



INCA Community Services, Inc.

Dbas: JAMM Transit

Title VI Program

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A. Introduction

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

INCA Community Services, Inc. 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. INCA Community Services, Inc. further ensures that every effort will be made to ensure non-discrimination in all programs and activities, whether those programs and activities are federally funded or not.

INCA Community Services, Inc. meets the objectives of the FTA Master Agreement, which governs all entities applying for FTA funding, including JAMM Transit and its third-party contractors, by promoting actions that:

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

B. Agency Information

1. Mission of JAMM Transit

JAMM Transit is a rural public transportation system dedicated to providing excellence in transportation through mobility that promotes self-sufficiency, independence, and improves the quality of life while stimulating economic development with the provision of safe, reliable, affordable, and accessible transportation services to the public.

2. History (including year started)

JAMM Transit is a sub-division of INCA Community Services. JAMM Transit was formed in 1999 with the first Section 5311 Rural Transportation Grant through the Oklahoma Department of Transportation.

INCA Community Service, INC. is a Community Action Program formed initially in 1969 and restructured in 1971 to include Atoka, Marshall, Murray and Johnston Counties. INCA is incorporated under the laws of the State of Oklahoma as a non-profit organization.

3. Regional Profile (regional population; growth projection)

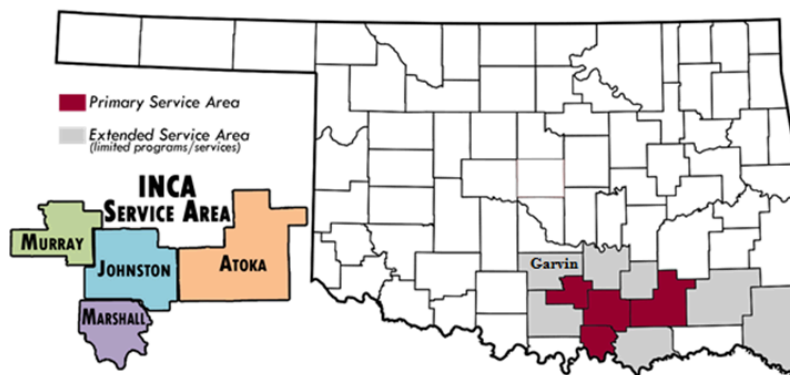
JAMM Transit operates in Johnston, Atoka, Marshall, and Murray Counties in southeast Oklahoma. The 2023 population for all four counties is 53,382, and the projected growth for 2040 is 59,201, representing a 10.9% increase.

4. Population served (in relation to regional population)

Within the counties served, the population is estimated at 54,941 people, comprising 13,172 individuals over the age of 65 and 9,243 persons with disabilities. Of the total population, there is an estimated 26% of families living in poverty.

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

JAMM Transit operates non-emergency medical transports throughout each of the counties. There are town route services available in the major cities of each county to provide transportation access to those in need within the city limits.



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

Board Member	County	Office Held	Sector	Term End
Tara Huddleston	Atoka	Chairperson	Private	02/2028
Chris Duroy	Marshall	Vice-Chairperson	Public	05/2026
Jesse Dunlap	Atoka		Public	02/2026
Greg Davidson	Atoka		Low Income	06/2026
Roy Wayne Blevins	Johnston		Public	09/2025
Oma Dell Burns	Johnston		Private	07/2028
LaToya Davis	Johnson		Low Income	09/2026
Jena Newman	Marshall		Private	10/2027
Jackie Matthews	Marshall		Low Income	07/2026
Cliff Agee	Murray		Public	06/2028
Rolanda Rogers	Murray		Private	06/2027
Amy Lovett	Murray		Low Income	02/2028

C. Notice to the Public

NOTIFYING the PUBLIC of RIGHTS UNDER TITLE VI

JAMM Transit INCA Community Services, Inc.

- JAMM Transit operates its programs without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with JAMM Transit.
- For more information on JAMM Transit's civil rights program, and procedures to file a complaint, contact 844-462-2457, TTY 711; hr.inca@incacaa.org; or visit our administrative office at 202 S. Capitol, Tishomingo, OK 73460 or visit our website at www.incacaa.org.
- A complainant may file a complaint directly with the Oklahoma Department of Transportation by filing a complaint with the Contract Compliance Division, Attention: Contract Compliance Division Manager, 200 NE 21st Street, Oklahoma City, OK 73105-3204.
- If information is needed in another language contact: 844-462-2457

NOTICES TO THE PUBLIC: The notice is located in each of the transit agencies' vehicles and in the main offices of each building facility where transit vehicles reside.

LOCATIONS:

- Johnston County - 202 S Capital, Tishomingo, OK 73460
- Atoka County - 371 W 10th Street, Atoka, OK 74525
- Marshall County - 18941 8th Street, Oakland, OK 73446
- Murray County - 1216 W 9th Street, Sulphur, OK 73086

D. Procedure for Filing a Title VI Complaint

Filing a Title VI Complaint

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

RIGHT TO FILE A COMPLAINT: Any person who believes they have been discriminated against based on race, color, or national origin by JAMM Transit may file a Title VI complaint by completing and submitting the agency's JAMM Transit 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 JAMM Transit's Title VI Complaint Form at www.incacaa.org or request a copy by writing to JAMM Transit, PO Box 807, Atoka, OK 74525. Information on how to file a Title VI complaint may also be obtained by calling JAMM Transit at 580-889-5193.

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 JAMM Transit, PO Box 807, Atoka, OK 74525.

COMPLAINT ACCEPTANCE: JAMM Transit will process complaints that are complete and accurate.

Once a completed Title VI Complaint Form is received, JAMM Transit will review it to determine whether JAMM Transit has jurisdiction. The complainant will receive an acknowledgement letter informing them whether JAMM Transit will investigate their complaint.

INVESTIGATIONS: JAMM Transit will generally complete an investigation within 90 days of receiving a completed complaint form. If more information is needed to resolve the case, the JAMM Transit may contact the complainant. Unless JAMM Transit specifies a more extended period, the complainant will have ten (10) days from the date of the letter to send the requested information to the JAMM Transit investigator assigned to the case.

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

LETTERS OF CLOSURE OR FINDING: After the investigator reviews the complaint, the investigator 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 no Title VI violation, and the case will be closed.

- A Letter of Finding (LOF) summarizes the allegations and explains the corrective action taken.

If the complainant disagrees with JAMM Transit's determination, they may request reconsideration by submitting a written request to the Title VI investigator within seven (7) days after the date of the letter of closure or letter of finding, stating the specific basis for the reconsideration. JAMM Transit 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, JAMM Transit will issue a determination letter to the complainant upon completion of the reconsideration review.

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

If information is needed in another language, please contact JAMM Transit at 371 W 10th Street, Atoka, OK 74525, or call 580-889-5193.

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 JAMM Transit’s complaint log. Active investigations will be monitored to ensure timely responses from 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 the complaint	Actions taken	Closure Letter (CL)	Letter of Finding (LOF)	Date of CL or LOF

Documenting Evidence of Agency Staff Title VI Training

JAMM Transit’s staff is given Title VI training, and the agency can answer affirmatively to all the following questions:

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

F. Public Participation Plan

Goal

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

Objectives

- To understand the service area demographics and identify any non-English languages and cultural barriers that may hinder 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, information, and input from populations that 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 direction for the agency. The Board defines the agency’s mission, establishes goals, and approves the budget to accomplish the goals.
- Advisory Bodies – non-elected advisory bodies review current and proposed activities of the agency, and are encouraged to be active in the agency’s public participation process. Advisory bodies offer valuable insights and feedback to the agency.
- Agency Transit riders and clients.
- Minority and low-income populations, including limited English proficient persons.
- Local jurisdictions and other government stakeholders.
- Private businesses and organizations.
- Employers.
- Partner agencies.

Elements of the Public Participation Plan

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

Elements of the Public Engagement Plan include:

1. Public Notice
 - a. Each year, JAMM Transit will hold public forums to allow the public an opportunity to participate in the development and review of the JAMM Transit program.
2. Public Engagement Process/Outreach Efforts:

- a. Public meetings
 - b. Public hearings
 - c. Surveys
 - d. Services for the Disabled
3. Public meetings and hearings will be accessible to the public via public transportation and comply with the Americans with Disabilities Act, or will be made virtually accessible to allow all community members to access the events easily.
 4. Public Comment
 - a. Formal public comment periods are used to solicit feedback on significant public involvement efforts related to an agency's service or system changes.
 - b. Comments are accepted through various means:
 - i. Dedicated email address.
 - ii. Website.
 - iii. Regular mail.
 - iv. Forms using survey tools for compilation.
 - v. Videotaping.
 - vi. Telephone
 - vii. In person
 5. Response to Public Input
 6. All public comments are provided to the Board of Directors before decision-making. A publicly available summary report is compiled, including all individual comments.

Title VI Outreach Best Practices

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

- A. Title VI non-discrimination notice on the agency's JAMM Transit webpage and in all public transit vehicles.
- B. JAMM Transit communication materials in languages other than English.
- C. Services for Limited English Proficient persons. Upon advance notice, translators may be provided. See LEP Policy.

G. Language Assistance Plan

JAMM Transit Limited English Proficiency Plan

The Limited English Proficiency Plan has been prepared to address JAMM Transit's responsibility as a recipient of federal financial assistance as it relates to the needs of individuals with limited English proficiency. The policy has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d, et seq., and its implementing regulations, which prohibit discrimination based on race, color, or national origin.

Title VI of the 1964 Civil Rights Act is one of two federal mandates that guarantee the provision

of meaningful access to federally-funded services for LEP individuals:

- Title VI of the 1964 Civil Rights Act provides that 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 otherwise subjected to discrimination under any program or activity that receives federal financial assistance. This includes meaningful access to LEP customers.
- President's Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (August 11, 2000): instructs federal agencies to improve access to services by mandating that any federally conducted or assisted programs of activities (i.e., recipients of federal funding) must provide meaningful access to LEP customers.

Plan Summary

INCA Community Services, Inc., and DMA JAMM Transit have developed this Limited Proficiency Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to access services provided. As defined in Executive Order 13155, LEP individuals are those who do not speak English as their primary language and have a limited ability to read, talk, write, or understand English. This plan outlines how to identify a person who may need language assistance, how assistance may be provided, staff who may need language assistance, how assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

To prepare the plan, INCA Community Services, INC., DMA JAMM Transit used the four-factor LEP analysis, which considers the following factors:

- The proportion of LEP persons in the service that JAMM Transit may serve.
- The frequency with which LEP persons come in contact with JAMM Transit Services.
- The nature and importance of services provided by JAMM Transit to the LEP population.
- The interpretation services available to JAMM Transit and the overall cost to provide LEP Assistance. A summary of the results of the four-factor analysis is presented in the following section.

Meaningful Access: Four-Factor Analysis

- **The number or proportion of LEP persons in the service area who may be served or are likely to require JAMM Transit Services.**

JAMM Transit provides services in 4 Oklahoma counties. JAMM reviewed the 2021 American Community Survey from the U.S. Census Bureau and compiled the following statistics to identify the number or percentage of LEP persons eligible to be served or encountered by JAMM Transit:

- It was determined that out of the total service area, with a population of 50,533, 3,736 persons (7.4%) speak a language other than English, and 1387 persons (2.7%) spoke English less than "very well".
- Of those who spoke another language other than English, 3086 (82.6%) spoke Spanish, and 650 (17.4%) spoke languages of Asian and Pacific Islanders.
- The majority of the people who spoke a language other than English were concentrated in the Madill and Oakland City Limits in Marshall County, with a population of 3,608. Of the 1306 (36%) who spoke languages other than Spanish, 99% were Spanish-speaking. JAMM services are being promoted to the Spanish-speaking population in this area, and we anticipate the number to

increase steadily.

- As indicated below, the remaining counties (Johnston, Atoka, and Murray counties) within the JAMM service area had 1,391 persons (2.75%) who spoke a language other than English. Of those 500 persons (1.38%) spoke English less than “very well”.
 - **Atoka County** - 13,301 population
 - Speak a language other than English
 - Total: 507 (3.8%)
 - Speak English less than very well
 - Total: 124 (.9%)
 - Speaks Spanish
 - Total: 308 (2.3%)
 - Speaks Other than English
 - Total: 199 (1.4%)
 - **Johnston County** - 9,829 population
 - Speak a language other than English
 - Total: 283 (2.8%)
 - Speak English less than very well
 - Total: 124 (1.2%)
 - Speaks Spanish
 - Total: 223 (2.2%)
 - Speaks Other than English
 - Total 60 (.6%)
 - **Murray County** - 12,971 population
 - Speak a language other than English
 - Total: 601 (4.6%)
 - Speak English less than very well
 - Total: 252 (1.9%)
 - Speaks Spanish
 - Total: 381 (2.8%)
 - Speaks Other than English
 - Total: 220 (1.6%)
 - **Marshall County** - 14,432 population
 - Speak a language other than English
 - Total: 2,345 (16.2%)
 - Speak English less than very well
 - Total: 887 (6.1%)
 - Speaks Spanish
 - Total: 2,174 (15%)
 - Speaks Other than English
 - Total: 171 (1.2%)
 - **City of Madill** - 3,608 population
 - Speak a language other than English
 - Total: 1306 (36%)
 - Speak English less than very well
 - Total: 625 (17.3%)
 - Speaks Spanish
 - Total 1298 (35.9%)
 - Speaks Other than English
 - Total: 8 (.2%)
- **The frequency with which LEP persons come in contact with JAMM Transit**

services.

Staff reviewed the frequency with which the office staff and drivers have, or could have, contact with LEP persons. This includes documenting phone inquiries and office visits, as well as discussions during safety meetings with the route supervisor and drivers. To date, JAMM Transit has received minimal requests for interpreters, and those have been in the Madill area, where we have an interpreter on site who can assist. All signage is available in both English and Spanish on vehicles, and transit literature is also available in Spanish. Throughout the majority of the service area, office staff and drivers have had minimal contact with LEP persons. Oftentimes, they have had family members or friends to assist with translations.

- **The nature and importance of services provided by JAMM Transit to the LEP population.**

In the majority of JAMM Transit service areas, there is no large geographic concentration of any type of LEP individuals. In these areas, the overwhelming majority of the population speaks English as their primary language. As a result, there are few social service, professional, and leadership organizations within these JAMM service areas that focus on outreach to LEP individuals that the agency is aware of.

In Madill and Oakland, located in Marshall County, there is a higher concentration of Spanish-speaking individuals. To ensure that higher LEP communities can fully benefit from our transit program, JAMM Transit has committed to partnering with community-based organizations and other INCA programs that can share information about transit assistance and support with these community residents.

- **The resources available to JAMM Transit and the overall cost to provide LEP assistance.**

JAMM Transit has assessed its available resources that could be used to provide LEP assistance and identified which of its documents and website information would be the most valuable to translate or update if the need arises. JAMM Transit webpage is also available in 53 different languages.

The resources available to JAMM Transit to ensure that LEP groups can access or utilize transit services include local community partnerships, multilingual staff, translation services as needed, and outreach through local community media and outreach organizations. JAMM Transit maintains a list of local citizens who are willing to provide voluntary translations in several languages spoken in the area, should they be needed within a reasonable time frame.

LEP Procedures

Identifying LEP Persons and Their Language

- JAMM will promptly identify the language and communication needs of the LEP person. If necessary, staff will use a language identification card (also known as “I speak cards”) or posters to determine the language.
- Records will be kept of past interactions with customers or family members about the language used to communicate with the LEP person.

Obtaining an Interpreter

The Title VI Coordinator will be responsible for:

- Advising staff members on Language Translation apps that can be used to translate quickly and efficiently.
- Maintaining a list showing the name, language, phone number, and hours of availability of all bilingual staff persons.
- Contact the appropriate bilingual staff member to interpret, if an interpreter is needed, if an employee who speaks the required language is available.
- Obtaining an outside interpreter if a bilingual staff or staff interpreter is not available or does not speak the needed language.
- The LEP may request to use a family member or friend as an interpreter; however, it is not required that any person bring their own interpreter to receive services.

Provide Written Translations

- Documents will be translated into frequently encountered languages as needed.
- The website is available in 53 languages.

Providing Notice to LEP Persons

INCA will inform LEP persons of the availability of language assistance, free of charge, by providing written notice in languages LEP persons will understand. At a minimum, notices and signs will be posted and provided in the foyers of county offices and on the website. Notification will also be provided through one or more of the following: outreach documents, advertisements, and/or community-based events.

Monitoring Language Needs and Implementation

On an ongoing basis, INCA will assess changes in demographics, types of services, or other needs that may require reevaluation of this policy and its procedures. In addition, INCA will regularly evaluate the efficacy of these procedures, including, but not limited to, mechanisms for securing interpreter services, equipment used for delivering language assistance, complaints filed by LEP individuals, feedback from customers, and input from community organizations.

Documentation Required

Intake Form - An intake form will be completed for each person requiring language assistance to ensure the correct assistance is identified.

H. Subrecipient Assistance

JAMM Transit does not have any subrecipients.

I. Subrecipient Monitoring

JAMM Transit does not have any subrecipients.

J. Equity Analysis of Facilities

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

ATTACHMENTS

Attachment 1 – Agency Information

INCA Community Services, Inc. is a private non-profit corporation. The agency was established in 1966 and serves Johnston, Atoka, Marshall, and Murray Counties. The agency is the grantee for numerous federal and state programs. It operates and lends administrative support to a multi-program operation. Program services available are: Neighborhood Centers, Outreach and Referral Services, Community Food and Nutrition, Clothing Banks, Head Start Program, Weatherization, Housing, Revitalization, Retired Senior Volunteer Program, Homeless Assistance, Emergency Prescription Drug Program, Emergency Food and Shelter Program, Career Opportunities Workshop, and Transportation. The primary purpose of INCA Community Services is to focus all available resources on the goal of enabling low-income families and individuals of all ages and races in rural areas to attain the skills, knowledge, motivation, and security necessary to become self-sufficient.

INCA Community Services has been operating transportation services since 1972, and through those services, we have gained experience in many areas. Currently, JAMM Transit maintains a fleet of vehicles throughout the four-county service area and has established routes and services in each of them.

JAMM Transit's governing body is a Board of Directors consisting of 12 voting members, with three representatives each from the four county service areas: low-income, private, and public sectors.

Attachment 2 – Title VI Complaint Form

INCA COMMUNITY SERVICES, INC.



Title VI Discrimination Complaint Form Title VI - Program Recipients, Vendors, or Public

JAMM Transit is committed to ensuring that no person is excluded from participation in or denied the benefits of its services **based on race, color, or national origin**, as provided by Title VI of the Civil Rights Act of 1964, as amended. The Title VI complaints must be filed within 180 calendar days from the date of the alleged discrimination. Completed forms must be submitted to JAMM Transit. If you require any assistance in filling out this form, please contact the EEO Officer at 580-889-5193.

Complainant's Information		Filing Date:	
Full Name:			
Address:		City, State, Zip:	
Home Phone:		Work Phone:	
Email Address:			

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

<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin
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Indicate the person(s) who you believe discriminated against you:

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

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

Name:	
Address:	
Work Phone:	

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

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What remedy are you requesting? Please be specific:

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

	<input type="checkbox"/> Yes		<input type="checkbox"/> No
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If so, please provide the following information:

Agency:	
Address:	
Name of Investigator (if known):	
Phone Number:	
Email Address:	
Date Filed:	
Status of Case:	

I confirm that the above information is accurate to the best of my knowledge, information, and belief:

Print or type the name of the complainant:

Signed:		Date:	
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JAMM Transit ensures that no person or groups of persons shall, on the grounds of race, color, sex, religion, national origin, age, disability, retaliation or genetic information, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any programs, services, or activities administered by ODOT, its recipients, sub-recipients, and contractors.

Attachment 3 – Membership of Committees and Boards

Group	Caucasian	African American	Native American, Hispanic or Other	Total
Board of Directors	8	1	3	12
Human Rights Committee	4	1	1	6
Transit Advisory Committee	8	1	1	10

Group	Male	Female	Total
Board of Directors	7	5	12
Human Rights Committee	3	3	6
Transit Advisory Committee	1	9	10

Attachment 4 – Board Minutes