



2026 TITLE VI PLAN

Licking Valley Community Action Program, Inc.

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Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance.

Specifically, Title VI provides that “no person in the United States shall, on the ground 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.” (42 USC. Section 2000d)

Licking Valley Community Action Program Transportation is committed to ensuring that no person is excluded from participation in or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A.

This plan was developed to guide the Licking Valley Community Action Program Transportation Program in its administration and management of Title VI-related activities.

*See pages 18 and 19 for Public Non-Discrimination Notice

Title VI Coordinator Contact Information

Cindy Whisman, Transportation Director

Licking Valley Community Action Program

203 High Street

Flemingsburg, KY 41041

Phone: 606-845-0081 or 1-800-327-5196

Non-Discrimination ADA/Title VI Complaint Procedures

These procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA) as they relate to any program or activity that is administered by Licking Valley Community Action Program Inc./Transportation including consultants, contractors and vendors. Intimidation or retaliation as a result of a complaint is prohibited by law. In addition to these procedures, complainants reserve the right to file a formal complaint with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to resolve complaints at the lowest possible level.

1. Any person who believes he and/or she has been discriminated against on the basis of race, color, national origin, or disability may file a Discrimination complaint by completing and submitting the agency's Title VI Complaint Form.
2. Formal complaints must be filed within 180 calendar days of the last date of the alleged act of discrimination or the date when the alleged discrimination became known to the complainant(s), or where there has been a continuing course of conduct, the date on which the conduct was discontinued or the latest instance of the conduct.
3. Complaints must be in writing and signed by the complainant(s) and must include the complainant(s) name, address and phone number. The Title VI contact person will assist the complainant with documenting the issue if necessary.
4. Allegations received by fax or e-mail will be acknowledged and processed, once the identity of the complainant(s) and the intent to proceed with the complaint have been established. For this, the complainant is required to mail a signed, original copy of the fax or email transmittal for the complaint to be processed.
5. Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign and return for processing.
6. Once submitted Licking Valley Community Action Program, Inc./Transportation will review the complaint form to determine jurisdiction. All complaints will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the Licking Valley Community Action Program, Inc./Transportation or submitted to the State or Federal authority for guidance.
7. Licking Valley Community Action Program Inc./Transportation will notify the KDOT Civil Rights Office of All discrimination complaints within 72 hours via telephone at 505-564-3601; or mail ADA/Section 504 Coordinator Office for Civil Rights and Small Business Development 200 Mero Street, 6th Floor West Frankfort, KY 40622

8. Licking Valley Community Action Program Inc./Transportation has 90 business days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 90 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 and does not receive the additional information within 90 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
9. After the investigator reviews the complaint, she/he will issue one of two 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 Discrimination violation and that the case will be closed. An 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.
10. A copy of the closure letter or LOF must also be submitted to KDOT within 72 hours of that decision. Letters may be submitted by hard copy or email.
11. A complainant dissatisfied with Licking Valley Community Action Program Inc./Transportation decision may file a complaint with the Kentucky Department of Transportation (KDOT) or the Federal Transit Administration (FTA) offices of Civil Rights: KDOT: ATTN: ADA/Section 504 Coordinator Office for Civil Rights and Small Business Development 200 Mero Street, 6th Floor West Frankfort, KY 40622, FTA: Attention Title VI Program Coordinator, East Building 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
12. A copy of these procedures can be found online at: www.lvcap.com.

If information is needed in another language, contact Cindy Whisman at 606-845-0081 or 1-800-327-5196.

Si necesita información en otro idioma, comuníquese con Cindy Whisman al 606-845-0081 o al 1-800-327-5196.

*Please see pages 20 through 23 or www.lvcap.com for copies of the LVCAP complaint form in English and Spanish version.

Non-Discrimination ADA/Title VI Investigations, Complaints, and Lawsuits

Licking Valley Community Action Program Inc./Transportation has not had any ADA nor Title VI Discrimination complaints, investigations, or lawsuits in 2026.

Complaint	Date	Basis of Complaint (Race, Color, National Origin or Disability)	Summary of Allegation	Status	Action(s) Taken	Final Findings
Investigations						
1)	None	N/A	N/A	N/A	N/A	N/A
Lawsuits						
1)	None	N/A	N/A	N/A	N/A	N/A
Complaints						
1)	None	N/A	N/A	N/A	N/A	N/A

Public Participation Plan

Licking Valley Community Action Program Inc. Transportation Program is engaging in its planning and decision-making processes, as well as its marketing outreach activities. The public will be invited to participate in the process whether through public meetings and/or surveys.

As an agency receiving federal financial assistance, Licking Valley Community Action Program Inc. Transportation Program made the following community outreach efforts and activities to engage minority and Limited English Proficient populations since the last Title VI submittal.

- Expanded the distribution of agency brochures.
- Advertised public announcements through newspapers, flyers, or radio.
- Posted the Non-Discrimination Public Notices in the following locations:
 1. Within all Transportation Vehicles
 2. Title VI announcements are posted in each Licking Valley Office, located in Bracken, Fleming, Lewis, Mason and Robertson Counties.
 3. Agency website (www.lvcap.com)
 4. Added public interactive content to the agency's webpage for the public e.g. social media to communicate schedule changes or activities. (www.lvcap.com or <https://facebook.com/lvcap01>)
 5. Updated agency documents and publications to make them more user friendly. (E.g. Comment Forms or Agency Brochures)
 6. Employees of the agency have attended Community Events, providing brochures and information to attendees, and answering any questions attendees may have.
 7. The Executive Director has attended meetings with local organizations that help the community, informing community members of the programs that Licking Valley Community Action Program can provide to low income and individuals and families of minority populations.

Licking Valley Community Action Program Inc. Transportation Program will make the following community outreach efforts for the upcoming year.

- Expand the distribution of agency brochures.
- Advertise public announcements through newspapers, flyers, or radio.
- Post the Non-Discrimination Public Notices to the following locations:
 1. Within all Transportation Vehicles
 2. Keeping Title VI announcements updated and posted in the lobby of each Licking Valley Office, located in Bracken, Fleming, Lewis, Mason and Robertson Counties.
- Partner with other local agencies to advertise services provided.
- Add public interactive content to the agency's website.
- Use social media to communicate schedule changes or activities.

- Attend more community events and host an information booth at a community event.
- Update agency documents and publications to make them more accessible.

Limited English Proficiency Plan

Licking Valley Community Action Program, Inc. Transportation Program has developed the following Limited Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to Licking Valley Community Action Program Inc. Transportation services as required by Executive Order 13166. A limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training to staff, notification to LEP persons that assistance is available, and information for future updates. In developing the plan while determining the Licking Valley Community Action Program, Inc. Transportation's extent of obligation to provide LEP services, the Licking Valley Community Action Program, Inc Transportation Program undertook a U.S. Department of Transportation four-factor LEP analysis which considers the following:

1. The number or proportion of LEP eligible in the Licking Valley Community Action Program Inc. Transportation Programs service area who may be served or likely to be encountered by Licking Valley Community Action Program Inc. Transportation program, activities, or services:

Location	Total Population	Total LEP	Total LEP Percent
Bracken County	8,559	165	1.92%
Fleming County	15,777	277	1.75%
Lewis County	12,794	120	0.93%
Mason County	17,055	397	2.32%
Robertson County	2,430	47	1.93%

<https://www.census.gov/quickfacts/fact/table/robertsoncountykentucky,masoncountykentucky,lewiscountykentucky,flemingcountykentucky,brackencountykentucky/PST045222>

2. The frequency with which LEP individuals encounter a Licking Valley Community Action Program Inc. Transportation service.

Licking Valley Community Action Program Inc. Transportation Program staff reviewed the frequency with which office staff, dispatchers, and drivers have, or could have, contact with LEP persons for 2026. Licking Valley Community Action Program consumers consist of less than 1% being LEP. Customers of Hispanic decent are the structure of the LEP community that uses the services of Licking Valley

Community Action Program, and those services are requested at a range from 0-2 times per month. Monthly schedules and records are consulted to determine these amounts.

3. The nature and importance of the program, activities, or services provided by the Licking Valley Community Action Program, Inc. Transportation Program to the LEP population.
The number of LEP taking advantage of the Authority is a very low number and is mostly used by them for medical appointments.

Our service is a vital part for them, especially for medical appointments. We have a special brochure printed and available on our vans for help in understanding the service.

4. The resources available to Licking Valley Community Action Program Inc. Transportation program and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

As an outreach effort to the LEP community, Licking Valley Community Action Program offers the use of the Speakeasy Telephonic Interpreting service and local approved translators at no cost to the customer.

Licking Valley Community Action Program, Inc., Transportation program provides a statement in Spanish and will for additional languages specific to the LEP community make up that will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested.

Safe Harbor Provisions for Written Translations

Licking Valley Community Action Program, Inc., Transportation program complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish language. According to the data released from the 2020 Census Bureau (see page 8), Licking Valley Community Action Program does not meet the parameters of the Safe Harbor Provision, but we do provide written materials in the primary language. With respect to Title VI information, the following shall be made available in Spanish:

1. Non-Discrimination Notice
2. Discrimination Complaint Procedures
3. Discrimination Complaint Form

In addition, Licking Valley will conduct our marketing (including using translated materials) in a manner that reaches each LEP group. Vital documents must include the following:

1. Notices of free language assistance for persons with LEP.
2. Notice of Non-Discrimination and Reasonable Accommodation.
3. Outreach Materials.
4. Public Hearings.

Licking Valley Community Action Program Inc. Transportation Program provides language assistance services through the below methods:

- Staff are provided with a list of what written and oral language assistance products and methods the agency has implemented and how staff can obtain those services.
- Instructions are provided to customer service staff and other employees who regularly take phone calls from the public on how to respond to a LEP caller.
- Instructions are provided to customer service staff and other employees who regularly respond to written communications from the public on how to respond to written communications from a LEP person.
- Instructions are provided to vehicle operators, station managers, and other employees who regularly interact with the public on how to respond to LEP person.
- Use of "I Speak" cards.

Licking Valley Community Action Program Inc. Transportation Program has a process to ensure the competency of interpreters and translation service through the following methods:

- Licking Valley Community Action Program Inc, Transportation staff will ask the interpreter or translator to demonstrate that he or she can communicate or translate information accurately in both English and the other language.
- Licking Valley Community Action Program Inc. Transportation Program will train the interpreter or translator in specialized terms and concepts associated with the agency's policies and activities.
- Licking Valley Community Action Program Inc. Transportation Program staff will instruct the interpreter or translator that he or she should not deviate into a role as counselor, legal advisor, or any other role aside from interpreting or translating.
- Licking Valley Community Action Program Inc. Transportation Program staff will ask the interpreter or translator to attest that he or she does not have a conflict of interest on the issues that they would be providing interpretation services.

Licking Valley Community Action Program Inc. Transportation Program provides notice to LEP persons about the availability of language assistance through the following methods:

- Posting signs in intake areas and other points of entry.
- Statements in outreach documents that language services are available from the agency.
- Working with community-based organizations and other stakeholders to inform LEP individuals of the recipients' services. Including the availability of language assistance services.
- Announcements at community meetings.
- Information tables at local events.
- Signs and handouts are available in vehicles.
- Agency website.
- Customer service lines.

Licking Valley Community Action Program Inc. Transportation Program monitors, evaluates, and updates LEP plan through the following process:

- Licking Valley Community Action Program Inc. Transportation Program will monitor the LEP plan by conducting an annual Four-Factor analysis, establishing a process to obtain feedback from internal staff and members of the public conducting internal evaluations to determine whether the language assistance measures are working for staff.
- Licking Valley Community Action Program Inc. Transportation Program will make changes to the language assistance plan based on feedback received.
- Licking Valley Community Action Program Inc. Transportation Program may consider the cost of proposed changes and the resources available to them. Depending on the evaluation.
- Licking Valley Community Action Program Inc. Transportation Program may choose to disseminate more widely those language assistance measures that are particularly effective or modify or eliminate those measures that have not been effective.
- Licking Valley Community Action Program Inc. Transportation Program will consider new language assistance needs when expanding transit service into area with high concentrations of LEP persons will consider modifying their implementation plan to provide language assistance measures to areas not previously served by the agency.

Licking Valley Community Action Program Inc. Transportation Program trains employees to know their obligations to provide meaningful access to information and services for LEP persons and all employees in public contact positions will be properly trained to work effectively with in-person and telephone interpreters. Licking Valley Community Action Program Inc. Transportation Program will implement processes for training of staff through the following procedures:

Licking Valley Community Action Program Inc. Transportation Program will identify staff that are likely to encounter LEP persons as well as management staff that have frequent contact with LEP persons to target training to the appropriate staff.

Licking Valley Community Action Program Inc. Transportation Program will identify existing staff training opportunities, as it may be cost-effective to integrate training on their responsibilities to persons with limited English proficiency into agency training that occurs on an ongoing basis.

Licking Valley Community Action Program Inc. Transportation Program will include this training as part of the orientation for new employees. Existing employees, especially managers and those who work with the public may periodically take part in re-training or new training sessions to keep up to date on their responsibilities to LEP persons.

Licking Valley Community Action Program Inc. Transportation Program will implement LEP training to be provided for agency staff.

Licking Valley Community Action Program Inc. Transportation Program staff training for LEP will include:

- A summary of the Licking Valley Community Action Program Inc. Transportation Program responsibilities under the DOT LEP Guidance.
- A summary of the Licking Valley Community Action Program Inc. Transportation Program language assistance plan.
- A summary of the number and proportion of LEP persons in the Licking Valley Community Action Program Inc. Transportation Program service area, the frequency of contact between the LEP population and the agency's programs and activities, and the importance of the programs and activities to the population.
- A description of the type of language assistance that the agency is currently providing and instructions on how agency staff can access these products and services; and
- A description of the Licking Valley Community Action Program Inc. Transportation Program cultural sensitivity policies and practices.

*LVCAP Limited English Proficiency Plan is available on our agency website at: www.lvcap.com.

Non-Elected Committees Membership Table

Subrecipients who select the membership of transit-related, non-elected planning boards, advisory councils, or committees must provide a table depicting the membership of those organizations broken down by race. Subrecipients also must include a description of the efforts made to encourage participation of minorities on these boards, councils, and committees.

Licking Valley C.A.P. Inc., asked their local officials to help obtain a minority representative for the Board but as of now we have had no one apply or interested.

Licking Valley Community Action Program, Inc. consists of 15 Board Members, 3 members per county serve on the Board of Directors.

Body	African American/Black	American Indian/Alaskan Native	Native Hawaiian/Other Pacific Islander	Asian	Hispanic/Latino	White
Licking Valley Community Action Governing Board	0	0	0	0	0	15

Monitoring for Subrecipient Title VI Compliance

Describe how you monitor your Subrecipients. This can be done through site visits, submissions of Title VI Plans annually, or training and surveys.

* Licking Valley Community Action Program Inc. Transportation Program does not monitor Subrecipients for Title VI compliance.

Title VI Equity Analysis

A Subrecipients planning to acquire land to construct certain types of facilities must not discriminate on the basis of race, color, or national origin, against person who may, as a result of the construction, be displaced from their homes or businesses. "Facilities" in this context does not include transit stations or bus shelters, but instead refers to storage facilities, maintenance facilities, and operation centers.

There are many steps involved in the planning process prior to the actual construction of a facility. It is during these planning phases that attention needs to be paid to equity and non-discrimination through equity analysis. The Title VI Equity Analysis must be done before the selection of the preferred site.

Note: Even if facility construction is financed with non-FTA funds, if the Subrecipients organization receives any FTA dollars, it must comply with this requirement.

* Licking Valley Community Action Program Inc. Transportation Program has no current or anticipated plans to develop new transit facilities covered by these requirements.

Fixed Route Transit Provider Analysis

Fixed Route: Public transit service (other than by aircraft) provided on a repetitive, fixed-schedule basis along a specific route, with vehicles stopping to pick up passengers.

A Subrecipients providing fixed route service, as defined above, must determine the distribution of transit amenities or the vehicle assignments for each mode in a non-discriminatory manner. The Subrecipients must develop policies to ensure service is not distributed on the basis of race, color, or national origin.

Effective practices to fulfill the Service Standards requirements include developing written policies covering each of the following service indicators: (can be expressed in writing or in table format- see Circular Appendix G & H pp. 87-91).

* Licking Valley Community Action Program Inc. Transportation Program is not a Fixed Route Transit Provider.

Board Approval for the Title VI Plan

**Licking Valley Community Action Program
Board of Directors Meeting
January 24, 2023
Fleming County Senior Center**

Members Present:

Tina Teegarden
Reed Bailey
Mary Lou Simons
John Sims JR
Ricky Hurst
Mary Ann Hopper
George Sparks
Elizabeth Smith
Owen McNeill
Shane Taylor
Marilyn Commodore
Valerie Grigson
Janice Shepherd
Anna Stoker

Staff and Guests Present:

Jana Hunt
Kenneth Walters
Sidney Stephens
Emily Brown
Cindy Whisman
Teresa Plymesser

Members Absent:

I. Call to Order; Invocation; Pledge of Allegiance

Tina Teegarden, President, called the meeting to order. A quorum was present. A moment of silence in memory of Bobby Money was addressed by all members, for his hard work and dedication to the agency. The Invocation was led by George Sparks, and The Pledge of Allegiance was led by George Sparks.

New board members, John Sims Jr, Ricky Hurst, George Sparks, Elizabeth Smith, and Valerie Grigson were welcomed. Members and staff went around the room and introduced themselves to one another and the position that they hold.

II. Meeting Minutes

All members were given a copy of the October 25, 2022, minutes in the board packet to review. A motion was made by Reed Bailey, seconded by Shane Taylor, to approve the minutes of the October 25, 2022, meeting, with all members voting yes. The motion was approved.

III. Financial Reports

A. Year to Date Financial Statement, Balance Sheet, Credit Card Expenditures, Bank Reconciliations, and Agency Budget

Sidney Stephens presented the board members with the Financial Statements for October 2022, November 2022, and December 2022. All members were given a copy in the board packet to review. A motion was made by John Sims JR, seconded by Marilyn Commodore, with all members voting yes, to approve the Financial Statements for October 2022, November 2022, and December 2022. The motion was approved.

IV. Program Reports

Kenneth Walters presented the board members with an update on the programs that Licking Valley operates. All members were given a copy in the board packet to review.

V. Other Business

A. Election of Officers

Tina Teegarden made a recommendation for Owen McNeill to be appointed to the position of Vice President. A motion was made by Anna Stoker, seconded by Mary Ann Hopper, with all members voting yes, to approve the appointment of Owen McNeill to the position of Vice President. The motion was approved.

Reed Bailey made a recommendation for Valerie Grigson to be appointed to the position of Secretary/Treasurer. A motion was made by Owen McNeill, seconded by Reed Bailey, with all members voting yes, to approve the appointment of Valerie Grigson to the position of Secretary/Treasurer. The motion was approved.

Tina Teegarden- President
Owen McNeill- Vice President
Valerie Grigson- Secretary

B. Committee Review

Discussion was held about the committee and seats that needed to be filled due to the vacancies left by prior board members. A motion was made by John Sims Jr, seconded by Shane Taylor, with all members voting yes, to approve the following committee seats. The motion was approved.

Executive Committee:

Tina Teegarden (Chairman)
John Sims JR
George Sparks
Owen McNeill
Valerie Grigson

Finance Committee:

Reed Bailey
Ricky Hurst (Chairman)
Elizabeth Smith
Owen McNeill
Valerie Grigson

Personnel Committee

Mary Lou Simons
Mary Ann Hopper
Elizabeth Smith
Shane Taylor (Chairman)
Janice Shepherd

Governance Committee

Reed Bailey
John Sims JR (Chairman)
George Sparks
Marilyn Commodore
Anna Stoker

C. Audit Update

Kenneth Walters gave the board an update about the ongoing audit for the 2021-2022 Fiscal Year.

D. Transportation Coordination Meeting

Jana Hunt gave the board an overview of the coordination meeting that will be held on February 13, 2023, at 10:00 a.m. at Central Office.

E. Title VI Plan

Jana Hunt presented the board members with an updated Title VI plan. All members were given a copy in the board packet to review. A motion was made by Ricky Hurst, seconded by Anna Stoker, with all members voting yes, to approve the Title VI Plan. The motion was approved.

VI. Adjourn

On a motion made by Reed Bailey, seconded by Owen McNeill, with all members voting yes to adjourn. The motion was approved.



Valerie Grigson, Secretary



Jana Hunt, Board Clerk

YOUR CIVIL RIGHTS UNDER TITLE VI

The Licking Valley C.A.P. Inc. adheres to the Civil Rights Act of 1964 which states: “No person in the United States, shall, on the grounds 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.” For more information on the Title VI transit obligations, please see the contact information below.

MAKING A TITLE COMPLAINT

Any person who believes he/she has been subjected to discrimination in the delivery of or access to public transportation services on the basis of race, color, or national origin, may file a complaint with the Licking Valley C.A.P, Inc. Such complaint must be filed in writing with LVCAP no later than 5 days after the alleged discrimination. For information on how to file a complaint, contact LVCAP as listed below.

Executive Director Kenny Walters, Licking Valley C.A.P., Inc., 203 High Street, Flemingsburg, KY 41041
1-606-845-0081, email address: kwalters@lvcap.com
Website: <http://www.lvcap.com>

Written complaints may also be submitted to the Project Manager or Public Transit Branch Manager at the Kentucky Transportation Cabinet at 1-502-564-7433

Written complaints may also be filed with the U.S. Department of Transportation/Federal Transit Administration (FTA) no later than 180 days after the date of the alleged discrimination, at the following address: Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

To accommodate limited English proficient individuals, oral complaints to be documented and/or translated may also be given at the above address. If information is needed in another language, contact 1-800-327-5196.

Si necesita información en otro idioma, comuníquese con: 1-606-845-0081.

This notice is displayed in English and Spanish in all agency public areas and in all transit vehicles. This Notice is posted online at LVCAP.com

SUS DERECHOS CIVILES BAJO EL TÍTULO VI

The Licking Valley C.A.P. Inc. se adhiere a la Ley de Derechos Civiles de 1964 que establece: "Ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional, será excluida de la participación, se le negarán los beneficios de, o será objeto de discriminación bajo cualquier programa o actividad que reciba asistencia financiera federal". Para obtener más información sobre las obligaciones de tránsito del Título VI, consulte la información de contacto a continuación.

PRESENTAR UNA QUEJA DE TÍTULO

Cualquier persona que crea que ha sido objeto de discriminación en la prestación o acceso a los servicios de transporte público por motivos de raza, color u origen nacional, puede presentar una queja ante Licking Valley C.A.P, Inc. Dicha queja debe presentarse por escrito ante LVCAP a más tardar 5 días después de la supuesta discriminación. Para obtener información sobre cómo presentar una queja, comuníquese con LVCAP como se indica a continuación.

Director Ejecutivo Kenny Walters, Licking Valley C.A.P., Inc., 203 High Street, Flemingsburg, KY 41041
1-606-845-0081, dirección de correo electrónico: kwalters@lvcap.com

Sitio web: <http://www.lvcap.com>

Las quejas por escrito también se pueden presentar al Gerente de Proyecto o al Gerente de la Sucursal de Transporte Público en el Gabinete de Transporte de Kentucky al 1-502-564-7433

Las quejas por escrito también pueden presentarse ante el Departamento de Transporte de los Estados Unidos / Administración Federal de Tránsito (FTA) a más tardar 180 días después de la fecha de la presunta discriminación, en la siguiente dirección: Oficina de Derechos Civiles, Atención: Coordinador del Programa del Título VI, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

Para acomodar a las personas con dominio limitado del inglés, las quejas orales que deben documentarse y / o traducirse también se pueden dar a la dirección anterior. Si necesita información en otro idioma, llame al 1-800-327-5196.

Si necesita información en otro idioma, comuníquese con: 1-606-845-0081.

Este aviso se muestra en inglés y español en todas las áreas públicas de la agencia y en todos los vehículos de tránsito. Este Aviso se publica en línea en LVCAP.com



Title VI Complaint Form

Section I:		
Name:		
Address:		
Telephone (Home):		Telephone (Work):
Electronic Mail Address:		
Accessible Format Requirements?	Large Print	Audio Tape
	TDD	Other
Section II:		
Are you filing this complaint on your own behalf? ☐ Yes* ☐ No		
*If you answered "yes" to this question, go to Section III.		
If not, please supply the name and relationship of the person for whom you are complaining:		
Please explain why you have filed for a third party:		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. ☐ Yes ☐ No		
Section III:		
I believe the discrimination I experienced was based on (check all that apply):		
☐ Race ☐ Color ☐ National Origin ☐ Disability ☐ Other, Please Explain		
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 Discrimination Complaint with this agency? ☐ Yes ☐ No	
If yes, please provide any reference information regarding your previous complaint.	
Section V:	
Have you filed this complaint with any other Federal, State, or Local Agency, or with any Federal or State court? ☐ Yes ☐ No	
If yes check all that apply:	
☐ Federal Agency: _____	☐ State Agency: _____
☐ Federal Court: _____	☐ Local Agency: _____
☐ State Court: _____	
Please provide information about a contact person at the agency/court where the complaint was filed.	
Name: _____	Title: _____
Agency: _____	Telephone: _____
Address: _____	City: _____ State: _____ Zip Code: _____
Section VI:	
Name of Agency complaint is against: _____	
Name of Person complaint is against: _____	
Title: _____	Telephone: (If Available) _____
Location: _____	

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

Your signature and date are required below:

Signature

Date

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

Licking Valley Community Action Program Inc.
Transportation Department
Cindy Whisman, Transportation Director
203 High Street
Flemingsburg, KY 41041
606-845-0081
cwhisman@lvcap.com

*A copy of this form can be found online at www.lvcap.com



Formulario de queja del Título VI

Sección I:		
Nombre:		
Dirección:		
Teléfono (Casa):		Teléfono (Trabajo):
Dirección de correo electrónico:		
¿Requisitos de formato accesible?	Letra grande	Cinta de audio
	TDD	Otro
Sección II:		
¿Está presentando esta queja en su propio nombre? ☐ Sí* ☐ No		
*Si respondió "sí" a esta pregunta, vaya a la Sección III.		
De lo contrario, proporcione el nombre y la relación de la persona por la que se queja:		
Por favor, explique por qué ha presentado una solicitud para un tercero:		
Confirme que ha obtenido el permiso de la parte agraviada si presenta una solicitud en nombre de un tercero. ☐ Sí ☐ No		
Sección III:		
Creo que la discriminación que experimenté se basó en (marque todo lo que corresponda): ☐ Raza ☐ Color ☐ Origen nacional ☐ Discapacidad ☐ Otro, sírvase explicar _____		
Fecha de la presunta discriminación (mes, día, año): _____		
Explique lo más claramente posible lo que sucedió y por qué cree que fue discriminado. Describir a todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la(s) persona(s) que lo discriminó (si se conoce), así como los nombres y la información de contacto de los testigos. Si necesita más espacio, utilice la parte posterior de este formulario. _____ _____		
Sección IV:		

¿Ha presentado previamente una queja de discriminación ante esta agencia? ☐ Sí ☐ No
En caso afirmativo, proporcione cualquier información de referencia con respecto a su queja anterior.
Sección V:
¿Ha presentado esta queja ante alguna otra agencia federal, estatal o local, o ante algún tribunal federal o estatal? ☐ Sí ☐ No
En caso afirmativo, marque todas las opciones que correspondan:
☐ Agencia Federal: _____ ☐ Agencia Estatal: _____
☐ Tribunal Federal: _____ ☐ Agencia Local: _____
☐ Tribunal Estatal: _____
Sírvase proporcionar información sobre una persona de contacto en la agencia/tribunal donde se presentó la queja.
Nombre: _____ Título: _____
Agencia: _____ Teléfono: _____
Dirección: _____ Ciudad: _____ Estado: _____ Código postal: _____
Sección VI:
Nombre de la queja de la Agencia es contra: _____
La queja por el nombre de la persona es contra: _____
Título: _____ Teléfono: (si está disponible) _____
Ubicación: _____

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

Su firma y fecha se requieren a continuación:

Firma

Fecha

Por favor, envíe este formulario en persona a la dirección a continuación, o envíe el formulario a:

Programa de Acción Comunitaria de Licking Valley Inc.
Departamento de Transporte
Cindy Whisman, Directora de Transporte
203 High Street
Flemingsburg, KY 41041
606-845-0081
cwhisman@lvcap.com

*Una copia de este formulario se puede encontrar en línea en www.lvcap.com



Letter Acknowledging Receipt of Complaint

Date:

Ms. Jo Doe
1234 Main St.
Maysville, KY 41056

Dear Ms. Doe:

This letter is to acknowledge receipt of your complaint against Licking Valley alleging

We will be investigating the above-described incident. If you have any additional information you wish to convey or any questions concerning this matter, please feel free to contact this office by calling 606-845-0081 or submit it in writing to the following address.

Licking Valley Community Action Program, Inc.
Transportation Department
Cindy Whisman, Transportation Director
203 High Street
Flemingsburg, Ky 41041

Sincerely,

Cindy Whisman
Transportation Director



Notifying Complainant that the Complaint is Substantiated

Date:

Ms. Jo Doe
1234 Main St.
Maysville, KY 41056

Dear Ms. Doe:

Licking Valley Community Action Program, Inc, has completed an investigation concerning the incident referenced in your letter dated 11/11/1111 against the Licking Valley Community Action Program, Inc, Transportation Program. (An/Several) apparent violation(s) if Title VI of the Civil Rights Act of 1964, including those mentioned in your letter (was/were) identified. Efforts are underway to correct these deficiencies.

Thank you for calling this important matter to our attention. You were extremely helpful during our review of the program. (If a hearing is requested, the following sentence may be appropriate.) You may be hearing from this office, or from Federal Authorities, if your services should be needed during the administrative hearing process.

Sincerely,

Cindy Whisman
Transportation Director



Notifying Complainant that the Complaint is not Substantiated

Date:

Ms. Jo Doe
1234 Main St.
Maysville, KY 41056

Dear Ms. Doe:

Licking Valley Community Action Program, Inc, has completed an investigation concerning the incident referenced in your letter dated 11/11/1111 against the Licking Valley Community Action Program, Inc, Transportation Program. The result of the investigation did not indicate that the provisions of Title VI Civil Rights of 1964 had been violated. Title VI prohibits discrimination based on race, color, or national origin in any program receiving federal financial assistance.

Licking Valley Community Action Program, Inc. has analyzed the materials and facts pertaining to your case for evidence of the program's failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated. The incident is no substantiated and the investigation is closed.

You have the right to appeal this finding within seven days from the receipt of this final written decisions from Licking Valley Community Action Program, Inc., and/or file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration at:

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
400 7th Street, Southwest
Washington, DC 20590

Sincerely,

Cindy Whisman
Transportation Director



Language Assistance Plan Passenger Survey

For Licking Valley Community Action Program Transportation to meet the needs of persons with Limited English Proficiency (LEP) we are conducting a simple survey.

We appreciate your input, thank you!

1. How well do you read English?
 - a. Very well
 - b. Somewhat well
 - c. Not very well
2. How well do you speak English?
 - a. Fluently (Very well)
 - b. Okay (Somewhat well)
 - c. Barely (Not very well)
3. Do you speak a language other than English at home?
 - a. No
 - b. Yes, I speak _____
4. Which destinations do you most often use the transit system for? (Circle all that apply)
 - a. Work
 - b. School
 - c. Shopping
 - d. Social Service
 - e. Medical
 - f. Recreation
 - g. Other _____
5. How often do you use Licking Valley Community Action Program Transportation services each month?
 - a. 1-5 times
 - b. 6-10 times
 - c. More than 10 times

6. Have you ever called Licking Valley Community Action Program Transportation office?
- a. Yes
 - b. No

If yes, how well are you able to communicate with the staff?

- a. Very well
- b. Somewhat well
- c. Not very well

7. How do you get information about Licking Valley Transportation services? (Circle all that you use?)
- a. Ask bus drivers
 - b. Read maps & schedules
 - c. Go to the Transit website
 - d. Call the Transit Office
 - e. Ask other people
 - f. Other _____

8. Other than riding the van, do you have access to and drive a vehicle sometimes?
- a. Yes
 - b. No

9. Do you have friends or family who speak little to no English, and do not use Licking Valley Community Action Program Transportation services?
- a. Yes
 - b. No

If yes, to best of your knowledge, what is the reason they do not use the bus system?

- a. They prefer driving their own vehicle.
- b. They do not understand the system due to language limitations.
- c. The van schedules/destinations do not fit their needs.
- d. Other _____

Comments or questions: _____

Please return your survey to the Transportation Driver. Thank you!



Encuesta de pasajeros del plan de asistencia lingüística

Para que el Programa de Acción Comunitaria de Licking Valley Transportación satisfaga las necesidades de las personas con dominio limitado del inglés (LEP), estamos realizando una encuesta simple.

¡Agradecemos su aporte, gracias!

¿Qué tan bien lees inglés?

Muy bien

Algo bien

No muy bien

¿Qué tan bien hablas inglés?

Fluidamente (Muy bien)

Okay (Algo bien)

Apenas (No muy bien)

¿Hablas un idioma diferente al inglés en casa?

No

Sí, hablo _____

¿Para qué destinos utilizas más a menudo el sistema de tránsito? (Encierre en un círculo todo lo que corresponda)

Trabajo

Escuela

Compras

Servicio Social

Médico

Recreación

Otro _____

¿Con qué frecuencia utiliza los servicios de transporte del Programa de Acción Comunitaria de Licking Valley cada mes?

1-5 veces

6-10 veces

Más de 10 veces

¿Alguna vez ha llamado a la oficina de transporte del Programa de Acción Comunitaria de Licking Valley?

Sí

No

En caso afirmativo, ¿qué tan bien puede comunicarse con el personal?

Muy bien

Algo bien

No muy bien

¿Cómo se obtiene información sobre los servicios de transporte de Licking Valley? (¿Encierra en un círculo todo lo que usas?)

Pregunte a los conductores de autobuses

Leer mapas y horarios

Ir al sitio web de Transit

Llame a la Oficina de Tránsito

Preguntar a otras personas

Otro _____

Además de viajar en la camioneta, ¿tiene acceso y conduce un vehículo a veces?

Sí

No

¿Tiene amigos o familiares que hablan poco o nada de inglés y no usan los servicios de transporte del Programa de Acción Comunitaria de Licking Valley?

Sí

No

En caso afirmativo, a su leal saber y entender, ¿cuál es la razón por la que no utilizan el sistema de autobuses?

Prefieren conducir su propio vehículo.

No entienden el sistema debido a limitaciones lingüísticas.

Los horarios/destinos de las furgonetas no se ajustan a sus necesidades.

Otro _____

Comentarios o preguntas: _____

Por favor, devuelva su encuesta al conductor de transporte. ¡Gracias!



Language Assistance Plan

Staff Survey

For Licking Valley Community Action Program Transportation to meet the needs of the public with Limited English Proficiency (LEP) as well as the drivers and office staff who may have to occasionally assist LEP passengers, we are conducting a simple survey which may aide in the development of our Language Assistance Plan. Please take a moment to complete the survey below and return to your supervisor.

We appreciate your input, thank you!

1. Can you communicate in a language other than English?

d. Yes

e. No

If yes, what other language can you communicate in: _____

To what proficiency?

a. Fluently

b. Somewhat (can get by ok)

c. Barely (very limited)

2. How many times during your employment here have you interacted in any capacity with someone who did not speak English proficiently?

_____ times in _____ years/months

3. Briefly describe the most involved incident (include their language if you recognized it):

4. Did you feel you were able to assist the person?

h. Yes

i. No

Why/Why not? _____

5. Can you think of any resources/tools that could help staff be better equipped to assist LEP persons?

6. Can you speculate as to why more persons with limited English do not use Licking Valley Community Action Program, Inc. transportation services?

7. Can you think of a way we can pro-actively encourage more LEP ridership?

Your input and experiences are valuable, thank you for taking the time to help make Licking Valley Community Action Program Transportation Program the best transit system we can.

Your name (print): _____



Plan de asistencia lingüística

Encuesta al personal

Para que el Transporte del Programa de Acción Comunitaria de Licking Valley satisfaga las necesidades del público con dominio limitado del inglés (LEP), así como de los conductores y el personal de oficina que pueden tener que ayudar ocasionalmente a los pasajeros de LEP, estamos llevando a cabo una encuesta simple que puede ayudar en el desarrollo de nuestro Plan de Asistencia Lingüística. Tómese un momento para completar la encuesta a continuación y regrese a su supervisor.

Agradecemos su aporte, gracias!

¿Puedes comunicarte en un idioma que no sea inglés?

Sí

No

En caso afirmativo, ¿en qué otro idioma puede comunicarse? _____

¿A qué competencia?

Con fluidez

Algo (puede arreglárselas bien)

Apenas (muy limitado)

¿Cuántas veces durante su empleo aquí ha interactuado en alguna capacidad con alguien que no hablaba inglés con fluidez?

_____ veces en _____ años/meses

Describe brevemente el incidente más involucrado (incluya su lenguaje si lo reconoció):

¿Sentiste que pudiste ayudar a la persona?

Sí

No

¿Por qué/por qué no? _____

¿Puede pensar en algún recurso / herramienta que pueda ayudar al personal a estar mejor equipado para ayudar a las personas LEP?

¿Puede especular sobre por qué más personas con inglés limitado no usan los servicios de transporte del Programa de Acción Comunitaria de Licking Valley, Inc.?

¿Puedes pensar en una forma en que podamos fomentar proactivamente más pasajeros LEP?

Sus aportes y experiencias son valiosos, gracias por tomarse el tiempo para ayudar a hacer del Programa de Transporte del Programa de Acción Comunitaria de Licking Valley el mejor sistema de tránsito que podemos.

Su nombre (impreso): _____



Language Assistance Plan Public Survey

For Licking Valley Community Action Program Transportation to meet the needs of persons with Limited English Proficiency (LEP) we are conducting a simple survey.

We appreciate your input, thank you!

1. Do you or have you ever used Licking Valley Community Action Program, Inc. transportation services?
 - a. Yes
 - b. No

If no, please tell us why? _____

If yes, which destination do you most often use the transit system for? (Circle all that apply.)

- a. Work
 - b. School
 - c. Shopping
 - d. Social Services
 - e. Medical
 - f. Recreation
 - g. Other _____
2. How often do you use the Licking Valley Community Action Program, Inc. transportation services each month?
 - a. 1-5 times
 - b. 6-10 times
 - c. More than 10 times
3. How well do you read English?
 - c. Very Well
 - d. Somewhat well
 - e. Not very well
4. How well do you speak English?
 - a. Fluently (Very well)
 - b. Okay (Somewhat well)
 - c. Not very well

5. What language do you speak at home? _____
6. Have you ever called the Licking Valley Community Action Program, Inc. transportation office?
- a. Yes
 - b. No
- If yes, how well were you able to communicate with the staff?
- a. Very well
 - b. Somewhat well
 - c. Not very well
7. How did you get information about the Licking Valley Community Action Program, Inc. transportation program? (Circle all that apply.)
- a. Ask transportation drivers
 - b. Call the transportation office
 - c. Ask other people
 - d. Go to the transportation website
 - e. Other _____
8. Other than riding the van, do you have access to and drive a vehicle sometimes?
- a. Yes
 - b. No
9. Do you have friends or family who speak little to no English, and do not use the Licking Valley Community Action Program, Inc. transportation services?
- a. Yes
 - b. No
- If yes, to the best of your knowledge, what is the reason they do not use Licking Valley Community Action Transportation, Inc. transportation services?
- a. They prefer driving their own vehicle.
 - b. They do not understand the system due to language limitations
 - c. The bus schedule/destinations do not fit their needs
 - d. Other _____

Comments or questions: _____

Please return your survey to the to a representative of Licking Valley Community Action Program, or you can email cwhisman@lvcap.com or mail to Licking Valley Community Action Program, Inc., 203 High Street, Flemingsburg, KY 41041. Thank you for your response!



Encuesta pública del Plan de Asistencia Lingüística

Para que el Programa de Acción Comunitaria de Licking Valley Transportación satisfaga las necesidades de las personas con dominio limitado del inglés (LEP), estamos realizando una encuesta simple.

Agradecemos su aporte, gracias!

¿Utiliza usted o alguna vez ha utilizado los servicios de transporte de Licking Valley Community Action Program, Inc.?

Sí

No

¿Si no, por favor díganos por qué? _____

En caso afirmativo, ¿para qué destino utiliza con más frecuencia el sistema de tránsito? (Encierre en un círculo todo lo que corresponda).

Trabajo

Escuela

Compras

Servicios sociales

Médico

Recreación

Otro _____

¿Con qué frecuencia utiliza los servicios de transporte de Licking Valley Community Action Program, Inc. cada mes?

1-5 veces

6-10 veces

Más de 10 veces

¿Qué tan bien lees inglés?

Muy bien

Algo bien

No muy bien

¿Qué tan bien hablas inglés?

Fluidamente (Muy bien)

Okay (Algo bien)

No muy bien

¿Qué idioma hablas en casa? _____

¿Alguna vez ha llamado a la oficina de transporte del Programa de Acción Comunitaria de Licking Valley, Inc.?

Sí

No

En caso afirmativo, ¿qué tan bien pudo comunicarse con el personal?

Muy bien

Algo bien

No muy bien

¿Cómo obtuvo información sobre el programa de transporte de Licking Valley Community Action Program, Inc.? (Encierre en un círculo todo lo que corresponda).

Pregunte a los conductores de transporte

Llame a la oficina de transporte

Preguntar a otras personas

Ir al sitio web de transporte

Otro _____

Además de viajar en la camioneta, ¿tiene acceso y conduce un vehículo a veces?

Sí

No

¿Tiene amigos o familiares que hablan poco o nada de inglés y no usan los servicios de transporte del Programa de Acción Comunitaria de Licking Valley, Inc.?

Sí

No

En caso afirmativo, a su leal saber y entender, ¿cuál es la razón por la que no utilizan los servicios de transporte de Licking Valley Community Action Transportation, Inc.?

Prefieren conducir su propio vehículo.

No entienden el sistema debido a limitaciones lingüísticas

Los horarios / destinos de los autobuses no se ajustan a sus necesidades

Otro _____

Comentarios o preguntas: _____

Devuelva su encuesta a un representante del Programa de Acción Comunitaria de Licking Valley, o puede enviar un correo electrónico a cwhisman@lvcap.com o correo postal a Licking Valley Community Action Program, Inc., 203 High Street, Flemingsburg, KY 41041. ¡Gracias por su respuesta!

LICKING VALLEY COMMUNITY ACTION PROGRAM

1. Seatbelts
Required!



1. Se Requieren
El Cinturon
Seguridad

2. No Smoking!

2. No Fumar

3. No Food or
Drinks



3. No Comer o
Beber

Notice:
Language
assistance
available at
no cost



Noticia:
Le asistemos
con su lenguaje
sin cobrar nada

LVCAP Transportation Broker: 1-800-327-5196

Transportation is available for doctor appointments, dialysis, x-rays, lab work, or other medical appointments. To schedule a ride call at least 3 days before your appointment. Call Monday - Friday 8:00am to 6:00pm. To cancel a ride call at least 24 hours in advance.

OTD Complaint Number: 1-888-841-7433

WHAT IS OUT-OF-AREA NON-EMERGENCY MEDICAL TRANSPORTATION?

This is a service that provides medical transportation out of your immediate area for medical services not available at the local level.

CRITERIA FOR OUT-OF-AREA TRANSPORTATIONS:

- Please call to verify availability before scheduling your appointment.
- We must have notice of your transportation needs 72 hours prior to the appointment.
- Appointment must be scheduled with us on the appropriate date and time.



MEDICAL TRANSPORTATION

Appointment is within the same county
Where you reside
\$6.00

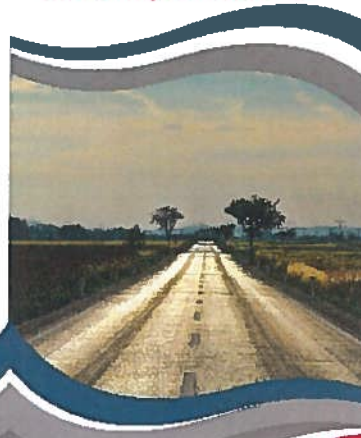
Appointment is in a bordering county
from where you reside:
\$10.00

Appointment is out-of-area
(i.e., Lexington, Cincinnati, Ashland):
\$50.00

SERVING THE RESIDENTS OF: BRACKEN, FLEMING, LEWIS, MASON & ROBERTSON COUNTIES



Licking Valley Community Action Transportation



Contact

(606) 845-0081

(800) 372-5196

(800) 803-1310

www.lvcap.com

(800) 327-5196

www.lvcap.com

Transportation Non-Emergency

Medical, Shopping, Business, Appointments

Traveling

- Lexington
- Morehead
- Cynthia
- Ashland
- Maysville
- Carlisle
- Northern Kentucky
- Portsmouth
- Cincinnati

Traveling From:

- Flemingsburg
- Maysville
- Vanceburg
- Brooksville
- Mt. Olivet

To Schedule an Appointment for Transportation

Please Call us with the Following Information

- Please remember to tell us who you are and/or who you are calling for.
- Your current physical address. (if you are a new client or have relocated since your latest transit request, please be prepared with directions and a description of your home).
- Your social security number
- Your date of birth.
- A current phone number
- Physician and/or Clinic Name with address & phone number
- Your appointment date and time.
- How long you will be at your appointment, if known.
- All information will be repeated back to you for verification.



Cancellation Policy

To cancel any scheduled transportation request, please contact our office 24 hours prior to your appointment. In case of emergency, please contact us as soon as possible to cancel your request.

To Schedule Transportation or for more information:

Licking Valley CAP Transportation

203 High Street
Flemingsburg, KY
41041

(606) 845-0081

Or

1-800-327-5196

TTY Communications: Licking Valley CAP Inc.
Hearing or speech impaired, please call 1-800-648-6056 or voice users call 1-800-648-6057



¿Qué es el transporte médico fuera del área que no es de emergencia?

Este es un servicio que proporciona transporte médico fuera de su área inmediata para servicios médicos que no están disponibles a nivel local.

Requisitos para el transporte fuera del área

- Llame para verificar la disponibilidad antes de programar su cita
- Debemos tener aviso de sus necesidades de transporte 72 horas antes de la cita.
- La cita debe programarse con nosotros en la fecha y hora apropiadas.



Transporte Medico

Cuando la cita es dentro del mismo condado
Donde vives:
\$ 6.00

Cuando la cita es en un condado fuera desde donde vive:
\$ 10.00

Cuando la cita es fuera del área (es decir, Lexington, Cincinnati, Ashland):
\$ 50.00

Sirviendo a los residentes de:

**BRACKEN, FLEMING,
LEWIS, MASON &
ROBERTSON COUNTIES**



Contacto

(606) 845-0081
(800) 372-5196
(800) 803-1310
www.lvcap.com

(800) 327-5196

www.lvcap.com

Transporte Para no-emergencia

Médico, Compras, Negocios, y Citas

Viajando a:

- Lexington
- Morehead
- Cynthia
- Ashland
- Maysville
- Carlisle
- Northern Kentucky
- Portsmouth
- Cincinnati

Viajando desde:

- Flemingsburg
- Maysville
- Vanceburg
- Brooksville
- Mt. Olivet

Hacer una cita para el transporte

Por favor llámenos con la siguiente información:

- Recuerde decirnos quién es usted y / o a quién está llamando.
- Su dirección física actual. (si es un cliente nuevo o se ha reubicado desde su última solicitud de tránsito, esté preparado con instrucciones y una descripción de su hogar).
- Su número de seguro social
- Tu fecha de nacimiento.
- Un número de teléfono actual
- Nombre del médico y / o clínica con dirección y número de teléfono
- La fecha y hora de su cita.
- Cuánto tiempo estará en su cita, si lo sabe.
- Toda la información le será repetida para su verificación.



Política de Cancelación

Para cancelar cualquier solicitud de transporte programado, comuníquese con nuestra oficina 24 horas antes de su cita. En caso de emergencia, contáctenos lo antes posible para cancelar su solicitud.

Para transporte o para obtener más información:

Licking Valley CAP Transportation

203 High Street
Flemingsburg, KY
41041

(606) 845-0081

O

1-800-327-5196

Comunicaciones TTY: Licking Valley CAP Inc.

Deficientes auditivos o del habla, llame al 1-800-648-6056 o los usuarios de voz llamen al 1-800-648-6057

