



*“Serving the Transportation Needs of the Southeast Missouri Region”*

## **Title VI Program**

Date accepted by MoDOT Transit Section:

June 18, 2025

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DATE

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## **A. Title VI Assurances**

Southeast Metropolitan Planning Organization (SEMPO) 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. 2000d *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.

Southeast Metropolitan Planning Organization (SEMPO) 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.

Southeast Metropolitan Planning Organization (SEMPO) 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.

Southeast Metropolitan Planning Organization (SEMPO) meets the objectives of the FTA Master Agreement which governs all entities applying for FTA funding, 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

The Southeast Metropolitan Planning Organization (SEMPO) is a federally mandated and funded policy-making organization that oversees transportation planning for the Cape Girardeau – Jackson urbanized area which includes the City of Cape Girardeau, the City of Jackson, and portions of Cape Girardeau County and Scott County, Missouri, as well as portions of the Village of East Cape Girardeau and Alexander County, Illinois. Major transportation routes in the metropolitan planning area include Interstate 55, US Highway 61, Missouri State Highway 74/Illinois State Highway 146, and the Mississippi River. This area is also served by a major railway (operated by BNSF), a regional port (operated by Southeast Missouri Regional Port Authority), and a regional airport (operated by the City of Cape Girardeau). Transit services are provided by Cape Girardeau County Transit Authority, Southeast Missouri State University, and Shawnee Mass Transit District.

SEMPO was designated by the Governor of Missouri as the metropolitan planning organization for the urbanized area on March 12, 2013, and by the Governor of Illinois on February 7, 2013.

The Cape Girardeau – Jackson urbanized area has 35.03 square miles of land area and 0.07 square miles of surface water area, excluding the Mississippi River and Diversion Channel (Source: Census Bureau GIS data per SEMO RPC). The metropolitan planning area covers 117 square miles, with 111.7 square miles in Cape Girardeau County, 4.7 in Alexander County, and 0.6 in Scott County. According to SEMO RPC estimates based on Census Bureau data from Stats America (Source: [statsamerica.org](https://statsamerica.org)), 376,710 people lived within a 50-mile radius of Cape Girardeau County as of 2024. According to the 2023 American Community Survey 5-year estimate, SEMPO serves a population of 56,340 (Source: <https://data.census.gov/table/ACSST5Y2023.S0101?g=400XX00US13537>).

See Attachment 1 for a map showing the SEMPO metropolitan planning area (service area).

SEMPO is comprised of a Board of Directors and a Technical Planning Committee. The Board of Directors consists of seven voting members as follows: one representative of Cape Girardeau County (representative will be alternately appointed by Cape Girardeau County Commission and Cape Special Road District every two years), two representatives of the City of Cape Girardeau, two representatives for the City of Jackson, one representative of Southeast Missouri Regional Planning and Economic Development Commission, and one representative of Transit (representative will be alternately appointed by Southeast Missouri State University and Cape Girardeau County Transit Authority every two years). The Technical Planning Committee primarily consists of staff from these jurisdictions and agencies; it serves in an advisory capacity to the Board of Directors on technical matters. The City of Cape Girardeau provides administrative services and staff support for SEMPO, as authorized in the Memorandum of Understanding and the Bylaws. For both the Board of Directors and the Technical Planning Committee, all members shall serve a two (2) year term and there shall be no limit on the number of terms a representative may serve as a member. For both the Board of Directors and the

Technical Planning Committee, terms of Chairperson and Vice Chairperson shall be for a period of one (1) year and begin on the first day of the fiscal year following the election.

## C. Notice to the Public

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

Southeast Metropolitan Planning Organization (SEMPO) posts Title VI notices on our agency's website and in public areas of our agency.

SEMPO operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964.

For more information on SEMPO's Title VI program, and the procedures to file a complaint, contact the SEMPO Executive Director at (573) 339-6734 phone; (573) 339-6303 fax; [amcelroy@cityofcapegirardeau.org](mailto:amcelroy@cityofcapegirardeau.org); or visit our administrative office at 44 N. Lorimier Street, Cape Girardeau, MO 63701. For more information visit [www.southeastmpo.org](http://www.southeastmpo.org).

If you believe you have been discriminated against on the basis of race, color, or national origin by SEMPO, you may file a Title VI complaint by completing, signing, and submitting the agency's Title VI Complaint Form.

To obtain additional information about your rights under Title VI, contact: SEMPO Executive Director at (573) 339-6734.

#### **How to file a Title VI/ADA complaint with SEMPO:**

1. Obtain a **Title VI Complaint Form**, available on the SEMPO website at [www.southeastmpo.org](http://www.southeastmpo.org), or request a printed copy from the SEMPO Executive Director's Office, 44 N. Lorimier St., Cape Girardeau, MO 63701; (573) 339-6734 phone; (573) 339-6303 fax.
2. In addition to the complaint process at SEMPO, complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights, East Building, 5<sup>th</sup> Floor – TCR 1200 New Jersey Ave., SE Washington, DC 20590.
3. Complaints must be filed within 180 days following the date of the alleged discriminatory occurrence and should contain as much detailed information about the alleged discrimination as possible.
4. The form must be signed and dated, and include your contact information.

If information is needed in another language, contact (573) 339-6734.

## D. Procedure for Filing a Title VI Complaint

### Filing a Title VI Complaint

The complaint procedures apply to the beneficiaries of SEMPO'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 SEMPO 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 SEMPO's Title VI Complaint Form at [www.southeastmpo.org](http://www.southeastmpo.org), or request a copy by writing to 44 N. Lorimier St., Cape Girardeau, MO 63701. Information on how to file a Title VI complaint may also be obtained by calling SEMPO at (573) 339-6734.

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 SEMPO Executive Director, 44 N. Lorimier St., Cape Girardeau, MO 63701; (573) 339-6303 fax.

**COMPLAINT ACCEPTANCE:** SEMPO will process complaints that are complete. Once a completed Title VI Complaint Form is received, SEMPO will review it to determine if SEMPO has jurisdiction. The complainant will receive an acknowledgement letter informing them whether or not the complaint will be investigated by SEMPO.

**INVESTIGATIONS:** SEMPO will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, SEMPO may contact the complainant. Unless a longer period is specified by SEMPO, the complainant will have ten (10) days from the date of the letter to send requested information to the SEMPO 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 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 disagrees with SEMPO'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. SEMPO 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, SEMPO will issue a determination letter to the complainant upon completion of the reconsideration review.

-A Determination Letter for cases where reconsideration is granted summarizes the allegations, the original finding, the basis for reconsideration, the final findings, and what remedial action(s) are necessary disciplinary action, additional training of the staff member, or other action will occur.

A person may also file a complaint directly with the Federal Transit Administration, at the FTA Office of Civil Rights, East Building, 5<sup>th</sup> Floor - TCR 1200 New Jersey Avenue SE, Washington, DC 20590.

SEMPO will notify the Missouri Department of Transportation of all Discrimination complaints within **72 hours** by contacting the MoDOT Title VI Coordinator via the External Civil Rights main line at (573) 526-2978; or via e-mail at [TitleVI@modot.mo.gov](mailto:TitleVI@modot.mo.gov).

If information is needed in another language, contact SEMPO Executive Director at 44 N. Lorimier St., Cape Girardeau, MO 63701; (573) 339-6734 phone; (573) 339-6303 fax.

**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 SEMPO’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**

SEMPO’s staff are 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?
4. Is Title VI information prominently displayed in the agency and on any program materials distributed, as necessary?

The following Title VI training will be provided to SEMPO’s staff:

1. Information on Title VI such as the requirements of Title VI, the protections afforded, and SEMPO's obligations under Title VI.
2. Information regarding displayed Title VI information and program materials such as the Title VI Nondiscrimination Notice to the Public.
3. Information on SEMPO's Title VI Complaint Procedures, Title VI Complaint Form, and the complaint investigation process.
4. Information on SEMPO's outreach efforts from the Public Participation Plan and the agency's efforts to engage minority and LEP populations.

SEMPO will identify staff that are likely to routinely encounter or have frequent contact with members of the public and/or customers, as well as their supervisors and all management staff. SEMPO will include the Title VI training as part of the orientation for new employees. Existing employees, especially those who frequently encounter the public and/or customers, will take part in re-training or new training sessions to keep up to date on their Title VI responsibilities on a regular basis.

The Title VI training will be administered in conjunction with training on SEMPO's Language Assistance Plan and a summary of the agency's LEP responsibilities as discussed in the later Section G. "Language Assistance Plan."

## F. Public Engagement Plan

### Goal

The goal of the Public Engagement Plan is to have significant and ongoing public involvement, by all identified audiences, in the public participation process for major agency outreach efforts. The Public Engagement plan describes the proactive strategies, procedures, and desired outcomes that underpin SEMPO's public participation activities.

#### 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 engagement 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 Engagement 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. Website
- b. Public Meetings
- c. Press Releases
- d. Project Workshops/Open houses
- e. Email Announcements
- f. Comment Forms
- g. Surveys
- h. Posters and Flyers
- i. Social Media
- j. 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. Comment cards at meetings.
  - ii. Electronic comment form at [www.southeastmpo.org](http://www.southeastmpo.org).
  - iii. Social Media.
  - iv. Email Executive Director Alex McElroy at [amcelroy@CityofCapeGirardeau.org](mailto:amcelroy@CityofCapeGirardeau.org)
  - v. Regular mail at 44 N. Lorimier St., Cape Girardeau, MO 63701.
  - vi. Forms using survey tool for compilation.
  - vii. Videotaping.
  - viii. Phone calls to SEMPO at (573) 339-6734.

#### **4. Response to Public Input**

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

##### **Title VI Outreach Best Practices**

SEMPO ensures all outreach strategies, communications and public involvement efforts comply with Title VI. SEMPO 's Public Engagement 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. Aligned with the above referenced communication tactics, SEMPO provides the following:

- a. Public notices published in non-English publications (if available) that serve LEP populations.
- b. Title VI Non-Discrimination Notice to the Public posted at the following locations:
  - a. The agency's website, [www.southeastmpo.org](http://www.southeastmpo.org);
  - b. Public areas of the agency's office located at 44 N. Lorimier St., Cape Girardeau, MO 63701;
- 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.

##### **2024-2026 Title VI Program Public Engagement Process**

SEMPO conducted a Public Engagement Process for the 2024-2026 Title VI Program. This process included Community Meetings to seek input, provide education, and highlight key components of the Title VI Plan. Materials were created to explain Title VI policies as well as provide education on how they relate to minority populations.

SEMPO provided briefings to the Board of Directors and Technical Planning Committee.

SEMPO conducted a 30-day public comment period to provide opportunities for feedback on the 2024-2026 Title VI Program.

Comments were accepted during the public outreach period via:

- a. Email, Executive Director Alex McElroy at [amcelroy@CityofCapeGirardeau.org](mailto:amcelroy@CityofCapeGirardeau.org)
- b. Mail, 44 N. Lorimier St., Cape Girardeau, MO 63701
- c. Phone, (573) 339-6734
- d. In person, 44 N. Lorimier St., Cape Girardeau, MO 63701

### **Summary of 2024-2026 Public Outreach Efforts**

On May 7, 2025, the Technical Planning Committee was briefed about the Title VI Program and the Committee made a motion to release the Program for public comment. On May 8, 2025, the Title VI Program was released for public comment. The Title VI Program was posted on the SEMPO website, a legal notice was advertised, and printed copies were made available upon request at the Cape Girardeau City Hall, Cape Girardeau County Administrative Office, and Jackson City Hall. On May 21, 2025, the Board of Directors was briefed about the Title VI Plan and on June 18, 2025 a Public Hearing was held during the SEMPO Board of Directors meeting.

## G. Language Assistance Plan

### SEMPO Limited English Proficiency Plan

This Limited English Proficiency (LEP) Plan has been prepared to address SEMPO'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 discriminations do not take place. This order applies to all state and local agencies which receive federal funds.

#### Service Area Description:

SEMPO serves an area that includes the City of Cape Girardeau, the City of Jackson, and parts of Cape Girardeau County and Scott County in Missouri, as well as the Village of East Cape Girardeau and part of Alexander County in Illinois. See Attachment 1 for a map showing the SEMPO metropolitan planning area (service area).

SEMPO 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 SEMPO. Meaningful access is language assistance that results in accurate, timely, and effective communication at no cost to the LEP individual. 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, SEMPO 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 SEMPO service area are proficient in the English language. Based on 2023 5-Year American Community Survey data, 1.46% of the population five years of age and older speak English “less than very well” – a definition of limited English proficiency.

The “Safe Harbor Provision” stipulates a recipient is to provide written translation of vital documents for each eligible Limited English Proficient (LEP) language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population five years of age and older eligible to be served or likely to be affected or encountered.

The U.S. DOT Language Access Plan defines “vital documents” as “paper or electronic written material that contains information that is critical for accessing a component’s programs, services, benefits, or activities; directly and substantially related to public safety; or required by law.” The FTA Circular 4702.1B specifies the Title VI Notice to the Public, Title VI Complaint Procedures, and Title VI Complaint Form are vital documents.

Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

Safe Harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable.

Based on the 2023 5-Year American Community Survey data for Table C16001 for SEMPO’s service area, 50,415 persons or 95.12% of the total population five years of age and older of 53,003 speak only English. A total of 775 or 1.46% of the total population speak English “less than very well” – a definition of Limited English Proficiency.

Of the LEP Language group(s) that speak English “less than very well,” Other Asian and Pacific Island had the highest population at 199 or 0.38%, Spanish had the second highest population at 169 or 0.32%, and Chinese (incl. Mandarin, Cantonese) had the third highest population at 111 or 0.21%. Currently, no LEP language group(s) meet the Safe Harbor threshold. However, efforts will be made to reasonably accommodate any language access requests that arise.

<b>LEP Population in Southeast Metropolitan Planning Area</b>		
<b>Language Spoken at Home for the Population 5 Years and Over</b>		
<b>Source: 2023: ACS 5-Year Estimates Detailed Table, U.S. Census Bureau, Table C16001</b>		
<b>Population 5 years and over by language spoken at home and ability to speak English</b>	<b>Service Area Total</b>	<b>Percentage of Total Population 5 Years and Older</b>
<b>Total Population 5 Years and Over</b>	53,003	100.00%
<b>Speak Only English</b>	50,415	95.12%
<b>Total Speak English "less than very well"</b>	775	1.46%
<b>Spanish</b>		
Speak English "less than very well"	169	0.32%
<b>French, Haitian, or Cajun</b>		
Speak English "less than very well"	0	0.00%
<b>German or other West Germanic languages</b>		
Speak English "less than very well"	0	0.00%
<b>Russian, Polish, or other Slavic languages</b>		
Speak English "less than very well"	81	0.15%
<b>Other Indo-European languages</b>		
Speak English "less than very well"	126	0.24%
<b>Korean</b>		
Speak English "less than very well"	0	0.00%
<b>Chinese (incl. Mandarin, Cantonese)</b>		
Speak English "less than very well"	111	0.21%
<b>Vietnamese</b>		
Speak English "less than very well"	29	0.05%
<b>Tagalog (inc. Filipino)</b>		
Speak English "less than very well"	1	0.00%
<b>Other Asian &amp; Pacific Island languages</b>		
Speak English "less than very well"	199	0.38%
<b>Arabic</b>		
Speak English "less than very well"	59	0.11%
<b>Other and unspecified languages</b>		
Speak English "less than very well"	0	0.00%

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

The SEMPO staff reviewed the frequency with which office staff have, or could have, contact with LEP persons. To date, SEMPO has, on average, zero requests per month for an interpreter. SEMPO averages two phone calls per month.

**Language Assistance Requests Log**

<u>Date</u>	<u>Language Spoken by Individual (If Available)</u>	<u>Name</u>	<u>Phone Number or Email (If Available)</u>	<u>Service(s) Requested</u>	<u>Staff Member Providing Aid</u>	<u>Notes and Follow-Up</u>

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

Outreach activities, summarized in SEMPO’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 SEMPO and overall cost to provide LEP assistance:

Strategies for Engaging Individuals with Limited English Proficiency include:

1. Language line. Upon advance notice, translators can be provided.
2. Language identification flashcards and/or” I speak” Cards.
3. Taglines on vital documents informing LEP persons of the availability of translation upon request, and how to obtain them.
4. Automated translation technology (such as Google Translate)

Based on our demographic analysis (Factor 1) SEMPO has determined that no language group(s) within its service area meet the Safe Harbor threshold requiring written translated “vital documents” by language group(s). Should Factor 1 in the Four Factor analysis indicate in the future that an LEP group reaches the safe harbor threshold, SEMPO will evaluate its vital documents and provide translations.

SEMPO will provide assistance and direction to LEP persons upon request.

**Staff LEP Training**

The following training will be provided to SEMPO staff:

1. Information on SEMPO’s Title VI Procedures and Title VI responsibilities pertaining to their specific duties.
2. Information on SEMPO’s Language Assistance Plan and LEP Responsibilities.

3. Information on the written and oral language assistance services available, and instructions on how agency staff can access these products and services.
4. Information on how to respond to LEP callers, written communications from LEP persons, how to respond to in-person contact from LEP persons, and how to arrange providing language assistance services.
5. Use of Language Identification Flashcards such as "I Speak" Cards.
6. Documentation of language assistance requests by maintaining a Language Assistance Requests Log.

SEMPO will identify staff that are likely to routinely encounter or have frequent contact with LEP persons, as well as their supervisors and all management staff in order to target training to appropriate staff. SEMPO will include the LEP training as part of the orientation for new employees. Existing employees, especially those who frequently encounter the public and/or customers, will take part in re-training or new training sessions to keep up to date on their responsibilities to LEP persons on a regular basis.

### **Monitoring and Updating the LEP Plan**

The LEP Plan is a component of SEMPO's Title VI Plan requirement.

SEMPO 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 SEMPO 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 SEMPO's financial resources are sufficient to fund language assistance resources as needed.
6. Determine whether SEMPO has fully complied with the goals of this LEP Plan.
7. Determine whether complaints have been received concerning SEMPO's failure to meet the needs of LEP individual.

## H. Advisory Bodies

**Table Depicting Membership of Committees, Councils, By Race**

<b>Committee</b>	<b>Caucasian</b>	<b>Latino</b>	<b>African American</b>	<b>Asian American</b>	<b>Total</b>
Board of Directors	87% (6 people)		13% (1 person)		100%
Technical Planning Committee	100% (14 people)		0% (0 person)		100%

### **Description of efforts made to encourage minority participation on committees:**

SEMPO consists of two bodies: the Board of Directors and the Technical Planning Committee. The racial composition of each body is shown in the above table. The membership of the Board of Directors is established in SEMPO's bylaws. Each member city, county, and organization is allotted a certain number of voting seats on the Board. Appointments to these seats customarily come from the highest-ranking officials and positions. Similarly, the membership of the Technical Planning Committee is established in the bylaws, with allotted voting seats. Appointments are made based on the positions and roles that are relevant to the purpose and function of the committee. In making appointments to the SEMPO Board of Directors and the Technical Planning Committee, the member cities, counties, and organizations do not base their decisions on personal traits such as race, ethnicity, gender, etc. SEMPO recognizes the value in having diversity in representation, and supports efforts on the part of its members to find qualified minority candidates to fill positions and roles that will help SEMPO achieve diversity. Additionally, SEMPO maintains a list of key stakeholders which it uses to communicate information about SEMPO's activities, such as upcoming public input sessions on its plans and programs. The list contains a number of organizations that serve under-represented groups, including minorities and low-income families.

## I. Subrecipient Assistance

### **Subrecipient Assistance**

SEMPO does not have any subrecipients.

## **J. Subrecipient Monitoring**

### **Subrecipient Monitoring**

SEMPO does not have any subrecipients.

## **K. Equity Analysis of Facilities**

A Title VI equity analysis will be completed when SEMPO constructs facilities, such as storage facilities, maintenance facilities, or operations centers. The term “facilities” does not include bus shelters, transit stations, or power substations. The equity analysis will be conducted during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin.

The equity analysis is conducted to determine whether the location of the project will result in a disparate impact on minority communities on the basis of race, color, or national origin. The Title VI equity analysis will compare the equity impacts of various siting alternatives, and the analysis will occur before the selection of the preferred site.

SEMPO has not constructed any storage facilities, maintenance facilities, or operations centers in the last three years.

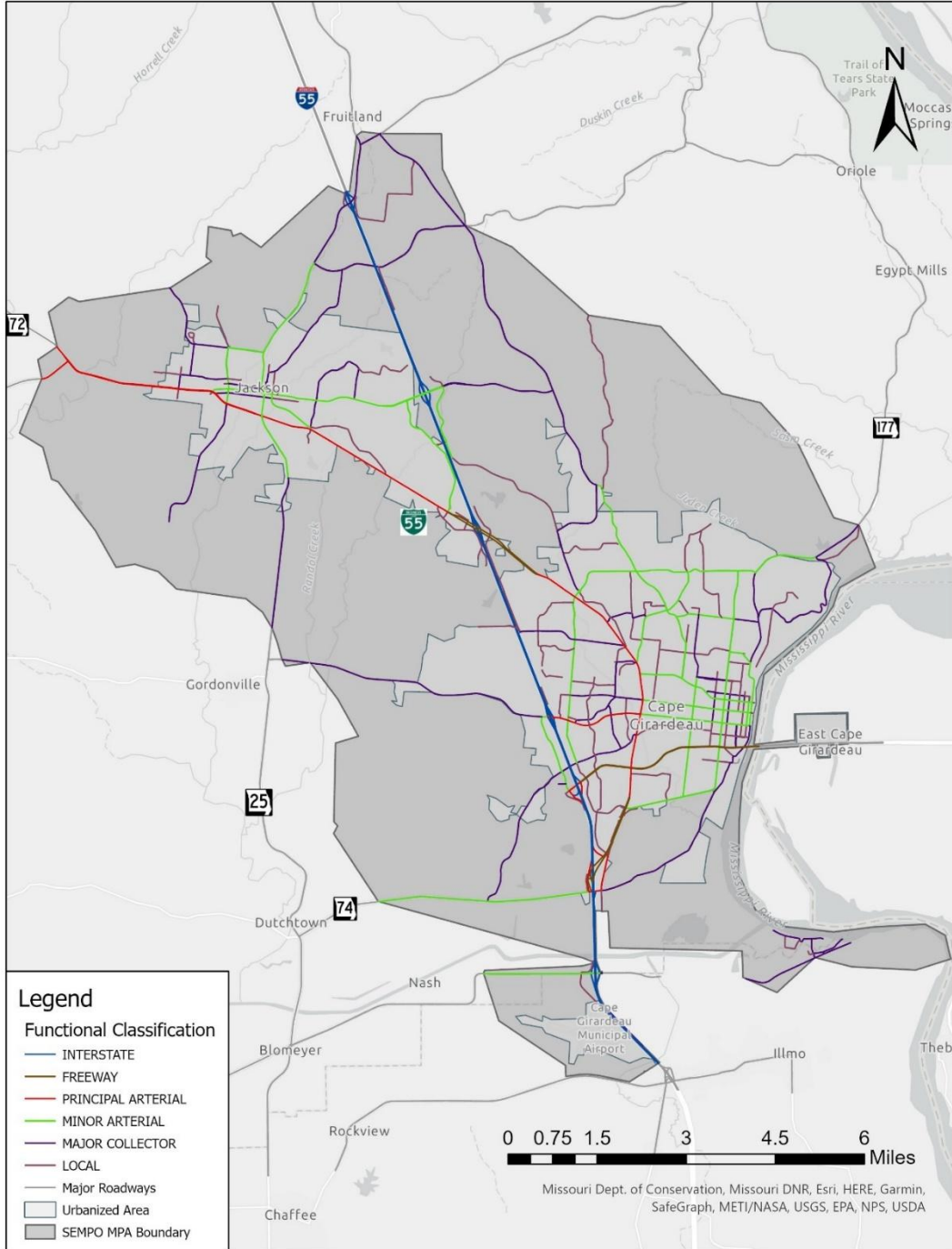
## **K. Equity Analysis of Facilities**

SEMPO is not a transit provider that operates fixed route service, or transit provider that operates fifty (50) or more fixed route vehicles in peak service and are in an urbanized size area with a population of 200,000 or more.

Thus, the requirements to set system-wide service standards and policies, collect and report demographic data, monitor transit service, and to evaluate service and fare changes, are not applicable to SEMPO.

# Attachment 1

## SEMPO Map



## Attachment 2

### TITLE VI/ADA COMPLAINT FORM

“No person in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

If you feel that you have been discriminated against in the provision of transportation services, please provide the following information to assist us in processing your complaint. Should you require any assistance in completing this form or need information in alternate formats, please let us know.

Please mail or return this form to:

Alex McElroy, Director  
Southeast Metropolitan Planning Organization  
44 N. Lorimier Street, Cape Girardeau, MO 63701  
[amcelroy@cityocape.org](mailto:amcelroy@cityocape.org); (573) 339-6734 phone; (573) 339-6303 fax

PLEASE PRINT

1. Complainant's Name:
a. Address:
b. City: State: Zip Code:
c. Telephone (include area code): Home ( ) or Cell ( ) Work ( ) - ( ) -
d. Electronic mail (e-mail) address:
Do you prefer to be contacted by this e-mail address? ( ) YES ( ) NO
2. Accessible Format of Form Needed? ( ) YES specify: _____ ( ) NO
3. Are you filing this complaint on your own behalf? ( ) YES If YES, please go to question 7. ( ) NO If no, please go to question 4
4. If you answered NO to question 3 above, please provide your name and address.
a. Name of Person Filing Complaint:
b. Address:
c. City: State: Zip code:
d. Telephone (include area code): Home ( ) or Cell ( ) Work ( ) - ( ) -
e. Electronic mail (e-mail) address:
Do you prefer to be contacted by this e-mail address? ( ) YES ( ) NO
5. What is your relationship to the person for whom you are filing the complaint?
6. Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. ( ) YES, I have permission. ( ) NO, I do not have permission.
7. I believe that the discrimination I experienced was based on (check all that apply): ( ) Race ( ) Color ( ) National Origin (classes protected by Title VI) ( ) Disability (class protected by ADA) ( ) Other (please specify)

continued

TITLE VI COMPLAINT FORM – PAGE 2

8. Date of Alleged Discrimination (Month, Day, Year):		
9. Where did the Alleged Discrimination take place?		
10. Explain as clearly as possible what happened and why you believe that you were discriminated against. Describe all of the persons that were involved. Include the name and contact information of the person(s) who discriminated against you (if known). <i>Use the back of this form or separate pages if additional space is required.</i>		
11. Please list any and all witnesses' names and phone numbers/contact information. <i>Use the back of this form or separate pages if additional space is required.</i>		
12. What type of corrective action would you like to see taken?		
13. Have you filed a complaint with any other Federal, State, or local agency, or with any Federal or State court? ( ) YES If yes, check all that apply. ( ) NO a. ( ) Federal Agency (List agency's name) b. ( ) Federal Court (Please provide location) c. ( ) State Court d. ( ) State Agency (Specify Agency) e. ( ) County Court (Specify Court and County) f. ( ) Local Agency (Specify Agency)		
14. If YES to question 14 above, please provide information about a contact person at the agency/court where the complaint was filed.		
Name:	Title:	
Agency:	Telephone: ( ) -	
Address:		
City:	State:	Zip Code:

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

Signature and date is required:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

If you completed Questions 4, 5 and 6, your signature and date is required:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

If information is needed in another language, contact Alex McElroy, Executive Director at 44 N. Lorimier Street, Cape Girardeau, MO 63701, or at (573) 339-6734.

**SOUTHEAST METROPOLITAN PLANNING ORGANIZATION**

**RESOLUTION NO. 2025-07**

**A RESOLUTION ADOPTING THE 2025 - 2027 TITLE VI PROGRAM**

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**WHEREAS**, the Southeast Metropolitan Planning Organization receives financial assistance from the Federal Transit Administration in support of its continuing, cooperative, and comprehensive transportation planning process; and

**WHEREAS**, all programs receiving financial assistance from the Federal Transit Administration are subject to Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d) and the Department of Transportation's implementing guidelines; and

**WHEREAS**, the Federal Transit Administration requires all recipients to document their compliance by submitting a Title VI Program; and

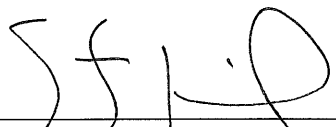
**WHEREAS**, the Federal Transit Administration requires the governing entity of the recipient to document that it has adopted the Title VI Program; and

**WHEREAS**, the 2025 – 2027 Title VI Program has been presented to the public for review and comment; and

**WHEREAS**, the Technical Planning Committee has recommended adoption of the 2025 – 2027 Title VI Program to the Board of Directors.

**NOW, THEREFORE BE IT RESOLVED** that the Board of Directors of the Southeast Metropolitan Planning Organization hereby adopts the 2025 – 2027 Title VI Program.

PASSED AND ADOPTED THIS 18<sup>TH</sup> DAY OF JUNE, 2025.

  
\_\_\_\_\_  
Stacy Kinder, Vice Chairman

ATTEST:

  
\_\_\_\_\_  
Alex McElroy, Executive Director