

LEXTRAN TITLE VI TRIENNIAL PROGRAM PLAN

2025



APPROVED BY THE LEXINGTON TRANSIT AUTHORITY (LEXTRAN)
BOARD OF DIRECTORS ON AUGUST 27, 2025

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INTRODUCTION

The Transit Authority of the Lexington-Fayette Urban County Government (Lextran), Lexington's public transportation system, has been in existence in its current form since December 1, 1973. Lextran operations are located on 13.69 acres at 200 West Loudon Avenue, Lexington, KY 40508. Lextran's Title VI Program Plan has been revised to comply with FTA Circular C 4702.1B dated October 1, 2012.

Lextran receives federal financial assistance to provide transit services. Federal funding is received in accordance with Chapter 53 of Title 49, U.S. Code, as amended by the Infrastructure Investment and Jobs Act, and related provisions. As a recipient of these funds, Lextran complies with the regulations relative to nondiscrimination in federally assisted programs of the Department of Transportation, Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time (hereinafter referred to as the Regulations). According to the 2020 American Community Survey, Lexington-Fayette County has a total population of 322,200 and is required to submit Title VI update on a triennial basis. Title VI refers to prohibitions against discrimination on the basis of race, color, or national origin in federal programs. Lextran is committed to the following:

- Ensuring that the level and quality of transit service is provided without regard to race, color, or national origin;
- Identifying and addressing, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
- Promoting the full and fair participation of all affected populations in transit decision-making;
- Preventing the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations; and
- Ensuring meaningful access to programs and activities by persons with limited English proficiency.

TITLE VI POLICY STATEMENT

Lextran assures that no person shall on the grounds of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 (P.L. 100.259) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives federal financial assistance. Lextran further assures every effort will be made to ensure nondiscrimination in all its programs and activities, whether those programs and activities are federally funded or not. In the event that Lextran distributes federal assistance funds to another governmental entity or contractor, Lextran will include Title VI language in all written agreements and will monitor for compliance.

TITLE VI ASSURANCES

The requirement to provide an annual Title VI certification and assurance is fulfilled when Lextran submits its annual certification and assurance to the FTA, most recently on May 23, 2025. Refer to Appendix B for documentation of Lextran's annual certification.

TITLE VI PROGRAM PLAN REQUIREMENTS

SUBMISSION PROCESS

The requirement to prepare and submit a Title VI Program Plan is fulfilled by this document. The intent of the public meetings was to introduce and describe Title VI and its impact on public transportation while soliciting public comments on key elements of this Title VI Program Plan.

PUBLIC NOTICE AND PUBLIC COMMENT TIMELINE

In preparation for submission, Lextran announced and solicited public comment according to the following timeline:

- July 23, 2025 - Announce public meetings
- August 1, 2025 - Public comment period opens
- August 5 & 7, 2025 - Public meetings held
- August 20, 2025 - Public comment period closes
- August 21-22, 2025 - Feedback review and policy revisions
- August 27, 2025 - Proposed Title VI Program Plan submitted to the Lextran Board of Directors
- September 30, 2025 - Title VI Program Plan submitted to FTA

NOTICE TO BENEFICIARIES OF PROTECTION UNDER TITLE VI

NOTIFICATION METHODS

Lextran notifies beneficiaries of their rights under Title VI via the following:

- Lextran's Transit Center
- Lextran's administrative office building
- Each Lextran bus
- On Lextran's website, www.lextran.com

SAMPLE NOTICES

The following notice is posted at Lextran's Transit Center, the administrative office building, and on each bus:

Notifying the Public of Rights under Title VI

The Transit Authority of Lexington (Lextran) 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. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Lextran through direct mail, electronic mail, website customer comment form, customer comment card, or by telephone.

For more information on Lextran's civil rights program, and the procedures to file a complaint, call (859) 255-7756; email the Lextran Title VI Coordinator at title.vi.complaint@lextran.com; or visit our offices at 200 West Loudon Avenue, Lexington, KY 40508. For more information, visit www.lextran.com.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

If information is needed in another language, contact Lextran at (859) 255-7756.

Lextran provides multiple methods to submit Title VI complaints. The website contains the contact information for the Title VI Coordinator as well as the Title VI Program Plan, the Complaint Procedures, and the Complaint Form, all of which have been translated into Spanish and Chinese. Lextran's Title VI page can be accessed at www.lextran.com/civil-rights. The following information is included on the website and available for translation in multiple languages via Google Translate:

Customer complaints or requests for information about Title VI may be directed to Lextran in the following ways:

- I. Visit www.lextran.com and fill out a Customer Comment by selecting the 'Contact Us' link. Please complete the form, choosing either complaint or question.
- II. Email title.vi.complaint@lextran.com
- III. Call (859) 255-7756
- IV. Mail a completed Complaint Form to Lextran's Administrative Offices at 200 West Loudon Avenue, Lexington, KY 40508.
- V. Customer comment cards can be obtained at the Transit Center during customer service hours.

TITLE VI COMPLAINT PROCEDURES AND COMPLAINT FORMS

Any person who believes they have been discriminated against on the basis of race, color, or national origin by Lextran may file a Title VI complaint by completing and submitting the Title VI Complaint Form. The Title VI Complaint Form can be found in English, Spanish, and Chinese on Lextran's website, at the Transit Center customer service window during regular hours, or at the administrative office during regular hours.

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964 for alleged discrimination in any program or activity administered by Lextran. These procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of an informal mediation meeting(s) between the affected parties and Lextran may be utilized for resolution. Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a complaint.

- 1) A formal complaint must be filed within one-hundred eighty (180) days of the alleged incident. Complaints shall be in writing and signed by the individual or their representative, and must include the complainant's name, address, and telephone number; name of alleged discriminating official (if known), basis of complaint (race, color, or national origin), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.
- 2) Lextran encourages individuals to submit Title VI complaints in writing using the complaint form and mailing it to:

Title VI Coordinator
Lextran
200 West Loudon Avenue
Lexington KY, 40508

Alternatively, completed complaint forms can be sent via electronic mail to the Title VI Coordinator at title.VI.complaint@lextran.com.

- 3) In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to Lextran's Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the Title VI Coordinator will assist the complainant in completing a written statement.
- 4) When a complaint is received, the Title VI Coordinator will provide written acknowledgment to the complainant by registered mail within ten (10) business days.
- 5) If a complaint is deemed incomplete, additional information will be requested, and the complainant will be provided sixty (60) business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.

- 6) Within fifteen (15) business days from receipt of a complete complaint, Lextran will determine its jurisdiction in pursuing the matter and whether the complaint has merit to warrant investigation. Within five (5) days of this decision, the General Manager (GM) of Lextran or their authorized designee will notify the complainant and respondent, by registered mail, informing them of the determination.
- 7) If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
- 8) If the complaint is to be investigated, the notification shall state the grounds of Lextran's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
- 9) If Lextran does not have sufficient jurisdiction, the GM or their authorized designee will refer the complaint to the appropriate local, state, or federal agency holding such jurisdiction.
- 10) If the complaint has investigative merit, the GM or their authorized designee will instruct the Title VI Coordinator to fully investigate the complaint. A complete investigation will be conducted, and an investigative report will be submitted to the GM within sixty (60) days from receipt of the complaint. The report will include a description of the incident, summaries of all persons interviewed, and a finding with recommendations and proposed resolution, where appropriate. If the investigation is delayed for any reason, the Title VI Coordinator will notify the appropriate authorities, and an extension will be requested.
- 11) The General Manager or their authorized designee will issue letters of finding to the complainant and respondent within ninety (90) days from receipt of the complaint.
- 12) If the complainant is dissatisfied with Lextran's resolution of the complaint, they have the right to file a complaint with additional agencies, shown below:

Table 1 Agency Contacts for Title VI Complaints

Kentucky Commission on Human Rights	Federal Transit Administration Office of Civil Rights
332 W Broadway St. #1400	Attn: Complaint Team
Louisville, KY 40202	East Building, 5th Floor-TCR, 1200 New Jersey Ave
(502) 595-4024	SE, Washington, DC 20590
http://kchr.ky.gov/	(888) 446-4511

Complaints alleging discrimination on the basis of race, color, or national origin that are not accompanied by a Title VI Complaint Form will be investigated in accordance with Lextran's internal policies. Lextran's Title VI Complaint Form has been translated into Spanish and Chinese and can be found at www.lextran.com/civil-rights. Examples of the complaint forms can be found in Appendix C.

TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS – 2022-2025

There are no Title VI related lawsuits and there have been no active investigations conducted by the Federal Transit Administration against Lextran. Since the last Title VI Program Plan update, we have received five related complaints:

Table 2 Lextran Title VI Complaints 2022-2025

Date	Basis	Action(s) Taken	Summary
February 20, 2022	Race	Investigated and substantiated.	Customer alleged disparate treatment, stating that she was wearing a face covering properly despite several white customers not wearing face coverings covering their noses.
July 7, 2022	Race	Investigated and not substantiated.	Customer alleged that driver engaged in disparate treatment on multiple occasions due to her race.
July 28, 2022	National Origin	Investigated and not substantiated.	Customer alleged disparate treatment after he was removed from the bus after an altercation and was treated differently than the other passenger that was Black.
September 6, 2022	National Origin	Investigated and not substantiated.	Third party alleged that driver was rude to a non-English speaking passenger.
August 3, 2023	Race	Investigated and not substantiated.	Customer alleged that driver made rude comments regarding his hair and denied him service. Customer was unable to recall specific dates of alleged incidents. Insufficient evidence.
August 17, 2023	Race	Investigated and not substantiated.	Customer alleged that driver made fun of her for speaking Spanish and is only friendly with Black people.
November 22, 2023	Race	Investigated and not substantiated.	Customer alleged disparate treatment after being removed from the for holding a vape pen close to her mouth.
April 12, 2024	Race	Investigated and not substantiated.	Customer alleged that driver was argumentative with customers of color at every stop on the route.
April 20, 2024	National Origin	Investigated and not substantiated.	Customer alleged that driver did not allow him to board and made him wait in the cold because he is an international student. Customer did not respond to follow-up attempts at communication. Insufficient evidence.
July 26, 2024	Race	Investigated and not substantiated.	Customer alleged that driver passed boarded them intentionally because they are Black.
August 8, 2024	National Origin	Investigated and not substantiated.	Customer alleged disparate treatment stating that a driver did open the bus doors for him because he is Asian, but opened the door when a Black customer attempted to board.

November 28, 2024	Race	Investigated and not substantiated.	Customer alleged that driver did not allow him to board and made him wait in the cold because he is Black.
February 13, 2025	Discrimination complaint	Investigated and not substantiated.	Customer alleged that driver passed boarded them intentionally because they are Asian. Customer did not respond to follow-up attempts at communication. Insufficient evidence.

PROMOTING INCLUSIVE PUBLIC PARTICIPATION

When conducting public outreach and public involvement activities, Lextran seeks input from minority, low-income, disabled, and Limited English Proficiency (LEP) populations. The desired outcome of this public participation plan is to encourage input across the diverse population of Fayette County. Lextran schedules public involvement meetings in transit-accessible locations to ensure the widest possible participation from all groups. Typical locations include public libraries and Lextran’s administrative offices.

It is the policy of Lextran to communicate any change in service, permanent or temporary, to the public. Lextran encourages the broadest possible public participation in major decisions that affect our service, our customers, and our community.

Lextran’s Board of Directors calls for public comment at each monthly public meeting. Any member of the public may comment on an agenda item listed in that meeting’s agenda. A member of the public may request an agenda item be added by contacting Lextran at (859) 255-7756 or info@lextran.com.

SOLICITATION OF COMMENTS AND PUBLIC COMMUNICATIONS

Lextran utilizes a variety of methods to reach individuals, communities, and the public-at-large in an ongoing effort to circulate Lextran-related information. These tools are used, along with enhanced efforts like community events and Lextran-hosted public meetings, to engage and solicit feedback when a major service decision or fare change is proposed. Community notification will occur no less than two weeks before the first public meeting. Lextran encourages the community to comment on proposed service decisions in the following ways:

- Attend a public meeting
- Submit a comment card via Lextran’s Customer Service Window
- Submit a comment via email at info@lextran.com
- Leave a voicemail on a dedicated feedback line
- Comment or message via social media channels

Other mechanisms for commenting may be utilized, if necessary, to gain a more complete overview of the public’s opinion on proposed items. These may include onboard surveys, phone surveys, or other methods identified as appropriate.

Strategies to provide notice of meetings or upcoming public comment periods are intentionally broad to increase the reach of Lextran's messaging. Public communication strategies are as follows:

- Posts on Lextran's social media outlets including Facebook (facebook.com/lextran), and Instagram(@_Lextran). These platforms provide continuous updates and allow for direct, ongoing public engagement.
- Lextran's website, www.lextran.com, which sources Google Translate to allow members of LEP populations to access information in the same format as the general population.
- Printed passenger messaging posted onboard all Lextran buses.
- Digital announcements (audio and visual) may also be used onboard Lextran buses if space is available in English and in Spanish.
- Use of digital signage at the Lextran Transit Center in English and Spanish.
- Communications with local elected officials.
- Communications with community-based organizations and/or special interest groups (e.g. Mayor's Commission for People with Disabilities, Senior Services Commission, etc.)
- Lextran will livestream meetings and post video recordings, allowing community members unable to attend meetings to ask questions in real time and provide the information with questions and answers for others to view at their convenience. In the event that there are multiple sessions of meetings covering the same topic, Lextran will livestream at least one of the sessions. Videos will be saved and maintained for continued access for those unable to attend meetings to ask questions and access information

PUBLIC MEETINGS FOR PROPOSED FARE INCREASES AND MAJOR SERVICE CHANGES

For fare increases and major service changes, Lextran holds public meetings with the intent of gathering the broadest public comments about proposed changes. At a minimum, two public meetings are held, with at least a two-week advance notice when major service or fare changes are proposed. Every effort is made to hold public meetings at locations impacted by the proposed changes and at a variety of times to best accommodate the public. Public meetings in the event of major service changes or fare increases vary in format. Lextran strategically designs public meetings based on the size of the audience and the magnitude of the proposed changes.

All Lextran public meetings for major service changes and fare increases will meet the following criteria:

- Lextran staff will be available to explain and review all proposed changes and engage the public in questions and feedback.
- All public comments will be captured for the record, either electronically or through written transcript.
- Meeting materials will be available in ADA-compliant formats, such as Braille or audio-recording, or translated into additional languages upon request, with at least one week in advance of the meeting.
- An interpreter will be available at public meetings, upon request, with at least one week in advance of the meeting.

- Lextran will schedule public meetings in ADA-accessible locations in proximity to the affected Lextran service area(s).

Major service changes are defined as changes that impact 25 percent or more of the service miles or hours on any route. More information can be found below in the chapter titled “Requirement to Evaluate Service and Fare Changes”.

CONSIDERATION OF PUBLIC COMMENTS

All comments, both positive and negative, concerning fare increases and major service changes received through the public participation process will be compiled and summarized by the Planning & Community Development Department and provided to the Director of Planning & Community Development and the General Manager for review. After a review of public comments, the proposed changes may be revised. Any changes made based on public comments will be itemized.

Following the review of comments and revision of changes (if necessary), a summary report will be provided to the General Manager and Board of Directors for discussion and consideration. All summaries of the public participation process will faithfully represent both positive and negative comments. All public comments will be available, unedited, for review by the Lextran Board of Directors, the General Manager, and the public.

RESPONSIBILITIES

The primary responsibility for the public participation process for fare increases and major service changes rests with Lextran’s Director of Planning & Community Development (service changes and public participation) and Lextran’s General Manager (fare increases), assisted by administrative staff.

For service changes, the Planning & Community Development Department will:

- Develop plans and make decisions concerning proposed changes.
- Conduct equity analyses as appropriate, including disparate impact and disproportionate burden analyses.
- Convene the public participation team to assist in the solicitation of public comments.
- Attend and participate in public meetings regarding proposed service changes.
- Review comments.
- Revise the major service change proposals based on public comments, if appropriate.
- Communicate the results to the General Manager for consideration and submission to the Board of Directors.

For fare increases, the General Manager will:

- Under the direction of the Board of Directors, work with Lextran’s Management Team to make plans and decisions concerning proposed fare increases.
- Convene the public participation team to assist in the solicitation of public comments.
- Attend and participate in all public meetings regarding proposed fare increases.

- Review comments and revise the proposed fare increase based on public comments, if appropriate.
- Communicate the results to the Lextran Board of Directors for consideration and approval.
- Communicate the information to the Lexington-Fayette Urban County Council.

The Planning & Community Development Department will:

- Make all arrangements for the public meetings.
- Determine the best format for the public meeting to elicit the broadest public participation.
- Maintain all documentation related to the public participation process.
- Use the communications and outreach methods outlined above, including onboard bus announcements and Lextran website notices, to notify the public of all public meetings and proposed service changes or fare increases.
- Prepare a fact sheet to be used with the public, employees, and media concerning the proposed change.
- Create accessible formats or translated materials and/or retain interpreters, if requested at least one week in advance.
- Arrange for the official record of the meeting (digital electronic recording or note-taker), including sign-in sheets.
- Attend all public meetings.
- Summarize and compile all public comments received at public meetings and the various other engagement activities.

SUMMARY OF RECENT PUBLIC INVOLVEMENT AND OUTREACH EFFORTS

Since the 2022 Title VI Program Plan update, Lextran has proposed 5 service improvements and zero fare increases. There were no proposed major service changes. A total of 21 public meetings were held throughout the community and in areas with low-income and minority populations, with the majority of focus on paratransit listening sessions. Locations were chosen based on low-income, minority population, access to transit, and accessibility for individuals with disabilities.

Date	Time	Location	Description	Attendees
01/16/2024	9:00 am	Christian Towers Senior Living	Paratransit Listening Session	11
01/17/2024	6:00 pm	Lextran Administrative Office + Live Stream	Paratransit Listening Session	60
01/18/2024	1:00 pm	Lexington Senior Center	Paratransit Listening Session	25
01/19/2024	2:00 pm	Briarwood Apartments	Paratransit Listening Session	19
04/22/2024	2:00 pm	Virtual Only – Zoom	5310 Service Gaps	6
05/20/2024	2:00 pm	Virtual Only – Zoom	5310 Service Gaps	2
07/08/2024	10:00 am	Lexington Senior Center	Paratransit Listening Session	32

07/08/2024	1:00 pm	Ballard-Griffith Towers Senior Living	Paratransit Listening Session	7
07/10/2024	2:00 pm	Meadowthorpe Landing Senior Living	Paratransit Listening Session	7
07/11/2024	2:00 pm	Bluegrass Council of the Blind	Paratransit Listening Session	14
11/19/2024	9:00 am	Stop 176 – Walmart at North Park	December 2024 Service Improvements	22
11/19/2024	1:00 pm	Tates Creek Library	December 2024 Service Improvements	0
11/19/2024	7:00 pm	Masterson Station Neighborhood Association Meeting	December 2024 Service Improvements	15
03/17/2025	1:00 pm	Christian Towers Senior Living	Paratransit Listening Session	7
03/19/2025	3:00 pm	Briarwood Apartments	Paratransit Listening Session	12
03/20/2025	10:00 am	Black and Williams Neighborhood Community Center	Paratransit Listening Session	11
03/21/2025	10:00 am	McLeod's Coffee House	Paratransit Listening Session	14
04/02/2025	1:00 pm	Lexington Senior Center	Microtransit Feasibility Session	5
07/29/2025	9:00 am	Virtual Only - Zoom	August 2025 Service Adjustments	0
07/30/2025	10:30 am	Eastside Library	August 2025 Service Adjustments	0
7/31/2025	3:30 pm	Virtual Only - Zoom	August 2025 Service Adjustments	0
8/5/2025	10:00 am	Central Library	2025 Title VI Program Plan	0
8/7/2025	4:00 pm	Marksbury Library	2025 Title Vi Program Plan	0

Table 3: Public Meetings 2022-2025

LIMITED ENGLISH PROFICIENCY (LEP) PLAN

Under this Title VI Program Plan, limited English proficient (LEP) persons are defined as individuals for whom English is not their primary language and who are limited in their ability to read, write, speak, or understand English. In Lexington-Fayette County, Kentucky, about five percent of the population greater than five years old speak English less than “very well” according to the 2020 American Community Survey 5-Year Estimates. Citizenship does not determine LEP status, as English fluency is not required for citizenship in the United States. Access to services under Title VI applies to United States citizens, documented non-citizens, and undocumented non-citizens.

The basis for LEP falls under the Civil Rights Act of 1964. Under the Civil Rights Act of 1964, failure to ensure that LEP individuals can participate in federally assisted programs may constitute discrimination based on national origin under Title VI.

Lextran follows the Department of Transportation's (DOT) *Policy Guidance Concerning Recipient's Responsibilities to Limited English Proficient (LEP) Persons* (Federal Register: December 14, 2005, Volume 70, Number 239) in ensuring meaningful access to transit service and programs by LEP persons. As such, the following components of DOT's LEP policy guidance are detailed here:

- Four Factor Analysis
- Language Access Plan (LAP)
- Channels for Language Assistance

FOUR FACTOR ANALYSIS

The DOT's *Policy Guidance Concerning Recipient's Responsibilities to Limited English Proficient Persons* (2005) set forth a four factor analysis as a component of an LEP program. The four factors are:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient;
2. The frequency with which the LEP persons come in contact with the program;
3. The nature and importance of the program, activity, or service provided by the recipient to peoples' lives; and,
4. The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

IDENTIFYING LEP POPULATIONS

The 2020 American Community Survey estimated the population of Fayette County five years of age and older as 302,721. About 5.4 percent, or 16,246 people, speak English less than "very well." Assuming that Lextran will not encounter the entirety of the population five years and older who speak English less than "very well", a reasonable and plausible estimate of 15,000 LEP people are eligible to be served or likely to be encountered by Lextran.

Fayette County, Kentucky 2016-2020	Estimate	Percent
Population 5 years and over	302,721	100%
Speak English only	261,755	86.5%
Speak English "very well"	24,720	8.2%
Speak English less than "very well"	16,246	5.4%

Table 4: English Speaking Proficiency in Lexington-Fayette County (American Community Survey 2020)

The Frequency with Which the LEP Persons Come in Contact with the Program

Lextran commissioned the ETC Institute to conduct surveys of current riders in 2021, which showed about two percent of Lextran riders who speak a language other than English at home responded “less than very well” when asked about their English proficiency. There are two key points of potential interaction between LEP persons and Lextran: through the delivery of transit service and in a customer service setting.

In the delivery of transit service, LEP persons can encounter Lextran during normal operating hours, 7 days per week. Lextran’s customer service is open Monday through Friday from 6:00 a.m. to 6:00 p.m., and Saturday from 8:00 a.m. to 4:00 p.m. at the Transit Center. Online access is available any time for customer feedback, pass purchasing, and route and schedule information.

The Nature and Importance of the Program, Activity or Service Provided by the Recipient to Peoples’ Lives

Many people in Lexington and beyond rely on the service that Lextran provides to access quality of life activities on a daily basis. Typical use of Lextran’s fixed-route service includes commuting to and from work, access to universities and colleges, non-emergency medical trips, recreation, and so forth. About 43.5 percent of Lextran’s riders, and 52.3 percent of non-student riders, use the service at least five days per week (ETC 2021), indicating the high importance of Lextran’s service to the community.

Resources Available and Cost

Lextran supports this LEP plan through financial and staff resources. Financial resources are available for document translation and phone and live interpretation services. Lextran maintains these services on contract. On-demand phone interpretation is available through Customer Service Representatives, Transportation Supervisors, Community Relations, and administrative staff for use in real-time as needed. In-person interpretation is available and should be scheduled no later than two (2) days in advance of when it is needed. Lextran staff are trained to ensure LEP policies and procedures are followed. Further resources are considered upon discovery that additional measures are needed to provide equitable service to LEP customers.

LIMITED ENGLISH PROFICIENCY (LEP) PLAN

Identifying LEP Individuals Who Need Language Assistance

Lextran estimates that 15,000 LEP individuals are eligible to be served or might come in contact with our fixed-route service, in accordance with the four factor analysis. Lextran adheres to the Department of Justice’s Safe Harbor Provision that stipulates written translation of vital documents is required for each eligible LEP language group that constitutes five percent, or 1,000 persons, whichever is less that Lextran might encounter in service. Spanish speakers make up nearly half of the people in Lexington who speak English less than “very well.” Chinese was the second largest population of people who speak English less than “very well” in Lexington, consisting of about 1,605 people. Vital documents are, therefore, translated into both Spanish and Chinese.

Language	People who Speak English Less than "very well"	Percent of total population
Spanish	7,790	2.57%
Chinese	1,605	0.53%
French, Haitian, or Cajun	789	0.26%
Arabic	640	0.21%
Korean	446	0.15%
Other Languages	4,976	1.64%
Total	16,246	5.37%

Table 5: Languages of Persons who Speak English Less than "very well" (American Community Survey 2020)

Lextran monitors LEP persons through customer service and satisfaction surveys conducted triennially. The most recent survey that was conducted by the ETC Institute in 2021 found that roughly 90 percent of riders speak English at home.

Language Assistance Measures

Assistance to LEP customers is provided through various methods on board a bus, in a customer service setting, and through translation of vital documents.

Lextran buses are equipped with voice enunciators and light-emitting diode (LED) signage that can provide audio and visual information in both English and Spanish. For initial interaction with LEP passengers, Lextran coach operators carry Language Identification Guides, as well as radios with access to central dispatch and can request transportation supervisor support for language-based assistance.

For face-to-face customer service, Lextran's customer service staff are equipped with a Language Identification Guide for initial interactions with LEP customers. Lextran's customer service staff have access to telephone-based translation services through Access Language Solutions. Online customer service through www.lextran.com can be conducted in multiple languages through the Google Translate web extension, configured as a pull-down menu on Lextran's website.

Lextran translates vital documents into Spanish and Chinese. Vital documents are posted in public areas throughout Lextran's administrative offices and the Transit Center and are available online via Lextran's website. Upon request, Lextran will make a reasonable effort to translate any document into any language. The Title VI Complaint Form is available on Lextran's website in English, Spanish, and Chinese.

Training Staff

Lextran provides LEP training to both coach operators and customer service staff through the Training Program housed in the Safety Department. The Planning & Community Development Department contributes to the LEP curriculum and provides refresher training for customer service. LEP training for coach operators and customer service staff is conducted with each new hire and during annual refresher training.

Transportation dispatchers and roadside transportation supervisors are briefed on best practices and procedures for LEP customer interaction during regularly occurring training.

Providing Notice to LEP Persons

Lextran informs LEP persons about the availability of language-based assistance through various media. Notices are posted on each bus, in Spanish and Chinese, that indicate how to request LEP services. Notifications are on display throughout Lextran's Transit Center that provide information on how to request LEP services. LEP assistance placards are found on the customer service window at the Transit Center.

Monitoring And Updating the LEP Plan

Lextran will routinely update this LEP plan to ensure effective engagement and equitable service to LEP customers. Each encounter between Lextran coach operators and LEP customers will be documented through daily operations reports. Requests for language services, such as translation of documents or other language assistance will also be recorded and analyzed for future improvement of this LEP plan. Use of Lextran's third-party translation service will be collected, analyzed, and adjusted as needed.

CHANNELS FOR LANGUAGE ASSISTANCE

Customers needing language assistance can contact Lextran through three primary channels: through customer service, online through Lextran's website, and directly through Lextran's Title VI Coordinator.

Customer Service

Lextran's downtown Transit Center is located at 150 E Vine Street in Lexington. Currently, customer service staff are available at the Transit Center 6 days per week, from 6:00 a.m. to 6:00 p.m. Monday through Friday and from 8:00 a.m. to 4:00 p.m. on Saturday. Customers can reach a customer service representative at (859) 253-4636.

Lextran's administrative offices are located at 200 W. Loudon Avenue in Lexington and are open from Monday through Friday, 8:00 a.m. to 5:00 p.m.

Website

Information about Lextran's Title VI Program Plan and instructions for how to request further assistance can be found at www.lextran.com/civil-rights. Title VI complaints can be emailed to title.VI.complaint@lextran.com for prompt assistance.

MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES

There are no currently active transit-related, non-elected planning boards, advisory councils or committees, or similar committees that are selected by Lextran. For the duration of this Title VI Program Plan, Lextran shall not deny a person the opportunity to participate on a planning or advisory body on the grounds of race, color, or national origin.

PROVIDING ASSISTANCE TO AND MONITORING SUBRECIPIENTS

Lextran does not have subrecipients that meet the reporting requirements of Title VI. If and when Lextran does, Title VI requirements will be included in the contract language concerning compliance, operations, monitoring, and reporting.

DETERMINATION OF SITE OR LOCATION OF FACILITIES

There have been no eligible site or location of facilities relevant to Title 49 CFR Section 21.9(b)(3) for the triennial period prior to this Title VI Program Plan. There are no planned facilities projects for the future duration of this Title VI Program Plan. If an eligible facilities project is initiated, Lextran will complete a Title VI equity analysis during the planning stages of any relevant project; give attention to other facilities with similar impacts in the area to determine cumulative adverse impacts; and determine the disparate impact on the basis of race, color, or national origin of the facility.

REQUESTS FOR ADDITIONAL INFORMATION

Lextran agrees to provide additional information upon request to fulfil this requirement.

SYSTEM-WIDE SERVICE STANDARDS AND POLICIES

Lextran has developed service standards that guide the planning and operation of fixed-route service in Lexington-Fayette County. The fixed-route system was designed and is maintained with the following broad guidelines:

- Routes shall be separated into functional categories to guide level of service and to match the route schedule with contextual land uses.
- When possible, routes will be bi-directional in nature and will avoid large one-way loops.
- Travel times and transfers will be considered between major origins and destinations.

Individual routes in Lextran's system are governed and monitored as one of three (3) categories:

- 1) Core routes
- 2) Circulator routes
- 3) Limited-service routes.

Each category of route shares similar operating characteristics and was planned to serve specific needs. Core routes originate from Lextran's central downtown Transit Center and travel outward to suburban Lexington. Core routes are radial in nature and operate seven days per week. Circulator routes do not serve the Transit Center and are typically bi-directional loops in areas of high population and commercial density. Limited-service routes fill the gaps created by Lexington's hub-and-spoke transportation network. Limited-service routes are typically less frequent and are scheduled specifically to the attractions and destinations on each route. Lextran defines its service area as one-quarter of a mile from a fixed-route.

SERVICE STANDARDS

Vehicle Loads

Loading standards for vehicles ensure that most passengers will have a seat for the majority of their trip. Load factors are calculated by dividing the maximum load by the number of seats on the vehicle. Lextran routes should average no more than a load factor of 1.2 during weekday peak periods and should average no more than a load factor of 1.0 during all other periods. Individual trips can exceed loading standards due to irregularly high demand. Load factors on individual trips should not exceed 1.2 for intervals greater than 10 minutes.

Vehicle Type	Passenger Capacities			
	Seated	Standing	Total	Maximum Load Factor
Cutaway	14	0	14	1.00
29' Standard Bus	18	12	30	1.67
29' Low Floor	28	25	53	1.89
35' Low Floor	32	28	60	1.88
40' Standard Bus	40	35	75	1.88
40' Low Floor	40	35	75	1.88

Table 6: Passenger Capacity by Vehicle Type

Vehicle Headway

Route headways are determined based on demand and operational capacity. Lextran aims for 35-minute headways during peak period and 70-minute headways during non-peak periods for core routes. Headways for circulator routes are tailored to the time-of-year and location of the specific route. Headways on circulator routes near the University of Kentucky campus circulate every 7-10 minutes during the fall and spring semesters, depending on the university's academic calendar. Limited-service routes range in headways from 35-minutes during peak periods to 70-minutes during non-peak service. Lextran aims to have no longer than 70-minute headways on any route during any day of the week.

On-Time Performance

On-time performance is defined as an arrival no more than seven minutes late and a departure no more than one minute early. Lextran continuously monitors on-time performance and system results are published and posted as part of monthly performance reports covering all aspects of operations. For all functional route classifications, routes with on-time performance greater than 90 percent are considered in good standing. Increased operational analysis and observation will be conducted for routes that consistently fall below 80 percent on-time performance. Lextran's long-term goal is for all routes to be above 95 percent on-time performance.

Category	Percent On-Time
Good	Greater than 90 percent
Satisfactory	Between 80 and 90 percent
Unsatisfactory	Less than 80 percent

Table 7: On-Time Performance Standards

Service Availability

Lextran operates routes primarily along major and minor arterials with some deviation along residential collector streets that are suitable for operation. Bus routing on limited-access highways is kept to a minimum and only occurs where no other feasible alternative exists. Lextran service coverage is defined as the area within one-quarter (1/4) of a mile of each bus stop. To the extent feasible, Lextran serves all major employers, hospitals, schools, and public housing within the Lexington urban area.

Hours Of Operation

The hours of operation are based on demand and relate to the route's function. The maximum span of service is from 5:00 a.m. to 12:30 a.m. on weekdays and Saturdays, and from 5:00 a.m. to 9:30 p.m. on Sundays.

Service Levels

Service levels are defined as peak service and off-peak service. Peak service is generally between the hours of 6:00 a.m. and 9:00 a.m., and between 3:00 p.m. and 6:00 p.m. Off-peak service is provided at all other times including the midday period between 9:00 a.m. and 3:00 p.m. and in the evenings and weekends. While every effort is made to provide feasible coverage during off-peak periods, Lextran reserves the right to reduce service and routes due to ridership typically being lower during off-peak periods.

SERVICE POLICIES

Passenger Stops

Lextran formally designates bus stops with signs to provide a safe environment for passenger boarding and alighting. Bus stops are located by the Planning & Community Development Department and the Safety Department and are installed by the Maintenance Department. Bus stops are located and installed following all local ordinances, state laws, and federal laws. The spacing of bus stops is roughly 0.2 miles apart, with consideration of contextual land-use and pedestrian infrastructure.

Passenger Amenities

Bus stops with more than 25 boarding passengers per day will be identified as a potential location for a bus shelter. Bus stops with between 15 and 25 passengers per day will be identified as potential locations for passenger benches. Waste receptacles are included with shelters and benches. Passenger amenities will be considered at all major transfer locations.

Location and provision of passenger amenities is subject to funding availability and right-of-way considerations. Lextran will, to every extent feasible, provide passenger amenities at all locations that satisfy the above criteria.

Vehicle Assignment

Lextran assigns buses daily on a rotating basis so that buses are assigned to routes evenly. The following operational limitations guide bus assignments on certain routes:

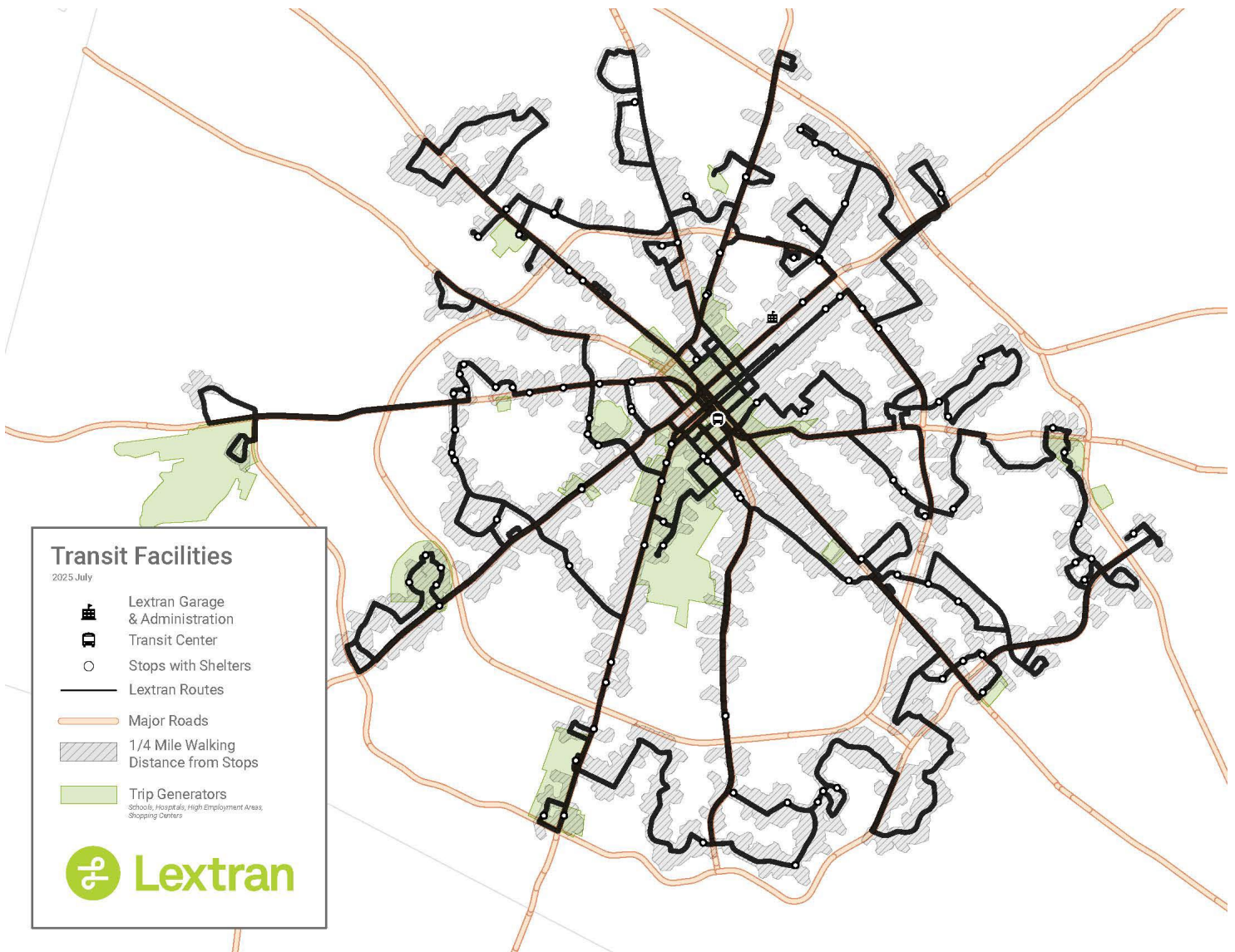
- 40' buses are required on the following routes due to load capacity:
 - Route 3 - Tates Creek
 - Route 5 - Nicholasville Road
 - Route 6 - North Broadway
 - Route 7 - North Limestone
 - Route 8 - Versailles Road
 - Route 10 - Hamburg Pavilion
 - Route 14 - UK Blue
 - Route 14 - UK White
 - Route 15 - Red Mile
- Route 2 - Georgetown Road requires a 35' bus because of maneuverability on the route.

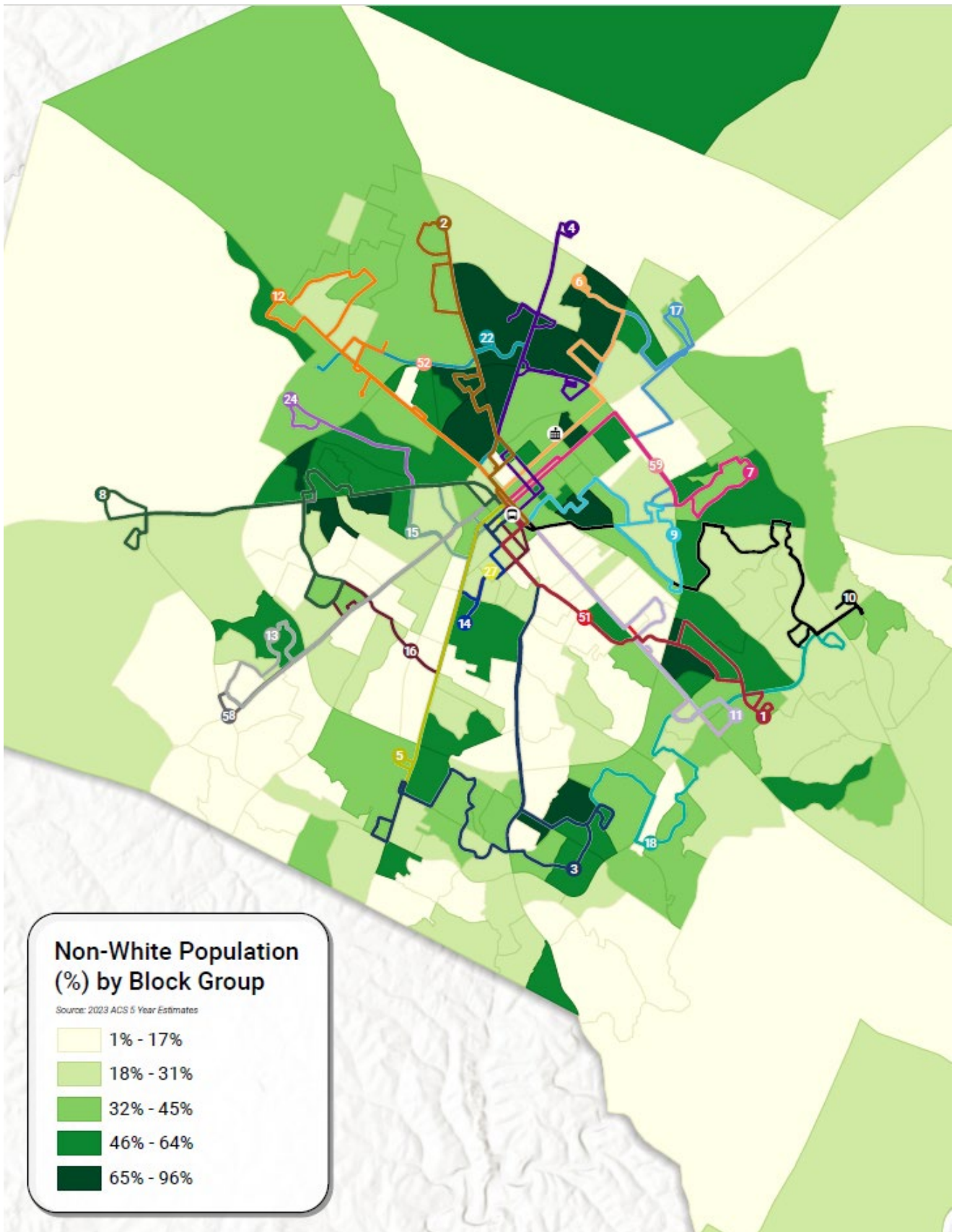
REQUIREMENT TO COLLECT AND REPORT DEMOGRAPHIC DATA

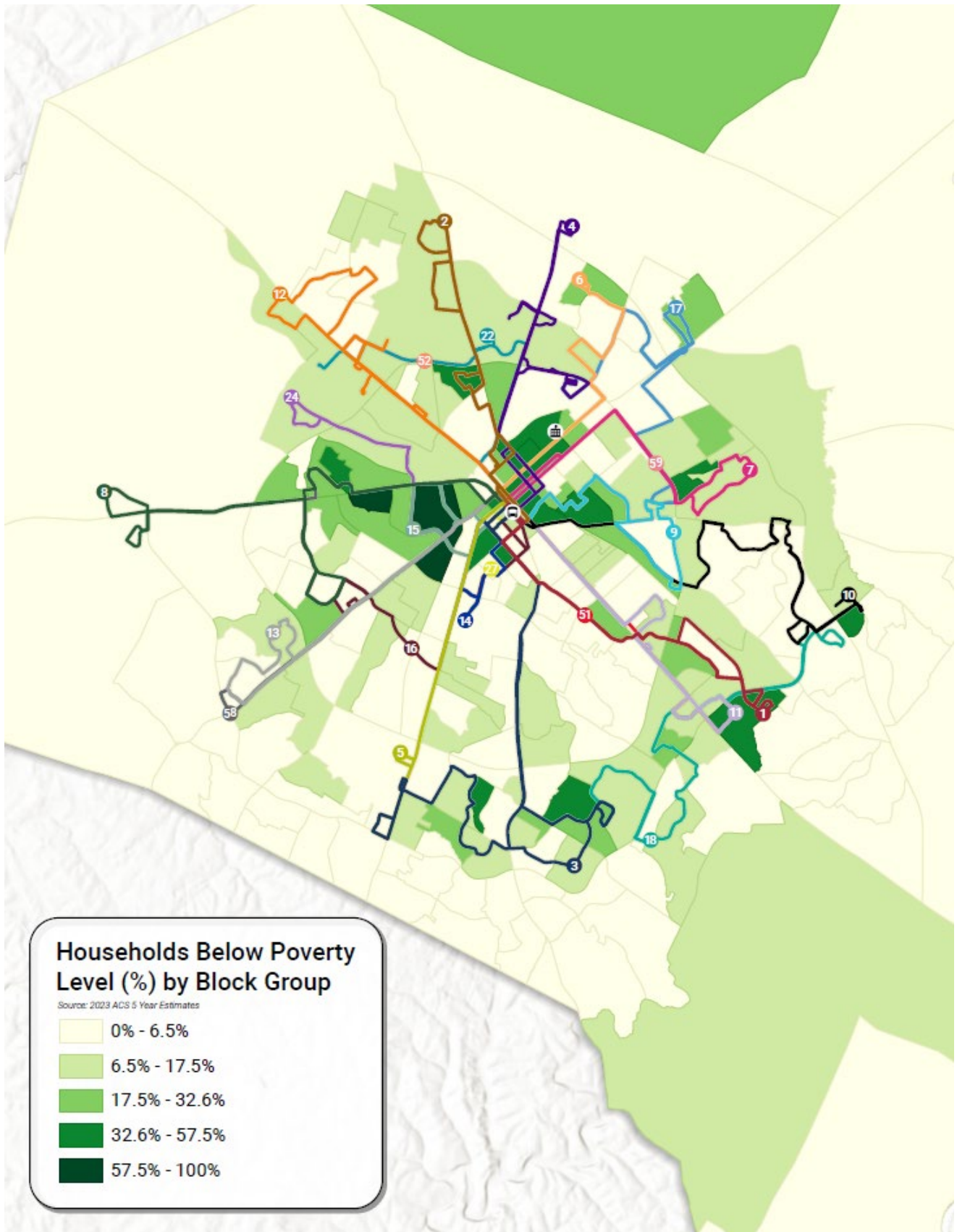
DEMOGRAPHIC AND SERVICE PROFILE MAPS

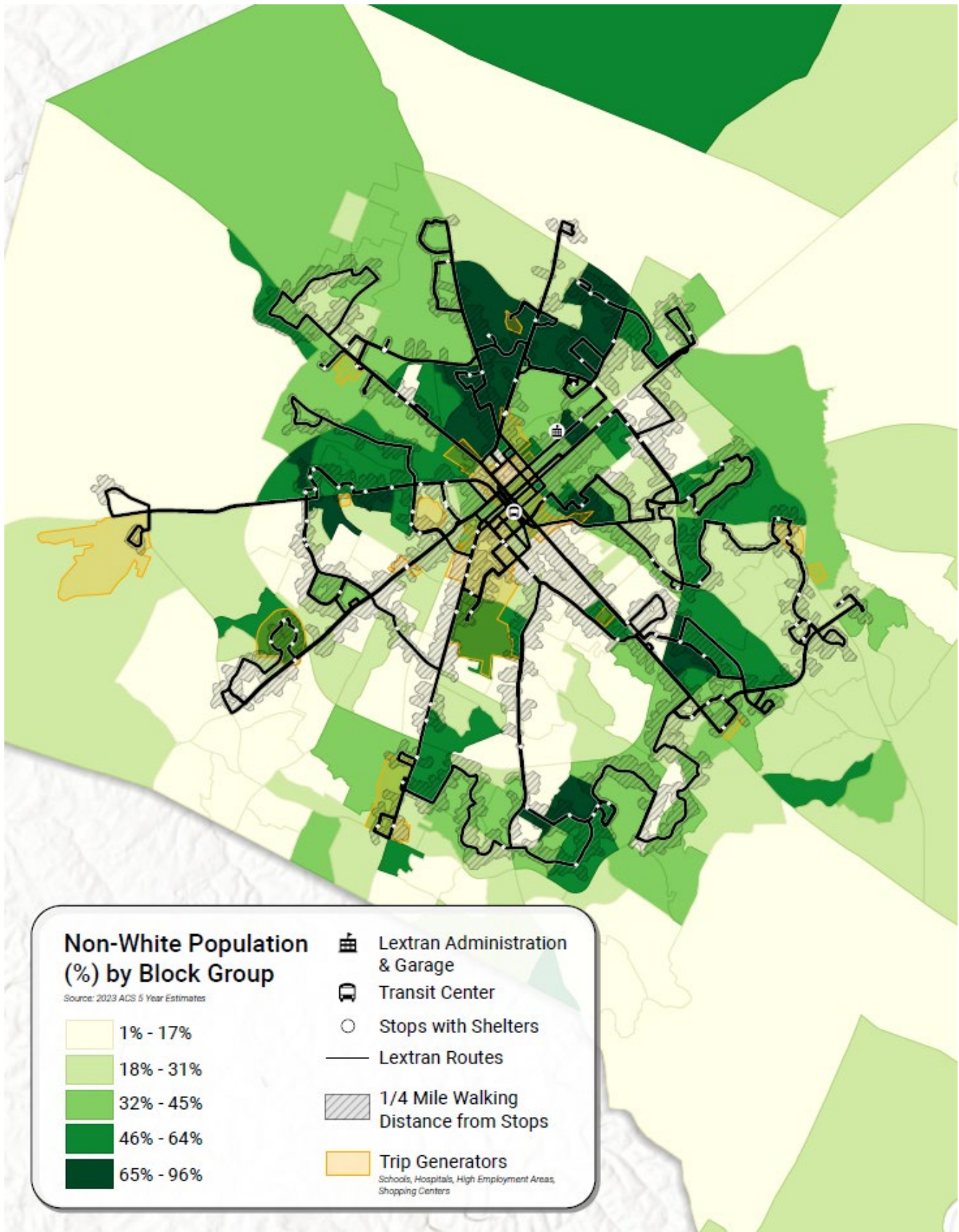
As a fixed-route operator with more than 50 vehicles in peak service and greater than 200,000 people in Lexington-Fayette County, Lextran adheres to the requirement to collect and report demographic data. Lextran will prepare demographic and service profile maps and charts after each decennial census and prior to any proposed service reductions or eliminations. As an example, a base map of Lextran's service area, transit facilities, and major activity centers is included below. Maps of Lexington-Fayette County's minority and low-income populations are also included. All analyses were conducted using geographic information systems software and data from the 2020 American Community Survey.

ETC Institute was commissioned by Lextran in 2021 to conduct an on-board survey as part of a comprehensive operations analysis. The full comprehensive operations analysis report, including findings from ETC Institute's survey, can be found on Lextran's website at <https://lextran.com/coa/>. In total, ETC Institute collected 1,276 useable surveys across various routes and times of day.









DEMOGRAPHIC RIDERSHIP AND TRAVEL PATTERNS

Demographic ridership and travel pattern data was also collected by ETC Institute. About 36 percent of the survey responses came from African Americans and 51 percent from white/Caucasians, which combined accounted for roughly 87 percent of the survey.

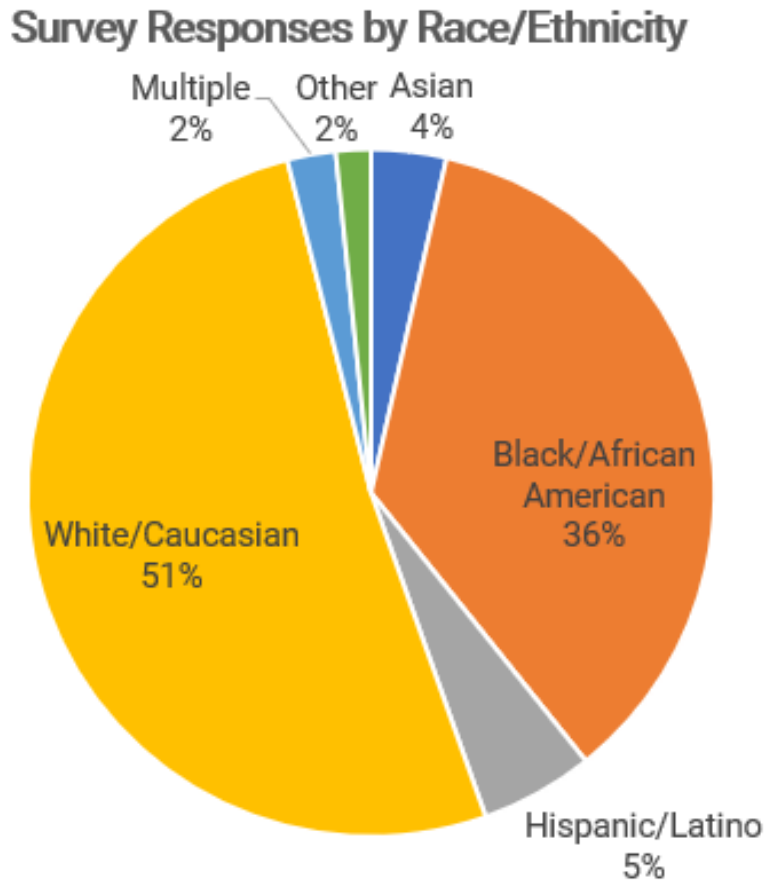


Figure 1: Demographic Ridership (ETC Institute 2021)

The majority of Lextran riders use the fixed-route service for commuting to and from work. More than half of minority and non-minority riders cited work as their primary trip purpose. Trip purposes were roughly equivalent between minority and non-minority passengers with the exception of trips to school/college, where the survey found a larger share of non-minority passengers.

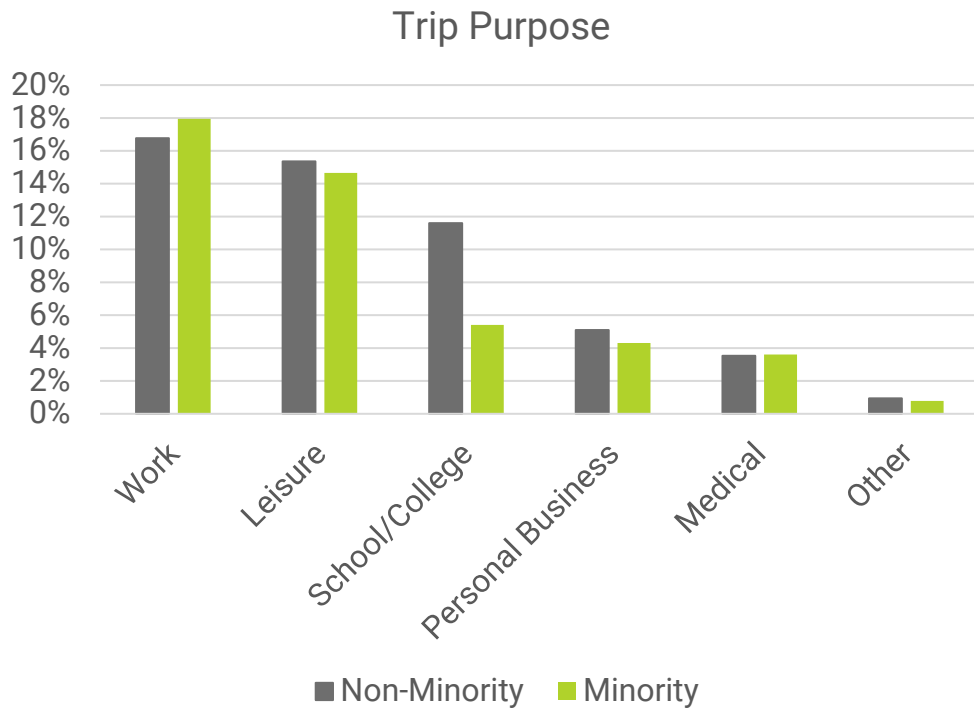


Figure 2: Trip Purpose (ETC Institute 2021)

Nearly half of survey respondents rode Lextran five or more days per week. Non-minority and minority passengers rode Lextran at roughly equivalent frequency. Non-minorities rode Lextran slightly more frequently than minorities at 3-4 days a week, 5 days a week, and 6-7 days a week.

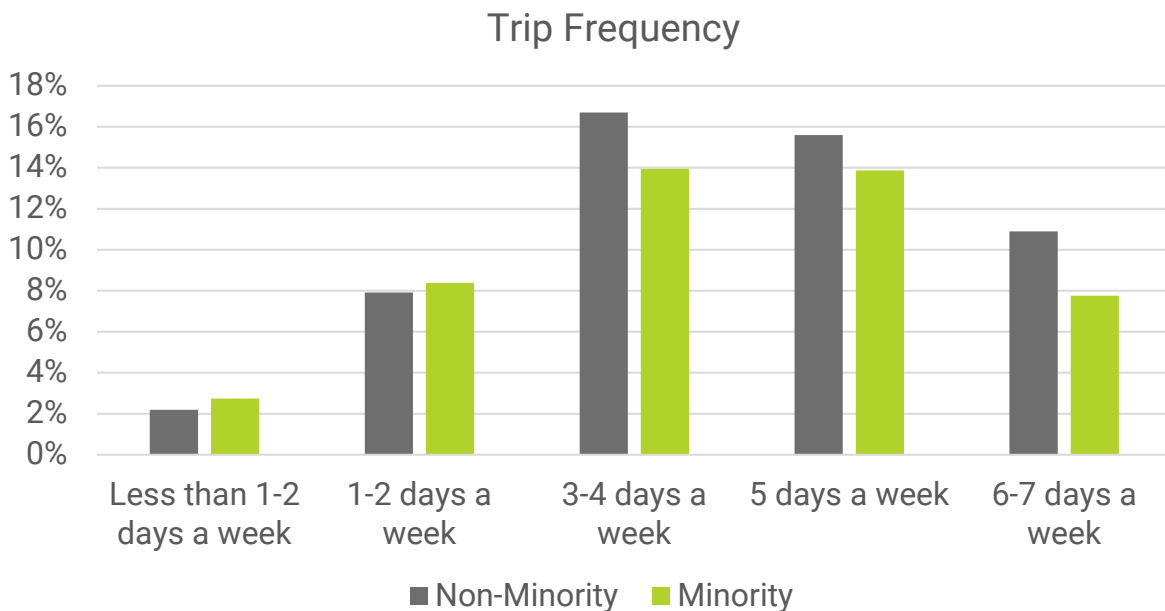


Figure 3: Trip Frequency (ETC Institute 2021)

REQUIREMENT TO MONITOR TRANSIT SERVICE

ROUTE MONITORING PROGRAM

Lextran regularly evaluates the performance of individual routes by route functional classifications. Route performance includes ridership as well as more detailed measures of efficiency and effectiveness. Particular attention is paid to the number of passengers per hour, the number of passengers per mile, the farebox recovery ratio, and the net cost per passenger. Routes that consistently score as unsatisfactory will be further evaluated for ways to improve operational efficiency and effectiveness.

Table 8: Lextran Service Standards by Route Functional Classification

Metric	Route Functional Classification		
Passengers per Revenue Hour	Core	Circulator	Limited
Good	More than 22	More than 15	More than 10
Satisfactory	Between 11 - 22	Between 7 - 15	Between 4 - 10
Unsatisfactory	Less than 11	Less than 7	Less than 4
Passengers per Revenue Mile	Core	Circulator	Limited
Good	More than 1.5	More than 1.2	More than 1
Satisfactory	Between 0.7 - 1.5	Between 0.4 - 1.2	Between 0.3 - 1
Unsatisfactory	Less than 0.7	Less than 0.4	Less than 0.3
Farebox Recovery Ratio	Core	Circulator	Limited
Good	More than 15%	More than 10%	More than 8%
Satisfactory	Between 11 - 15%	Between 4 - 10%	Between 4 - 8%
Unsatisfactory	Less than 11%	Less than 4%	Less than 4%
Net Cost per Passenger	Core	Circulator	Limited
Good	Below Average	Below Average	Below Average
Satisfactory	Equal to or Above	Equal to or Above	Equal to or Above
Unsatisfactory	1 Std. Dev. Above	1 Std. Dev. Above	1 Std. Dev. Above

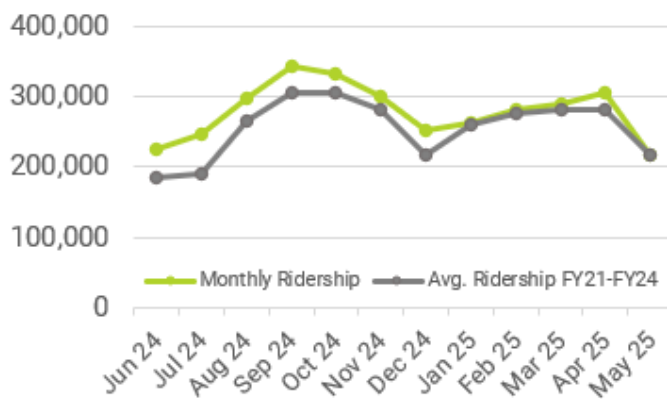
System and route monitoring are conducted monthly and included in Lextran's Board of Directors meeting packets, which are available publicly at www.lextran.com.

LEXTRAN MONTHLY PERFORMANCE REPORT – MAY 2025

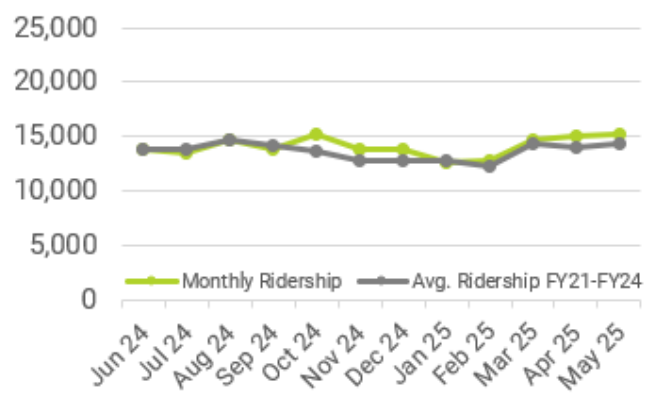
We serve people and our community with mobility solutions.

DEMONSTRATE VALUE TO THE COMMUNITY

Fixed-Route Ridership



Paratransit Ridership



Performance Indicator	Fixed Route System			Paratransit (Wheels)		
System Production	This Month	FY25YTD	FY24YTD	This Month	FY25YTD	FY24YTD
Total Ridership	217,540	3,132,376	3,536,983	15,145	155,424	154,422
Weekday Ridership	180,622	2,713,747	3,074,325	12,643	129,760	125,563
Saturday Ridership	21,298	235,671	258,428	1,471	13,685	13,554
Sunday Ridership	12,415	164,227	186,738	825	9,890	11,131
Holiday Ridership	3,165	18,731	17,492	206	997	1,082
Total Revenue Miles	167,626	1,791,635	1,726,969	87,650	951,660	932,295
Total Revenue Hours	15,763	180,101	181,160	6,960	76,462	70,102
Trips per Mile	1.30	1.75	2.04	0.17	0.16	0.17
Trips per Hour	13.80	17.37	19.44	2.18	2.04	2.20

DELIVER A HIGH-QUALITY PRODUCT

Performance Indicator	Fixed Route						Paratransit (Wheels)					
Service Quality	This Month		FY25 YTD		FY24 YTD		This Month		FY25 YTD		FY24 YTD	
OTP	87.7%		86.5%		88.1%		72.0%		72.5%		72.4%	
Farebox Recovery	5.1%		5.5%		6.2%		N/A		N/A		N/A	
Operating Expenses	\$2,050,910		\$21,288,350		\$18,785,804		\$602,706		\$6,458,283		\$7,209,110	
Per Mile	\$3.64		\$3.42		\$3.60		N/A		N/A		N/A	
Per Hour	\$91.40		\$84.52		\$69.60		N/A		N/A		N/A	
Customer Service	This Month		FY25 YTD		FY24 YTD		This Month		FY25 YTD		FY24 YTD	
	Count	Rate	Count	Rate	Count	Rate	Count	Rate	Count	Rate	Count	Rate
Customer Feedback	41	18.8	54	21.8	492	13.9	7	46.2	260	167.3	223	144.4
Commendations	6	2.76	5	2.42	5	2.13	4	26.4	8	5.4	2	1.2
Discourtesy	8	3.68	10	4.43	12	5.56	1	6.6	2	1.2	6	3.7
Late or <u>Early</u>	2	0.92	4	1.63	2	0.88	1	6.6	7	4.6	4	2.7
Safety	8	3.68	7	3.09	8	3.68	1	6.6	2	1.1	4	2.4
Passed Boarding /Missed Trips (Wheels)	6	2.76	6	2.76	10	4.43	0	0.0	0	0.0	1	0.4
Information and Service Requests	0	0.00	0	0.00	0	0.17	0	0.0	0	0.0	1	0.9
Other	2	0.92	5	2.30	5	2.34	0	0.0	5	2.9	3	1.8
Call Length	1:05		1:00		01:04		02:45		01:46		01:35	
Time to Abandon	00:39		00:18		00:17		02:45		02:53		02:58	

REQUIREMENT TO EVALUATE SERVICE AND FARE CHANGES

All proposed service changes are subject to equity analyses. Lextran conducts equity analyses on service change ideas to help guide those ideas into becoming proposed service changes. When proposed service changes are deemed significant enough to be major service changes, the major service change policy goes into effect.

MAJOR SERVICE CHANGE POLICY

Any service change that impacts 25 percent of the revenue-service miles or hours of a route is defined as a major service change. A proposed major service change requires a service equity analysis, including a disparate impact analysis and a disproportionate burden analysis.

Any proposed fare increase is considered a major service change and must also undergo a service equity analysis, including a disparate impact analysis and a disproportionate burden analysis.

Disparate Impact Policy

Any and all proposed major service changes must include a disparate impact analysis. A disparate impact analysis determines whether members of a race, color, or national origin are affected more than members of another race, color, or national origin. A disparate impact occurs when a major service change impacts a minority population more than plus or minus 20 percent of the non-minority population.

Disproportionate Burden Policy

Any and all proposed major service changes must include a disproportionate burden analysis. A disproportionate burden analysis determines whether members of a low-income group are affected more than the rest of the population. A disproportionate burden occurs when a major service change impacts a low-income group more than plus or minus 20 percent of the non-low-income population.

Finding A Disparate Impact or Disproportionate Burden

It is Lextran's policy to avoid, minimize, and mitigate any service changes that are found to be in violation of the disparate impact or disproportionate burden policies. Any proposed service change that violates the disparate impact or disproportionate burden policies will be revised and reevaluated to determine equitable alternatives. Lextran may proceed with a major service change that causes a disparate impact or disproportionate burden if there is substantial legitimate justification for the proposed service change and there are no alternatives that would decrease the disparate impact or disproportionate burden while accomplishing the goals of the service change.

Conducting A Disparate Impact or Disproportionate Burden Analysis

To determine a disparate impact or disproportionate burden, Lextran will follow guidelines set forth in FTA Circular 4702.1B using data from the United States Census Bureau and ridership data. Data analysis will be conducted in a geographic information systems platform and reported through maps and tables.

Definitions Of Minority Populations

For the purposes of disparate impact and disproportionate burden, Lextran follows the FTA Circular 4702.1B in defining minority populations. Low-income populations follow the poverty guidelines set forth by the Department of Health and Human Services (DHHS).

SERVICE EXPANSION POLICY

Expansion of the Lextran fixed-route system can stem from the following:

- Lextran Comprehensive Operations Analysis
- Lexington Area Metropolitan Planning Organization Long Range Transportation Plan
- Requests for service request
- New generator locations, origins, and destinations

ON-GOING EVALUATION

In addition to the monthly review of individual routes, an annual comprehensive system review is conducted to identify trends in route performance. Routes that perform exceptionally or poorly are reviewed in depth to determine action items to be considered that might include route expansion, consolidation, or alteration. Other actions can be taken to improve an underperforming route, such as increased and targeted marketing or minor service tweaks.

APPENDIX A – BOARD RESOLUTION APPROVING THE TITLE VI PROGRAM PLAN

MEMORANDUM

August 27, 2025

TO: Lextran Board of Directors

FROM: Fred Combs, General Manager

SUBJECT: Resolution to Approve the 2025 Title VI Program Plan

Resolution 2025-17, attached, requests the Board of Directors approval for Lextran's Title VI program submittal to the Federal Transit Administration (FTA).

As a recipient of federal funding, Lextran is required to comply with Title VI of the Civil Rights Act of 1964 in the delivery of transit services. In addition, Lextran is required to submit a Title VI program to the FTA every three years. FTA Circular 4702.1B added criteria regarding board input and approval.

Pursuant to FTA Circular 4702.1B, Lextran must submit:

- Title VI Notice to the Public, including a list of locations where the notice is posted
- Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint)
- Title VI Complaint Form
- List of transit-related Title VI investigations, complaints, and lawsuits
- Public Participation Plan, including information about outreach methods to engage minority and limited English proficiency (LEP) populations, and a summary of outreach efforts made since the last Title VI Program submission
- Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP)
- A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process uses to encourage participation of minorities on such committees
- A description of how the agency monitors its subrecipients for compliance with Title VI, and a schedule of subrecipient Title VI Program submissions
- A Title VI equity analysis if the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc.
- A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions has reviewed and approved the Title VI Program prior to submission to FTA.
- Service standards, which include vehicle loads, vehicle headway, on-time performance, and service availability for each mode
- Service policies, which include transit amenities and vehicle assignments for each mode
- Demographic and service profile maps and charts
- Demographic ridership and travel patterns, collected by surveys
- Results of the monitoring program and report, including evidence that the Board or other governing entity or official(s) considered, was aware of the results, and approved the analysis

- A description of the public engagement process for setting the “major service change policy,” disparate impact policy, and disproportionate burden policy
- Results of service and/or fare equity analyses conducted since the last Title VI Program submission, including evidence that the Board or other governing entity or official(s) considered, was aware of, and approved the results of the analysis

The Program Plan draft was made available for review on the Lextran website with the public comment period open August 1st through August 20th. Comments were accepted via email at info@lextran.com, via customer comment cards, and a dedicated voicemail line. In addition, two public meetings were held –

- Tuesday, August 5, 11:00 a.m. – Central Library – 140 East Main Street
- Thursday, August 7, 4:00 p.m. – Marksbury Library – 2197 Versailles Rd

A copy of Lextran’s Title VI Program, including the “major service change policy,” disproportionate burden policy, disparate impact policy, and Title VI service monitoring program, are attached for review.

If you have any questions, please call me at 859.255.7756.

RESOLUTION 2025-16**TRANSIT AUTHORITY OF LEXINGTON-FAYETTE URBAN COUNTY****GOVERNMENT AUGUST 27, 2025**

WHEREAS, the Chairman of the Board of Directors of the Transit Authority of the Lexington-Fayette Urban County Government (Lextran) has the authority to appoint the members of any committee per Article VI, Section 3 of the Bylaws of the Board of Directors of the Transit Authority of the Lexington-Fayette Urban County Government; and

WHEREAS, the Chairman of the Board of Directors of Lextran has appointed Mr. Harding Dowell, Mr. George Ward, and Ms. Jamie Rodgers as members of the Finance Committee; and

WHEREAS, the Chairman of the Lextran Board of Directors has appointed Mr. Paul Schoningher to serve as the Board member on the Pension Committee;

NOW, THEREFORE, BE IT RESOLVED, that the Board of Directors of Lextran hereby approves the appointments made to the Finance and Pension Committees by the Chairman of the Board.

Thurston

MOTION

Ward

SECOND

Harding Dowell

CHAIRPERSON

8.27.25

DATE

APPENDIX B – CERTIFICATIONS AND ASSURANCES

5/23/25, 3:19 PM

Pick FY - TrAMS Recipients

The Certifications and Assurances the Applicant selects apply to each Award for which it now seeks, or may later seek federal assistance to be awarded by FTA during the federal fiscal year.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. § 3801 et seq., and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR part 31, apply to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. § 1001 apply to any certification, assurance, or submission made in connection with a federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute.

In signing this document, I declare under penalties of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate.

Official's Name Nikki Falconbury
☒ I accept the above

Certification Date May 23, 2025

Affirmation of Attorney

Affirmation of Applicant's Attorney As the undersigned Attorney for the above-named Applicant, I hereby affirm to the Applicant that it has authority under state, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA assisted Award.

Attorney's Name Fred Combs
☒ I accept the above

Certification Date May 23, 2025

[CANCEL](#)
[BEGIN RECERTIFICATION](#)
<https://faces.fta.dot.gov/suite/sites/trams-recipients/page/records/record/UBUBiUIVyuBs1xJ-h0m5E1iX3WuLhq4KOS17FVevT171y2F9TyODXiwcV1DrKXPmQNsQCFuG36qVTU3cdsVi3ehBF0J8SI9t-dz...> 3/3

TRANSIT AUTHORITY OF LEXINGTON-FAYETTE COUNTY URBAN COUNTY GOVERNMENT | LEXINGTON LEXTRAN | 1104

[Summary](#)
[Applications/Awards](#)
[TrAMS Users](#)
[Locations](#)
[Designated Recipient](#)
[Related Actions](#)

Certifications & Assurances | FY 2025 C&A Affirmations

Certification and Assurance Information

Fiscal Year 2025
Assigned Date 5/23/2025
Due Date 8/21/2025

Original Certification Date 5/23/2025
Latest Certification Date 5/23/2025

Published Certifications and Assurances

FTA CERTIFICATIONS AND ASSURANCES

Public Transportation Agency Safety Plan (PTASP)

Applicants and recipients of Section 5307 grants and rail transit agencies that are subject to the State Safety Oversight Program must certify to Category 2: Public Transportation Agency Safety Plans (PTASP). The deadline for certification was July 20, 2020, however, in light of the extraordinary challenges presented by the COVID-19 public health emergency, FTA issued a Notice of Enforcement Discretion for the PTASP regulation (49 CFR Part 673). FTA will refrain from taking enforcement action until July 21, 2021 for applicants and recipients unable to certify compliance with the PTASP regulation before July 20, 2021. While applicants and recipients are encouraged to certify compliance as soon as reasonably practicable under the current circumstances caused by the COVID-19 public health emergency, those who do not certify compliance until July 20, 2021 remain eligible for Chapter 53 grant funds.

List of All Applicable Agencies

PTASP Technical Assistance Center

Certifications and Assurances

Certification History

Certification Date: 5/23/2025 | Official: Nikki Falconbury | Attorney: Fred Combs

Category	Title	Cer
01	Certifications and Assurances Required of Every Applicant	
02	Public Transportation Agency Safety Plans	
03	Tax Liability and Felony Convictions	
04	Private Sector Protections	
05	Transit Asset Management Plan	
06	Rolling Stock Buy America Reviews and Bus Testing	

<https://faces.fta.dot.gov/suite/sites/trams-recipients/page/records/record/UBUBiUIVyuBs1xJ-h0m5E1IX3WuLhq4KOS17FVevT171y2F9TyODXlwcV1DrKXPmQNsQCFuG36qVTU3cdsVh3ehBF0J8SI9t-dz...>

1/3

5/23/25, 3:19 PM

Pick FY - TrAMS Recipients

07	Urbanized Area Formula Grants Program	
Category	Title	Cer
08	Formula Grants for Rural Areas	
09	Fixed Guideway Capital Investment Grants and the Expedited Project Delivery for Capital Investment Grants Pilot Program	
10	Grants for Buses and Bus Facilities and Low or No Emission Vehicle Deployment Grant Programs	
11	Enhanced Mobility of Seniors and Individuals with Disabilities Programs	
12	State of Good Repair Grants	
13	Infrastructure Finance Programs	
14	Alcohol and Controlled Substances Testing	
15	Rail Safety Training and Oversight	
16	Demand Responsive Service	
17	Interest and Financing Costs	
18	Cybersecurity Certification for Rail Rolling Stock and Operations	
19	Tribal Transit Programs	
20	Emergency Relief Program	
1 - 20 of 20		

Documents

Existing Documents

Document	Description	Uploaded By	Date
No items available			

Affirmation of Applicant

Affirmation of Applicant BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all federal laws, regulations, and requirements, follow applicable federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in the federal fiscal year, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.

<https://faces.fta.dot.gov/suite/sites/trams-recipients/page/records/record/UBUBiUIVyuBs1xJ-h0m5E1IX3WuLhq4KOS17FVevT171y2F9TyODXiwcV1DrKXPmQNsqCFuG36qVTU3cdsVi3ehBF0J8SI9t-dz...>

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APPENDIX C – TITLE VI COMPLAINT FORM-ENGLISH, SPANISH, AND CHINESE



Lextran

Lextran Title VI Complaint Form

Section 1:

Name:

Address:

Telephone (Home):

Telephone (Work):

Telephone (Cell):

Email:

Accessible Format Requirements?

Large Print

Audio

TDD

Other

Section II:

Are you filing this complaint out on your own behalf?

Yes*

No

* If you answered "yes" to this question, go to Section III.

If not, please supply the name and the 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, in detail, what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name 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: _____	☐ State Agency: _____	
☐ Federal Court: _____	☐ Local Agency: _____	
☐ State Court: _____		
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

Date

Please submit this form via email at title.vi.complaint@lextran.com,
in person at the address below, or mail this form to:
Lextran
Title VI Coordinator
200 West Loudon Avenue • Lexington KY 40508

Formulario de denuncias de Lextran Título VI

Sección I:

Nombre:

Dirección:

Teléfono (Domicilio):

Teléfono (Trabajo):

Teléfono (Celular):

Correo electrónico:

¿Requisitos de formato accesible?

Letra grande

Audio

Dispositivo de telecomunicación para sordos (TDD)

Otro

Sección II:

¿Está presentando esta denuncia en su propio nombre?

Si*

No

*Si respondió “sí” a esta pregunta, pase a la Sección III.

De lo contrario, proporcione el nombre y su relación con la persona por la que esta sometiendo la denuncia:

Explique por qué usted está presentando la denuncia por un tercero:

Por favor confirme que usted ha obtenido el permiso de la parte
agraviada si usted está presentando la solicitud en nombre de un tercero.

Si*

No

Sección III:

Creo que la discriminación que experimenté se basó en (marque todas lo que correspondan):

[[]] Raza

[] Color

[] Origen nacional

Fecha de la supuesta discriminación (mes/día/año):

Explique en detalle lo que sucedió y por qué cree que fue discriminado(a). Describa todas las personas que estuvieron involucradas. Incluya el nombre de la(s) persona(s) que lo(a) discriminó(a) (si se conoce), así como los nombres y la información de contacto de los testigos. Si necesita más espacio, utilice el reverso de este formulario.

Sección IV:		
¿Ha presentado previamente una denuncia del Título VI con esta agencia?	Sí	No
Section V:		
¿Ha presentado esta denuncia ante alguna otra agencia federal, estatal o local, o ante algún tribunal federal o estatal?		
☐ Sí ☐ No		
En caso afirmativo, marque todas lo que correspondan:		
☐ Agencia Federal: _____ ☐ Agencia del Estado: _____		
☐ Tribunal Federal: _____ ☐ Agencia Local: _____		
☐ Tribunal Estatal: _____		
Proporcione información sobre una persona de contacto en la agencia/tribunal donde se presentó la denuncia.		
Nombre:		
Título:		
Agencia:		
Dirección:		
Teléfono:		
Sección VI:		
Nombre de la agencia contra la que presentó la denuncia:		
Persona de contacto:		
Título:		
Número de teléfono:		

Puede adjuntar cualquier material escrito u otra información que considere relevante para su denuncia.

Firma

Fecha

Envíe este formulario por correo electrónico a title.vi.complaint@lextran.com,

en persona a la dirección a continuación, o envíe este formulario por correo postal a:

Lextran

Coordinador del Título VI

200 W Loudon Ave – Lexington, KY 40508



Lextran

[illegible]

第IV部分：		
您之前向本机构提交过违反第VI章的指控吗？	是	否
第V部分：		
您已向任何其他联邦、州或地方机构，或任何联邦或州法院提交过这一指控吗？		
[] 是 [] 否		
如果是，请勾选所有适用的选项。		
☐ 联邦机构: _____ ☐ 州机构: _____ ☐ 联邦法院: _____ ☐ 地方机构: _____ ☐ 州法院: _____		
请提供您提交指控的机构/法院的一名联系人信息。		
姓名：		
头衔：		
机构：		
地址：		
电话：		
第VI部分：		
指控针对机构的名称：		
联系人：		
头衔：		
电话号码：		

您可以附上您认为与指控相关的任何书面材料或其他信息。

签字

日期

请通过电子邮件title.vi.complaint@lextran.com提交这张表，

在以下地址当面提交，或者把这张表邮寄至：

Lextran

Title VI Coordinator

200 W Loudon Ave - Lexington, KY 40508

