

CITY OF PRAGUE

DbA: Prague Senior Citizens Transportation

Title VI Program

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A. Introduction

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

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

The City of Prague meets the objectives of the FTA Master Agreement which governs all entities applying for FTA funding, including Prague Senior Citizens and its third-party contractors by promoting actions that:

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

B. Agency Information

1. Mission of the Senior Center Van Service

To transport senior citizens to and from the Senior Center for meals and fellowship events

2. History (including year started)

Around the year 2000 the City of Prague started funding a van service to the Senior Center to help facilitate access to those seniors who could not drive, but wanted to join in

3. Regional Profile (regional population; growth projection)

According to the US Census Bureau, the City of Prague population for 2025 is estimated at 2414

4. Population served (in relation to regional population)

There are 460 citizens in Prague that are aged 65 or older, according to the 2020 census

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

The van service runs within the city limits of Prague Oklahoma

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

The City of Prague is a statutory Council-Manager form of government. The City is governed by a 5-member Council elected to staggered 4-year terms with a City Manager hired to run the day-to-day operations of the city.

C. Notice to the Public

NOTIFYING the PUBLIC of RIGHTS UNDER TITLE VI PRAGUE SENIOR CITIZENS VAN

- The City of Prague operates its programs without regard to race, color, and 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 City of Prague.
- For more information on the City of Prague's civil rights program, and procedures to file a complaint, contact City Manager at 405-567-2270; email jgreff@cityofpragueok.org; or visit our administrative office at 820 N Jim Thorpe Blvd, Prague, OK 74864
- A complainant may file a complaint directly with the Oklahoma Department of Transportation by filing a complaint with the Contract Compliance Division, Attention: Contract Compliance Division Manager, 200 NE 21st Street, Oklahoma City, OK 73105-3204.
- If information is needed in another language, contact: (405-567-2270)

***LIST OF LOCATIONS**

Prague Senior Center; 615 Ayars Ave

Prague City Hall; 820 N Jim Thorpe Blvd

D. Procedure for Filing a Title VI Complaint

Filing a Title VI Complaint

The complaint procedures apply to the beneficiaries of the City of Prague's programs, activities, and services.

RIGHT TO FILE A COMPLAINT: Any person who believes they have been discriminated against on the basis of race, color, or national origin by City of Prague may file a Title VI complaint by completing and submitting the agency's [Title VI Complaint Form]. Title VI complaints must be received in writing within 180 days of the alleged discriminatory complaint.

HOW TO FILE A COMPLAINT: Information on how to file a Title VI complaint is posted on our agency's website, and in public areas of our agency.

You may download the City of Prague Title VI Complaint Form at www.cityofpragueok.org, or request a copy by writing to City of Prague, 820 N Jim Thorpe Blvd, Prague, OK 74864.

Information on how to file a Title VI complaint may also be obtained by calling the City of Prague at (405)567-2270.

You may file a signed, dated complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number.
- Specific, detailed information (how, why and when) about the alleged act of discrimination.
- Any other relevant information, including the names of any persons, if known, the agency should contact for clarity of the allegations.

Please submit your complaint form to City Manager, 820 N Jim Thorpe Blvd, Prague OK 74864.

COMPLAINT ACCEPTANCE: The City of Prague will process complaints that are complete.

Once a completed Title VI Complaint Form is received, the City of Prague will review it to determine if the City of Prague has jurisdiction. The complainant will receive an acknowledgement letter informing them whether or not the complaint will be investigated by the City of Prague.

INVESTIGATIONS: The City of Prague will generally complete an investigation within 90 days of receipt of a completed complaint form. If more information is needed to resolve the case, City Manager may contact the complainant. Unless a longer period is specified by the City Manager the complainant will have ten (10) days from the date of the letter to send requested information to City of Prague investigator assigned to the case.

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

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

- A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.
- A Letter of Finding (LOF) summarizes the allegations and provides an explanation of the corrective action taken.

If the complainant disagrees with the City of Prague's determination, the complainant may request reconsideration by submitting the request in writing to the Title VI investigator within seven (7) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the reconsideration. The City of Prague will notify the complainant of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, the City of Prague will issue a determination letter to the complainant upon completion of the reconsideration review.

A person may also file a complaint directly with the Federal Transit Administration, at the FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, contact, Prague City Hall at 820 N Jim Thorpe Blvd, Prague OK 74864 or at 405-567-2270.

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

Documenting Title VI Complaints/Investigations

All Title VI complaints will be entered and tracked in the City of Prague's complaint log. Active investigations will be monitored for timely response on the part of all parties. The agency's Title VI Coordinator shall maintain the log.

Agency Title VI Complaint Log

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

Documenting Evidence of Agency Staff Title VI Training

The City of Prague's staff is given Title VI training, and agency can answer affirmatively to all the following questions:

1. Are new employees made aware of Title VI responsibilities pertaining to their specific duties?
2. Do new employees receive this information via employee orientation?
3. Is Title VI information provided to all employees and program applicants?
4. Is Title VI information prominently displayed in the agency and on any program materials distributed, as necessary?

Public Participation Plan

Goal

The goal of the Public Participation Plan is to have significant and ongoing public involvement, by all identified audiences, in the public participation process for major agency outreach efforts.

Objectives

- To understand the service area demographics and determine what non-English languages and other cultural barriers exist to public participation.
- To provide general notification of meetings and forums for public input, in a manner that is understandable to all populations in the area.
- To hold public meetings in locations that are accessible to all area stakeholders, including but not limited to minority and low income members of the community.
- To provide methods for two-way communication and information and input from populations which are less likely to attend meetings.
- To convey the information in various formats to reach all key stakeholder groups.

Identification of Stakeholders

Stakeholders are those who are either directly or indirectly affected by an outreach effort, system or service plan or recommendations of that plan. Stakeholders include but are not limited to the following:

- Board of Directors – the governing board of the agency. The role of the Board is to establish policy and legislative direction for the agency. The Board defines the agency's mission, establishes goals, and approves then budget to accomplish the goals.
- Advisory Bodies – non-elected advisory bodies review current and proposed activities of the agency, and are encouraged to be active in the agency's public participation process. Advisory bodies provide insight and feedback to the agency.
- Agency Transit riders and clients
- Minority and low income populations, including limited English proficient persons
- Local jurisdictions and other government stakeholders
- Private businesses and organizations
- Employers
- Partner agencies

Elements of the Public Participation Plan

It is necessary to establish a public participation plan that includes an outreach plan to engage minority and limited English proficient (LEP) populations.

Elements of the Public Engagement Plan include:

1. Public Notice

- a. Official notification of intent to provide opportunity for members of the general public to participate in public engagement plan development, including participation in open Board/council meetings, and advisory committees.

2. Public Engagement Process/Outreach Efforts:

- a. Public meetings
- b. Open houses
- c. Rider forums
- d. Rider outreach
- e. Public hearings
- f. Focus groups
- g. Surveys
- h. Services for the Disabled (Notices of opportunities for public involvement include contact information for people needing these or other special accommodations.)

Events such as public meetings and/or open houses are held at schools, churches, libraries and other non-profit locations easily accessible to public transit and compliant with the Americans with Disabilities Act.

3. Public Comment

- a. Formal public comment periods are used to solicit comments on major public involvement efforts around an agency service or system change.
- b. Comments are accepted through various means:
 - i. Dedicated email address.
 - ii. Website.
 - iii. Regular mail.
 - iv. Forms using survey tool for compilation.
 - v. Videotaping.
 - vi. Phone calls to Customer Service Center [phone]

4. Response to Public Input

All public comments are provided to the Board of Directors prior to decision making. A publicly available summary report is compiled, including all individual comments.

Title VI Outreach Best Practices

The City of Prague ensures all outreach strategies, communications and public involvement efforts comply with Title VI. The City of Prague's Public Participation Plan proactively initiates the public involvement process and makes concerted efforts to involve members of all social, economic, and ethnic groups in the public involvement process. Aligning with the above referenced communication tactics, the City of Prague provides the following:

- a. Public notices published in non-English publications (if available).
- b. Title VI non-discrimination notice on agency's website.
- c. Agency communication materials in languages other than English (subject to Safe Harbor parameters).
- d. Services for Limited English Proficient persons. Upon advance notice, translators may be provided.

2026 Title VI Program Public Participation Process

The City of Prague will conduct a Public Participation Process for the 2026-2029 Title VI Program. This process includes Community Meetings to seek input, provide education, and highlight key components of the Title VI Plan. Materials have been created to explain Title VI policies as well as provide education on how they relate to minority populations.

The City of Prague will provide briefings to the Board of Directors and Advisory Bodies.

The City of Prague will conduct a 30-day public comment period to provide opportunities for feedback on the 2026 Title VI Program.

Comments are accepted during the public outreach period via:

- a. Email
- b. Mail
- c. Phone
- d. In person

Summary of 2026 Public Outreach Efforts

The plan will be available for public viewing and comments. Any comments received will be studied and incorporated into the plan, if feasible.

F. Language Assistance Plan

The City of Prague Limited English Proficiency Plan

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

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

Service Area Description:

Within the corporate city limits of Prague.

The City of Prague has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by the City of Prague. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, and the ways in which assistance may be provided.

In order to prepare this plan, the City of Prague undertook the four-factor LEP analysis which considers the following factors:

Four Factor Analysis

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

A significant majority of people in the City of Prague service area are proficient in the English language. Based on 2020 Census data, 0% of the population five years of age and older speak English "less than very well" – a definition of limited English proficiency

2. Frequency of Contact by LEP Persons with City of Prague's Services:

The City of Prague staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons. To date, the City of Prague has received zero requests for an interpreter. The City of Prague has received zero phone calls per month.

3. The importance of programs, activities or services provided by the City of Prague to LEP persons:

Outreach activities, summarized in the City of Prague's Title VI Public Engagement Plan, include events such as public meetings and/or open houses held at schools, churches, libraries and other non-profit locations, and include specific outreach to LEP persons to gain understanding of the needs of the LEP population, and the manner (if at all) needs are addressed.

4. The resources available to the City of Prague and overall cost to provide LEP assistance:

Strategies for Engaging Individuals with Limited English Proficiency include:

Based on our demographic analysis (Factor 1) the City of Prague has determined that no language group(s) within its service area meets Safe Harbor criteria requiring written translated "vital documents" by language group(s).

The City of Prague will provide assistance and direction to LEP persons who request assistance.

Staff LEP Training

The following training will be provided to City of Prague staff:

1. Information on City of Prague Title VI Procedures and LEP responsibilities.
2. Description of language assistance services offered to the public.
3. Use of Language Identification Flashcards.
4. Documentation of language assistance requests.

Monitoring and Updating the LEP Plan

The LEP Plan is a component of the City of Prague's Title VI Plan requirement.

The City of Prague will update the LEP plan as required. At minimum, the plan will be reviewed and updated when it is clear that higher concentrations of LEP individuals are present in the City of Prague service area. Updates include the following:

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

G. Advisory Bodies

Table Depicting Membership of Committees, Councils, By Race

Committee [examples]	Caucasian	Latino	African American	Asian American		Total
City Council	5					100%
Access Committee						100%
Citizens Advisory Council						100%

Description of efforts made to encourage minority participation on committees:

-
-
-

H. Subrecipient Assistance

OPTION A

The City of Prague does not have any subrecipients.

I. Subrecipient Monitoring

OPTION A

The City of Prague does not have any subrecipients.

J. Equity Analysis of Facilities

OPTION A

The City of Prague has not constructed any storage facilities, maintenance facilities, or operations centers in the last three years.

Attachment 1 – Agency Information

The City of Prague is a municipality in southeastern Lincoln County. The city partners with Project Heart to provide meals for the senior citizens within the city. In 1986 the city built the Senior Citizens Center located at 615 Ayars Ave. as a place for the seniors to meet, fellowship, play games and enjoy a hot meal.

Around the year 2000, as a new service, the city hired a bus driver to pick up seniors who are unable to drive to the center so they too could take part in the planned activities and meals. The van also delivers meals to the homebound residents that don't want to go to the center.

According to the US Census Bureau records, the population of Prague was estimated to be 2414 in 2024. Of that total population, about 19% are aged 65 or older, around 460 residents that are eligible to utilize the services.



The City of Prague is governed by a City Council made up of five citizens who are elected to four-year terms. The Council set policies and approves the budget for all of the various city departments. The City Manager is hired by the City Council to enforce policy and oversee the operations of all city departments, including the oversight of the senior transportation services.

TITLE VI COMPLAINT FORM –

The City of Prague is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as provided by the Title VI of the Civil Rights Act of 1964, as amended. The Title VI complaints must be filed within 180 calendar days from the date of the alleged discrimination.

Date of Filing:	
Name:	
Address:	
City, State, Zip Code:	
Work Phone:	
Home Phone:	
E-mail Address:	

City of Prague
820 N Jim Thorpe Blvd
Prague, Oklahoma 74864
Phone: (405) 567-2270

Indicate on what ground(s) you believe you have been discriminated against (check all that apply):

☐ Race ☐ Color ☐ National Origin

Indicate the person(s) who you believe discriminated against you:

Name(s):	
Work Location (if known):	
Work Phone:	
Date of alleged incident	

If you have an attorney representing you concerning the matters raised in this complaint, please provide the following:

Name:	
Address:	
Work Phone:	
E-mail Address:	

Explain why you believe discrimination has occurred. If there are witnesses, please provide names, addresses and telephone numbers. Be sure to include how other persons were treated differently than you. Attach additional pages as necessary and any written material pertaining to your case.

What remedy are you requesting? Please be specific:

Have you filed or do you intend to file a charge or complaint concerning the matters raised in this complaint with any other agencies (Federal, State, or local):

☐ Yes

☐ No

If so, please provide the following information:

Agency:

Address:

Name of Investigator (if known):

Phone Number:

E-mail Address:

Date Filed:

Status of case:

I confirm that I have read the above charge(s) and it is true to the best of my knowledge.

Print or typed name of complainant:

--

Signature

Date

Completed forms must be submitted to the City of Prague.
If you require any assistance in filling out this form please contact the City of Prague Title VI Coordinator at
405-567-2270.

The City of Prague ensures that no person or groups of persons shall, on the grounds of race, color, sex, religion, national origin, age, disability, retaliation or genetic information, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any and all programs, services, or activities administered by the City of Prague. To request an accommodation please contact the City of Prague ADA Coordinator at 405-567-2270.