	
Speak English less than "very well"	0	0.00%
Korean:	0	
Speak English "very well"	0	
Speak English less than "very well"	0	0.00%
Chinese (incl. Mandarin, Cantonese):	22	
Speak English "very well"	22	
Speak English less than "very well"	0	0.00%
Vietnamese:	8	
Speak English "very well"	0	
Speak English less than "very well"	8	0.04%
Tagalog (incl. Filipino):	17	
Speak English "very well"	11	
Speak English less than "very well"	6	0.03%
Other Asian and Pacific Island languages:	4	
Speak English "very well"	0	
Speak English less than "very well"	4	0.02%
Arabic:	5	
Speak English "very well"	5	
Speak English less than "very well"	0	0.00%
Other and unspecified languages:	0	
Speak English "very well"	0	
Speak English less than "very well"	0	0.00%
Total LEP Population	114	0.61%

Appendix F - Additional Supporting Documentation, If Applicable

None Applicable