



Keene Senior Citizens Inc.  
312 Marlboro St. Suite 100  
Keene, NH 03431

# Title VI Document **Draft**

UPDATED BY EXECUTIVE DIRECTOR  
September 9, 2026

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# Title VI Plan Table of Contents

The **Keene Senior Center** Title VI plan includes the following elements:

1. Plan Approval, Annual Certifications and Assurances, Revision Log
2. Policy Statement
3. Notice to the Public
4. Complaint Procedure
5. Complaint Form
6. List of transit related Title VI Investigations, Complaints and Lawsuits
7. Public Participation Plan
8. Language Assistance Plan
9. Minority Representation Table and Description
10. Providing Assistance to and Monitoring Subrecipients
11. Title VI Equity Analysis for Facility Acquisition
12. Fixed Route Transit Provider Requirements

Section 1: Title VI Plan Approval and Compliance Requirements

Title VI Plan Adopted on: \_\_\_\_\_

Adopted by the President of the board and Executive Committee:

Signatures below:

|       |                               |
|-------|-------------------------------|
| _____ | Cameron Tease, President      |
| _____ | Beth Lorenz, Board VP         |
| _____ | Mariann Lindberg, Secretary   |
| _____ | Frank Fromwiller, Treasurer   |
| _____ | Ockle Johnson, Past president |

Approval: \_\_\_\_\_

## Annual Certifications and Assurances

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with Title VI regulations. This requirement shall be fulfilled when the applicant/recipient submits its annual certifications and assurances. Primary recipients will collect Title VI assurances from sub-recipients prior to passing through FTA funds.

The Keene Senior Center will remain in compliance with this requirement by annual submission of certifications and assurances as required by NHDOT.

The date of last submission of these certifications and assurances (at the time of this Plan's approval) is: August 31, 2026

### Title VI Plan Revision Log

| <b>Date</b><br>Month/day/year | <b>Section Revised</b>     | <b>Summary of Revisions</b>                                                                                                       |
|-------------------------------|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| 6/20/2019                     | Initial document           | This is the first time the document has been filed                                                                                |
| 9/21/2023                     | No changes noted           |                                                                                                                                   |
| 8/31/2026                     | Sections requiring address | All sections requiring address updates, Data included in template format vs. previous historic document. Updated ACS Census data. |
|                               |                            |                                                                                                                                   |
|                               |                            |                                                                                                                                   |
|                               |                            |                                                                                                                                   |
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### Section 2: Title VI Policy Statement

#### Policy Statement

The Keene Senior Center operating as a demand response transit provider, as a recipient of Federal Transit Administration (FTA) grant dollars either directly from FTA or through the New Hampshire Department of Transportation (NHDOT), will comply with the Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d), the U.S. Department of Transportation implementing regulations, FTA Circular 4702.1B, and NHDOT Public Transportation requirements as specified in Master Grant Agreement, and State Management Plan. The **Keene Senior Center** operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act.

### **Section 3: Notice to the Public**

# **Title VI Notice to the Public**

The Keene Senior Center Notice to the Public is as follows:

## **Notifying the Public of Rights Under Title VI**

### **Keene Senior Center**

- The **Keene Senior Center** operates its programs and services 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 Keene Senior Center.
- For more information on the **Keene Senior Center's** civil rights program, the procedures to file a complaint, or to file a complaint, please contact **Kimberly Rumrill/Executive Director** at **603-352-5037**; email [director@thekeeneseniorcenter.org](mailto:director@thekeeneseniorcenter.org); or visit our administrative office at **312 Marlboro St, Suite 100, Keene, NH 03431**. For more information, visit [thekeeneseniorcenter.org](http://thekeeneseniorcenter.org)
- For transportation-related Title VI matters, a complaint may also be filed directly with the:

New Hampshire Department of Transportation, Attn: Shannon Aiton, Title VI Coordinator, PO Box 483, 7 Hazen Drive Concord, NH 03302-0483; 603-271-2467; TTY: 800-735-2964; [titlevi@dot.nh.gov](mailto:titlevi@dot.nh.gov)

Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

- If information is needed in another language, contact **603-352-5037**

The **Keene Senior Center** Notice to the Public is posted in the public areas of the office and inside the transit vehicles.

1. Location: 312 Marlboro St., Suite 100, Keene, NH 03431
2. Location: Volunteer driver vehicles

## **Section 4: Title VI Complaint Procedure**

The **Keene Senior Center's** Title VI Complaint Procedure is made available in the following locations:

- ☒ Agency website, if available: **thekeeneseniorcenter.org**
  - ☒ Hard copy in the central office
  - ☒ Agency Title VI Plan
- 

Any individual, group of individuals or entity that believes they have been discriminated against on the basis of race, color, or national origin by the **Keene Senior Center** may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form.

Any individual having filed a complaint or participated in the investigation of a complaint shall not be subjected to any form of intimidation or retaliation. Individuals who have cause to think that they have been subjected to intimidation or retaliation can file a complaint of retaliation following the same procedure for filing a discrimination complaint.

A complaint must be filed with the **Keene Senior Center** no later than 180 days after the following:

1. The date of the alleged act of discrimination; or
2. The date when the person(s) became aware of the alleged discrimination; or
3. Where there has been a continuing course of conduct, the date on which that conduct was discontinued of the latest instance of the conduct.

Once the complaint is received, the **Keene Senior Center** will review it to determine if our office has jurisdiction. A copy of each Title VI complaint received will be forwarded to the New Hampshire Department of Transportation within ten (10) calendar days of receipt. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The **Keene Senior Center** has 45 days to investigate the complaint. If more information is needed to resolve the case, the **Keene Senior Center** may contact the complainant requesting further information. The complainant has **10** business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within **10** business days, the **Keene Senior Center** can administratively close the case.

After the investigator reviews the complaint, the agency will issue one of two (2) letters to the complainant: a closure letter or a letter of finding (LOF).

- ✓ A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision it must direct the appeal to the agency initially. The complainant has **10** days after the date of the closure letter or the letter of finding to do so. If there is outstanding concern, the appeal may be directed to the state DOT or FTA. The appeal process information will be included in the letter.

A person may also file a complaint directly with the: New Hampshire Department of Transportation, Attn: Shannon Aiton, Title VI Coordinator, PO Box 483, 7 Hazen Drive Concord, NH 03302-0483; 603-271-2467; TTY: 800-735-2964; [titlevi@dot.nh.gov](mailto:titlevi@dot.nh.gov)

Or

Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, then contact **603-352-5037**

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## **Section 5: Title VI Complaint Form**

The **Keene Senior Center's** Title VI Complaint Procedure is made available in the following locations:

- ☒ Agency website, if available: **thekeeneseniorcenter.org**
- ☒ Hard copy in the central office
- ☒ Agency Title VI Plan

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### **Cheshire Village at Home Title VI Complaint Form**

#### **Section I:**

**Name:**

**Address:**

**Telephone (Home):**

**Telephone (Work):**

**E-Mail Address:**

Accessible Format Requirements?

**Large Print**

**TDD**

**Audio Tape**

**Other**

#### **Section II:**

Are you filing this complaint on your own behalf?

Yes\*

No

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

If not, please supply the name and relationship of the person for whom you are complaining:

Please explain why you have filed for a third party:

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.

Yes

No

#### **Section III:**

**I believe the discrimination I experienced was based on (check all that apply):**

**Title VI:** ☐ Race    ☐ Color    ☐ National Origin

**Other (specify):**

\_\_\_\_\_

Date of Alleged Discrimination (Month, Day, Year): \_\_\_\_\_

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

#### **Section IV**

Have you previously filed a Civil Rights related complaint with this agency?

Yes

No

#### **Section V**

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

☐ Yes

☐ No

If yes, check all that apply:

☐ Federal Agency: \_\_\_\_\_

☐ Federal Court \_\_\_\_\_

☐ State Agency \_\_\_\_\_

☐ State Court \_\_\_\_\_

☐ Local Agency \_\_\_\_\_

If marked Yes in Section V, please provide information about a contact person at the agency/court where the complaint was filed.

**Name:**

**Title:**

**Agency:**

**Address:**

**Telephone:**

#### **Section VI**

Name of agency complaint is against:

|                   |
|-------------------|
| Contact person:   |
| Title:            |
| Telephone number: |

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

**Signature and date required below**

**Signature**

**Date**

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

**Cheshire Village at Home**

**Contact: Kimberly Rumrill, Executive Director**

**Or Pat Field, Volunteer driver coordinator**

**312 Marlboro St., Suite 100**

**Keene, NH 03431**

**Email: [director@thekeeneseniorcenter.org](mailto:director@thekeeneseniorcenter.org) or patfield@thekeeneseniorcenter.org**

**Section 6: List of Transit Related Title VI Investigations, Complaints and Lawsuits**  
 The **Insert Agency Name** maintains a list or log of all Title VI investigations, complaints and lawsuits, pertaining to its transit-related activities.

**Check One:**

X

There have been no investigations, complaint and/or lawsuits filed against us since the last plan submission.

There have been investigations, complaints and/or lawsuits filed against us. *See list below. Attach additional information as needed.*

|                       | Date<br>(Month, Day, Year) | Summary<br>(include basis of complaint: race, color, or national origin) | Status | Action(s) Taken |
|-----------------------|----------------------------|--------------------------------------------------------------------------|--------|-----------------|
| <b>Investigations</b> |                            |                                                                          |        |                 |
| 1.                    |                            |                                                                          |        |                 |
| 2.                    |                            |                                                                          |        |                 |
| <b>Lawsuits</b>       |                            |                                                                          |        |                 |
| 1.                    |                            |                                                                          |        |                 |
| 2.                    |                            |                                                                          |        |                 |
| <b>Complaints</b>     |                            |                                                                          |        |                 |
| 1.                    |                            |                                                                          |        |                 |
| 2.                    |                            |                                                                          |        |                 |

## **Section 7: Public Participation Plan**

### **Strategies and Desired Outcomes**

To promote inclusive public participation, the **Keene Senior Center** will employ the following strategies, as appropriate (make these determinations based on a demographic analysis of the population(s) affected, type of plan, program and/or service under consideration, and the resources available):

- ✓ Provide for early, frequent and continuous engagement by the public
- ✓ Select accessible and varied meeting locations and times
- ✓ Employ different meeting sizes and formats
- ✓ Use social media in addition to other resources as a way to gain public involvement
- ✓ Use radio, television or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations may also include audio programming available on podcasts.
- ✓ Expand traditional outreach methods by visiting ethnic stores/markets and restaurants, community centers, libraries, faith-based institutions, local festivals, etc.

### **Public Outreach Activities**

The public outreach and involvement activities conducted by the **Keene Senior Center** since the last Title VI Program submission are summarized in the table below.

Specific Public Participation activities are listed in the table below:

| <b>Event Date</b> | <b>Insert Agency Name</b><br>Staffer(s) or Department | <b>Activity</b>               | <b>Communication Method</b><br>(Public notice, posters, social media) | <b>Notes</b>                     |
|-------------------|-------------------------------------------------------|-------------------------------|-----------------------------------------------------------------------|----------------------------------|
| May 2025          | Kim Rumrill                                           | Runway 5K road race           | Handouts and verbal presentation                                      | Keene Dillant Hopkins airport    |
| Aug 2025          | Kim Rumrill                                           | Autumn Fest at Fair grounds   | Provided fliers and verbal information                                | Several people gathered handouts |
| Dec 2025          | Kim Rumrill                                           | Christmas Fair                | Handouts and verbal presentation                                      |                                  |
| April 2026        | Kim Rumrill                                           | Dan Mitchel radio program     | Radio broadcast                                                       |                                  |
| 2026              | Kim Rumrill                                           | Keene Rotary Club             | Presentation and handouts                                             |                                  |
| April 2026        | Kim Rumrill                                           | Fifty and Better Expo         | Handouts and verbal discussions                                       | Held at HCS                      |
| May 2026          | Sharon Stout                                          | Volunteer Expo                | Handouts and verbal discussions                                       | Keene Public Library             |
| May 2026          | Kim Rumrill                                           | Airport 5K race               | Handouts and verbal presentation                                      | Keene Dillant Hopkins airport    |
| 2026              | Sharon Stout                                          | Colonial Theater program book | Advertising our services                                              |                                  |
| 2026              | Sharon Stout                                          | Thrive Magazine               | Advertising our services                                              |                                  |

## **Section 8: Language Assistance Plan**

### ***Plan Components***

As a recipient of federal US DOT funding, the **Keene Senior Center** is required to take reasonable steps to ensure meaningful access to our programs and activities by limited-English proficient (LEP) persons.

Limited English Proficient (LEP) refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. This includes those who have reported to the U.S. Census that they speak English less than very well, not well, or not at all.

The **Keene Senior Center's** Language Assistance Plan includes the following elements:

- Item #1: The results of the *Four Factor Analysis*, including a description of the LEP population(s), served.
- Item #2: A description of how language assistance services are provided by language
- Item #3: A description of how LEP persons are informed of the availability of language assistance service
- Item #4: A description of how the language assistance plan is monitored and updated
- Item #5: A description of how employees are trained to provide language assistance to LEP persons

### ***Four Factor Analysis Methodology***

To determine if an individual is entitled to language assistance and what specific services are appropriate, the **Keene Senior Center** has conducted a *Four Factor Analysis* of the following areas: 1) Limited-English Proficient (LEP) Speaker Demography, 2) Contact Frequency, 3) Importance of Service, and 4) Resources and Costs.

**Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.** In addition to the number or proportion of LEP persons served, the Keene Senior Center will identify:

- (a) How LEP persons interact with the recipient's agency;
- (b) Identification of LEP communities, and assessing the number or proportion of LEP persons from each language group to determine the appropriate language services for each language;
- (c) The literacy skills of LEP populations in their native languages, in order to determine whether translation of documents will be an effective practice; and
- (d) Whether LEP persons are underserved by the recipient due to language barriers.

**Factor 2: The frequency with which LEP persons come into contact with the program:** Identifies and assesses the frequency **Keene Senior Center's** staff comes into contact with LEP persons. Examples of contact could include:

- (a) the phone
- (b) Participation in public meetings;
- (c) Customer service interactions;
- (d) Ridership surveys;
- (e) Operator surveys.

**Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives.** Generally speaking, the more important the program, the more frequent the contact and the likelihood that language services will be needed.

**Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.** Resource and cost issues can often be reduced by technological advances, reasonable business practices, and the sharing of language assistance materials and services among and between recipients, advocacy groups, LEP populations and Federal agencies. Large entities and those entities serving a significant number of LEP persons should ensure that their resource limitations are well substantiated before using this factor as a reason to limit language assistance.

Item #1 –Results of the Four Factor Analysis *(including a description of the LEP population(s) served)*

**Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered.**

Of the 74,500 residents in the **Keene Senior Center** service area, 470 residents describe themselves as speaking English less than “very well”. For the Keene Senior Center service area, the latest U.S. Census Bureau data shows that among the area’s population 18% speak English “*less than very well.*” **For these groups** who speak English “less than very well”, 220, or 50% speak Spanish.  
Language Breakdown (As a % of the LEP Population)

| Language Group                    | Percentage of LEP Population | Estimated Number of Speakers | Examples of Included Languages                                     |
|-----------------------------------|------------------------------|------------------------------|--------------------------------------------------------------------|
| <b>Spanish</b>                    | ~45% to 50%                  | ~220 – 240 residents         | Spanish, Spanish Creole                                            |
| <b>Other Indo-European</b>        | ~35% to 40%                  | ~170 – 190 residents         | French, French Creole, German, Portuguese, Italian, Russian, Greek |
| <b>Asian &amp; Pacific Island</b> | ~10% to 15%                  | ~50 – 70 residents           | Chinese, Vietnamese, Tagalog, Korean, Hindi, Nepali                |
| <b>All Other Languages</b>        | ~0% to 2%                    | ~0 – 10 residents            | Arabic, Hebrew, African languages, Native American language        |

The data above clearly shows that no LEP group meets the Safe Harbor Threshold of the lessor of 1,000 people, or 5% of the population.<sup>1</sup> Keene Senior Center therefore declines to designate any Vital Documents for proactive translation at this time.

**Factor 2: The frequency with which LEP persons come into contact with the program.**

Keene Senior Center assessed the frequency with which staff and drivers have, or could have, contact with LEP persons. Keene Senior Center provides approximately 17,000 passenger trips per year. If an individual has speech limitations, the dispatcher or driver will work with the New Hampshire Department of Transportation, if needed, to ensure the individual receives access to the transit services.

**Factor 3: The nature and importance of the program, activity, or service provided by the program to people’s lives.**

All of Keene Senior Center’s programs are important; however, those related to safety, public transit,

<sup>1</sup> If 240 people speak Spanish, and English less than very well, this would represent 0.32% of the population. All LEP groups represent less than 1.0% of the service area population, so these calculations are not included.

nondiscrimination and public involvement are among the most important. The Keene Senior Center is committed to providing meaningful access and will provide written translation for any of its documents, when reasonable, effective and with the available resources. In other cases, the Keene Senior Center will strive to provide alternative but meaningfully accessibility. Moreover, the Keene Senior Center continually evaluates its programs, services, and activities to ensure that persons who may be LEP are always provided with meaningful access. The Title VI policy, complaint form, and LEP policy are available in any language upon request.

**Factor 4: The resources available for LEP outreach, as well as the costs associated with that outreach.**

The Keene Senior Center makes every effort to make its programs, services, and activities, accessible to LEP individuals. The Keene Senior Center will use available resources, both internal and external to accommodate reasonable requests for translations.

|                                                                                      |
|--------------------------------------------------------------------------------------|
| Item # 2 – Description of how Language Assistance Services are Provided, by Language |
|--------------------------------------------------------------------------------------|

The Keene Senior Center has identified, developed, and uses the following:

- a) Individuals who have contact with the public are provided with “I Speak” language cards to identify language needs in order to match them with available services. Language cards verified and distributed by the Director as need.
- b) The Keene Senior Center has developed partnerships with local agencies, organizations, law enforcement, colleges/universities, local school districts and social service agencies that are available to assist with it LEP responsibilities.
- c) A list of web-based translation services can be provided by contracting director’s office.

|                                                                                                         |
|---------------------------------------------------------------------------------------------------------|
| Item # 3 Description of how LEP Persons are Informed of the Availability of Language Assistance Service |
|---------------------------------------------------------------------------------------------------------|

In order to ensure that LEP individuals are aware of Keene Senior Center’s language assistance measures, Keene Senior Center provides the following:

- Title VI Program including the Language Assistance Plan is made available if applicable, and hard copy in central office.
- The Language Bank, 603-410-6183;  
<http://www.ascentria.org/languagebank>; [info@thelanguagebank.org](mailto:info@thelanguagebank.org)
- Language Line Solutions Personal Interpreter Program 800-752-6096;  
[www.language.com](http://www.language.com). (cost is \$3.95 per minute and requires payment by credit card)

|                                                                                     |
|-------------------------------------------------------------------------------------|
| Item # 4 – Description of how the Language Assistance Plan is Monitored and Updated |
|-------------------------------------------------------------------------------------|

Keene Senior Center will continue to update the LEP plan as required by U.S. DOT. At a minimum, the Title VI Plan will continue to be reviewed and updated every three (3) years in conjunction with the Title VI submission and use data from the U.S. Decennial Census or the American Community Survey as available, or when it is clear that the concentrations of LEP individuals are present in the Keene Senior Center.

Updates will continue to include the following:

- The number of documented LEP person contacts encountered annually.

- How the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determination as to whether the need for translation services has changed.
- Determine whether local language assistance programs have been effective and sufficient to meet the need.
- Determine whether Keene Senior Center's financial resources are sufficient to fund language assistance resources needed.
- Determine whether Keene Senior Center has fully complied with the goals of this LEP Plan.
- Determine whether complaints have been received concerning Keene Senior Center's failure to meet the needs of LEP individuals

|            |                                                                                        |
|------------|----------------------------------------------------------------------------------------|
| Item # 5 - | Description of how Employees are Trained to Provide Language Assistance to LEP Persons |
|------------|----------------------------------------------------------------------------------------|

The following training will continue to be provided to Keene Senior Center staff:

- Information on the Keene Senior Center Title VI Procedures and LEP responsibilities.
- Description of language assistance services offered to the public.
- Use of "I Speak" language cards (used to identify language preference).
- Documentation of language assistance requests.
- Use of web-based interpreter services (over the phone interpretation provider).
- How to handle a potential Title VI / LEP complaint.

Limited English Proficient (LEP) Resource Materials:

The policy of KSC is to take reasonable steps to provide meaningful access to LEP individuals accessing public services provided by KSC. The policy is to ensure that language will not prevent staff from communicating effectively with LEP persons and that limited English proficiency will not prevent people from accessing KSC services.

**Keene Senior Center** shall provide for communication for limited English proficient riders to ensure them equal opportunity to benefit from services. Family members or friends of limited English proficient riders will not be used as translators unless specifically requested by that individual. Arrangements have been made with Insert resource/agency to obtain translators. The agency will also utilize web-based translator programs if available.

**If you need help with English, please call 800-752-6096.**

**Si usted necesita ayuda con el inglés, por favor llame 800-752-6096**

## “I Speak” Language Identification Card

**Note:** For additional languages visit the US Census Bureau website <http://www.lep.gov/ISpeakCards2004.pdf>

| Mark this Box if you speak... | Language Identification Chart                                                  | Language   |
|-------------------------------|--------------------------------------------------------------------------------|------------|
|                               | Mark this box if you read or speak English                                     | English    |
|                               | Marque esta casilla si lee o habla español                                     | Spanish    |
|                               | Kos lub voj no yog koj paub twm thiab hais lus Hmoob                           | Hmong      |
|                               | 如果说中国在方框内打勾                                                                    | Chinese    |
|                               | Xin ñaùnh daáu vaø oâ naøy neáu quyù vò bieát ñoïc vaø noui ñöôic Vieät Ngöõ.  | Vietnamese |
|                               | 당신이한국어말할경우이 상자를표시                                                              | Korean     |
|                               | Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog. | Tagalog    |
|                               | Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen           | German     |
|                               | Отметить этот флажок, если вы говорите по-русски                               | Russian    |
|                               | Означите ову кућицу ако говорите српски                                        | Serbian    |
|                               | आप हिंदी बोलते हैं तो इस बक्से को चिह्नित करें                                 | Hindi      |
|                               | پر نشان لگائیں تو اس باکس بولتے ہیں اگر آپ                                     | Urdu       |

## Log of LEP Encounters

| Date | Time | Language Spoken By Individual (if available) | Name and Phone Number of Individual (if available) |  | Service Requested | Follow Up Required | Staff Member Providing Assistance | Notes |
|------|------|----------------------------------------------|----------------------------------------------------|--|-------------------|--------------------|-----------------------------------|-------|
|      |      |                                              |                                                    |  |                   |                    |                                   |       |
|      |      |                                              |                                                    |  |                   |                    |                                   |       |
|      |      |                                              |                                                    |  |                   |                    |                                   |       |
|      |      |                                              |                                                    |  |                   |                    |                                   |       |
|      |      |                                              |                                                    |  |                   |                    |                                   |       |
|      |      |                                              |                                                    |  |                   |                    |                                   |       |
|      |      |                                              |                                                    |  |                   |                    |                                   |       |

| Date | Time | Language Spoken By Individual<br>(if available) | Name and Phone Number of Individual<br>(if available) |  | Service Requested | Follow Up Required | Staff Member Providing Assistance | Notes |
|------|------|-------------------------------------------------|-------------------------------------------------------|--|-------------------|--------------------|-----------------------------------|-------|
|      |      |                                                 |                                                       |  |                   |                    |                                   |       |
|      |      |                                                 |                                                       |  |                   |                    |                                   |       |

### **Section 9: Minority Representation Information**

Recipients that have **transit-related**, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.

**\*Guidance:** Elected transit-related board, committee, or council, do not need to complete the table below, and write in section B that there are no non-elected transit-related boards, committees, or councils.

#### **A. Minority Representation Table**

##### **Table Depicting Membership of Board, Committees, Councils, Broken Down by Race**

| Body               | Caucasian  | Hispanic | African American | Asian American | Native American | Two or More Races |
|--------------------|------------|----------|------------------|----------------|-----------------|-------------------|
| Board of Directors | 11 - 91.7% | 0        | 0                | 1- 8.3%        | 0               | 0                 |

*Note: insert the number of people and % of total board membership*

#### **B. Efforts to Encourage Minority Participation**

*To encourage participation on its boards, committees, and councils, the Keene Senior Center will make every effort to encourage minority participation on the boards.*

**There are no non-elected transit related boards, committees or councils for the Keene Senior Center.**

### **Section 10: Providing Assistance to and Monitoring Subrecipients**

#### **1. Does agency provide funding to subrecipients?**

- ☒ No, the agency does not have subrecipients.  
☐ Yes. If yes, list the subrecipient names: (list other agency names here)

## **Section 11: Title VI Equity Analysis for Facility Acquisition**

Title 49 CFR, Appendix C, Section (3)(iv) requires “the location of projects requiring land acquisition and the displacement of persons from their residences and business may not be determined on the basis of race, color, or national origin.” For purposes of this requirement, “facilities” does not include bus shelters, as they are considered transit amenities. It also does not include transit stations, power substations, or any other project evaluated by the National Environmental Policy Act (NEPA) process. Facilities included in the provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc. Has the agency built a facility? (check a response below)

☒ No, the agency has not built a facility.

☐ Yes, the agency has built a facility and completed a Title VI equity analysis to compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site. (Include at the end of the Title VI plan a copy of the Title VI equity analysis.)

The Keene Senior Center does not provide fixed route transportation. Members call or email a service request on an individual basis.