

Big Five Community Services, Inc.
Dbas: Southern Oklahoma Rural Transportation System

Title VI Program

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Table of Contents

A. Introduction	1
B. Agency Information	2
C. Notice to the Public.....	4
D. Procedure for Filing a Title VI Complaint	5
E. Monitoring Title VI Complaints, Investigations, Lawsuits <i>and</i> Documenting Evidence of Agency Staff Title VI Training	5
F. Public Participation Plan	7
G. Language Assistance Plan	8
H. Advisory Bodies.....	10
I. Subrecipient Assistance	15
J. Subrecipient Monitoring	16
K. Equity Analysis of Facilities	17
ATTACHMENTS.....	18
Attachment 1 – Agency Information	1
Attachment 2 – Title VI Complaint Form	2

A. Introduction

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

Big Five 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. **Big Five Community Services, Inc.** 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.

Big Five Community Services, Inc. meets the objectives of the FTA Master Agreement which governs all entities applying for FTA funding, including **Southern Oklahoma Rural Transportation System** 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 TRANSIT AGENCY

“We exist to strengthen the educational, social, health, and economic well-being of individuals and families as they move toward independence and self-sufficiency through partnerships and collaborations.”

2. History (including year started)

The Southern Oklahoma Rural Transportation Services (SORTS) operated by Big Five Community Services, Inc. began in 1985. Areas served include Bryan, Carter, Coal and Love Counties. The primary goal of the program is to provide access to mobility for those with no way to travel. The program has linked people to medical services, shopping, recreation, employment, education, nutrition centers, handicapped workshops, and other human service agencies for needed services. Economic growth for our area is bolstered by bringing shoppers to businesses, creation of job opportunities, and quality of life are all made possible through transportation. The program is funded in part by a Section 5311 Grant from the Federal Transit Administration passed through the State of Oklahoma's Department of Transportation. The federal funds provide 80% of capital and administrative expenses, and 50% (less fare revenue) for the operational expenses. Cash match must be produced on the local level to qualify for the federal funding. Sources of local match come from city and county entities, United Way, special sales tax revenue in Love County, a Special State Revolving fund made possible through our legislators, and contracts with other social organizations.

3. Regional Profile (regional population; growth projection)

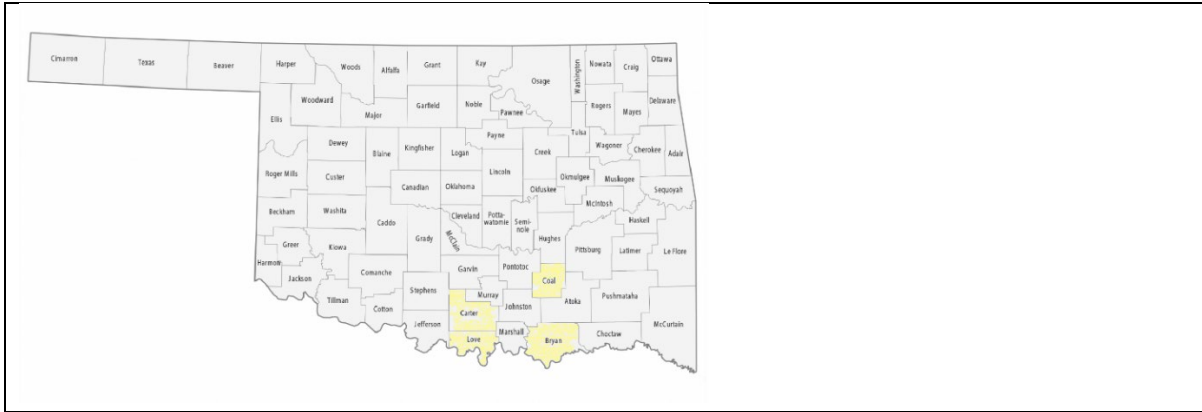
148,621; 9.3%

4. Population served (in relation to regional population)

43,335

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

Services are provided in Bryan, Carter, Coal, Love and Pontotoc Counties. (Pontotoc transportation services is limited to transportation to and from medical appointments for persons 60+ years of age under the SODA AAA program.)



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

Big Five Board Members and Board Memberships Governance Meeting 2025

	County	Name	Address	Phone	Sector	Member Since	Term Expires	CHDO	Bryan County Advisory - Chair Allen Leaird	Carter County Advisory - Chair Allen Leaird	Coal County Advisory - Chair Allen Leaird	Love County Advisory - Chair Allen Leaird	Pontotoc County Advisory - Chair Allen Leaird	Economic Dev Assoc
1	Bryan	Dobbs, Jarvis (jarvisdobbs@gmail.com)	773 Post Oak Crossing, Rd. Bennington, OK 74723	296-2586 (w) 916-1012 (cell)	Private	Nov. 2019	Nov. 2025	Member	Member					Member
2	Bryan	Parks, Gerald (gwparks20@yahoo.com)	401 W Smiser Rd Calera, OK 74730	285-3602 (cell)	Public	Aug. 2020	Aug. 2026	Member	Member					
3	Bryan	Robinson, Pamela- Secretary (user511415@yahoo.com)	454 Allen Lane Calera, OK 74730	920-2580 (h) 931-7147 (w) 768-0084 (cell)	Low Income	Dec. 2015	Dec. 2024	Member	Member					
4	Carter	McCullough, Pat (pmccullough@bankanb.com)	509 Oakland Court Ardmore, OK 73401	224-3725 (w) 916-5252 (cell)	Private	Feb. 2020	Feb. 2026	Member		Member				
5	Carter	McElroy, James (jom73401@yahoo.com)	13 Northwestern Ltd. Ardmore, OK 73401	224-2759 (h) 221-8778 (cell1) 221-8777 (cell2)	Low Income	Oct. 2024	Nov. 2025	Member		Member				Chairman
6	Carter	Williamson, Cary (tfrepig773@gmail.com)	1612 Olive St. Ardmore, OK 73401	405-640-5262 (w) 465-0619 (c)	Public	Oct. 2024	Oct. 2027	Member		Member				
7	Coal	Canida, Charles (cscanida@coalgate schools.org)	37639 Old State Hwy 3 Centrahoma, OK 74534	927-2351 (w) 927-5640 (cell)	Private	Feb. 2020	Feb. 2026	Member			Member			
8	Coal	Lemons, Bonnie bonnie.lemons@yahoo.com	17138 County Road 3760 Coalgate, OK 74538	258-0099 (cell)	Low Income	Oct. 2021	Oct. 2027	Member			Member			Sec/Treas
9	Coal	Ward, Johnny (coalcoommjward@ yahoo.com)	16312 St. Hwy 31 Coalgate, OK 74538	927-0316 (w) 927-0789 (cell)	Public	Sept. 2019	Sept. 2025	Member			Member			
10	Love	Jacobs, Ron - Vice Chair* (alronjac1@yahoo.com)	201 N. 6th Ave Marietta, Ok 73448	276-2614 (h)	Private	Apr. 2007	Apr. 2025	Member				Member		Vice Chair
11	Love	Tow, Betty Sue (towjs@icloud.com)	2729 US HWY 77 Marietta, OK 73448	276-2803 (cell)	Public	Mar. 2022	Mar. 2025	Member				Member		
12	Love	Willis, Tammy (dobbsbktax@att.net)	4821 Enville Rd. Marietta, OK 73448	276-9258 (w) 276-6110 (cell)	Low Income	Aug. 2023	Aug. 2026	Member				Member		
13	Pontotoc	Pat Fountain (patufhana@gmail.com)	100 Hunter Drvie Ada, OK 74820	230-5511 (cell)	Private	Oct. 2021	Oct. 2027	Member					Member	Member
14	Pontotoc	Gray, Deresa (deresagray@aol.com)	P.O. Box 1463 Ada, OK 74821	272-9300 (h) 421-4945 (cell) 272-9300 (w)	Public	Feb. 2010	Feb. 2025	Member					Member	
15	Pontotoc	Howard, Kenny-Chairman* (howardkb78@gmail.com)	17177 CR 3548, Ada, OK 74821	436-7907 (cell)	Low Income	Sept. 2018	Oct. 2027	Member					Member	

Revised 2025

C. Notice to the Public

NOTIFYING the PUBLIC of RIGHTS UNDER TITLE VI Southern Oklahoma Rural Transportation System

- The Southern Oklahoma Rural Transportation System operates its programs without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Southern Oklahoma Rural Transportation System.
- For more information on the Southern Oklahoma Rural Transportation System's civil rights program, and procedures to file a complaint, contact 580-924-5331, (TTY Number); email Beth Pearce at bpearce@bigfive.org or visit our administrative office at 1502 N. 1st Ave. Durant, OK 74701
- 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.
- A complainant may file a complaint directly with the Federal Transit Administration directing it to Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.
- If information is needed in another language contact: 580-924-5331
- Si necesita información en otro idioma, comuníquese al: 580-924-5331

***LIST OF LOCATIONS**

This notice is posted in our transit vehicles, on our agency website at www.bigfive.org and in our county offices in Bryan, Carter, Coal, Love and Pontotoc.

D. Procedure for Filing a Title VI Complaint

Filing a Title VI Complaint

The complaint procedures apply to the beneficiaries of **Southern Oklahoma Rural Transportation System** 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 **Southern Oklahoma Rural Transportation System** may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Title VI complaints must be received in writing within 180 days of the alleged discriminatory complaint.

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

You may download the **Southern Oklahoma Rural Transportation System** Title VI Complaint Form at www.bigfive.org or request a copy by writing to **1502 N. 1st Ave. Durant, OK 74701**. Information on how to file a Title VI complaint may also be obtained by calling **Beth Pearce** at **580-924-5331**.

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 person, if known, the agency should contact for clarity of the allegations.

Please submit your complaint form to **Beth Pearce, 1502 N. 1st Ave. Durant, OK 74701**

COMPLAINT ACCEPTANCE: Southern **Oklahoma Rural Transportation System** will process complaints that are complete.

Once a completed Title VI Complaint Form is received, **Southern Oklahoma Rural Transportation System** will review it to determine **Southern Oklahoma Rural Transportation System** has jurisdiction. The complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by **Southern Oklahoma Rural Transportation System**.

INVESTIGATIONS: **Southern Oklahoma Rural Transportation System** will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, **Beth Pearce** may contact the complainant. Unless a longer period is specified by **Beth Pearce**, the complainant will have ten (10) days from the date of the letter to send requested information to **Southern Oklahoma Rural Transportation System** investigator assigned to the case.

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

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

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

If the complainant disagrees with **Southern Oklahoma Rural Transportation System'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. **Southern Oklahoma Rural Transportation System** 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, **Southern Oklahoma Rural Transportation System** will issue a determination letter to the complainant upon completion of the reconsideration review.

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

If information is needed in another language, contact **Tanya Gleghorn** at **1502 N. 1st Durant, OK 74701**, or at **580-924-5331**.

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 **Southern Oklahoma Rural Transportation System'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

Southern Oklahoma Rural Transportation System's staff is given Title VI training, and agency can answer affirmatively to all the following questions:

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

F. Public Participation Plan

Goal

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

Objectives

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

Identification of Stakeholders

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

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

Elements of the Public Participation Plan

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

Elements of the Public Engagement Plan include:

1. Public Notice

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

2. Public Engagement Process/Outreach Efforts:

- a. Public meetings
- b. Rider surveys
- c. Public hearings
- d. Services for the Disabled (Notices of opportunities for public involvement include contact information for people needing these or other special accommodations.)

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

3. Public Comment

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

4. Response to Public Input

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

Title VI Outreach Best Practices

Southern Oklahoma Rural Transportation System ensures all outreach strategies, communications and public involvement efforts comply with Title VI. **Southern Oklahoma Rural Transportation System'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, **Southern Oklahoma Rural Transportation System** provides the following:

- a. Public notices published in non-English publications (if available).
- b. Title VI non-discrimination notice on agency's website.
- c. Agency communication materials in languages other than English (subject to Safe Harbor parameters).

- d. Services for Limited English Proficient persons. Upon advance notice, translators may be provided.

2025-2028 Title VI Program Public Participation Process

Southern Oklahoma Rural Transportation System will conduct a Public Participation Process for the 2025-2028 Title VI Program. This process includes Community Meetings to seek input, provide education, and highlight key components of the Title VI Plan. Materials have been created to explain Title VI policies as well as provide education on how they relate to minority populations.

Southern Oklahoma Rural Transportation System will provide briefings to the Board of Directors and Advisory Bodies.

Southern Oklahoma Rural Transportation System will conduct a 30-day public comment period to provide opportunities for feedback on the 2025-2028 Title VI Program.

Comments are accepted during the public outreach period via:

- a. Email
- b. Mail
- c. Phone
- d. In person
- e. Survey tool (**Southern Oklahoma Rural Transportation System option**)

Summary of 2021-2024 Public Outreach Efforts

Public Meetings, Agency Website

G. Language Assistance Plan

Southern Oklahoma Rural Transportation System Limited English Proficiency Plan

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

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

Service Area Description: Bryan, Carter, Coal, Love and limited services in Pontotoc County

Southern Oklahoma Rural Transportation System 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 **Southern Oklahoma Rural Transportation System**. 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, **Southern Oklahoma Rural Transportation System** 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 **Southern Oklahoma Rural Transportation System** service area are proficient in the English language. Based on 2010 Census data, 2.32% of the population five years of age and older speak English “less than very well” – a definition of limited English proficiency.

LEP Population in Southern Oklahoma Rural Transportation System Service Area							
Population 5 years and over by language spoken at home and ability to speak English	Service Area Sector Bryan	Service Area Sector Carter	Service Area Sector Coal	Service Area Sector Love	Service Area Sector Pontotoc	Service Area Total	Percentage of Population 5 Years and Older
<u>Population 5 Years and Over</u>	41128	45085	5461	9059	35333	136,066	
Speak English “less than very well”	1993	2880	248	1072	1640	7,773	

<u>Spanish</u>							
Speak English “less than very well”	511	672	10	368	315	1876	
<u>Other Indo-European</u>							
Speak English “less than very well”	0	0	0	0	0	0	
<u>Asian and Pacific Island</u>							
Speak English “less than very well”	107	241	27	7	49	431	
<u>All Other</u>							
Speak English “less than very well”	57	14	5	4	19	99	

2. Frequency of Contact by LEP Persons with **Southern Oklahoma Rural Transportation System’s Services:**

The **Southern Oklahoma Rural Transportation System’s** staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons. To date, **Southern Oklahoma Rural Transportation System** has, on average, one or two requests per year for an interpreter. **Southern Oklahoma Rural Transportation System** averages 3500 phone calls per month.

LEP Staff Survey Form

Southern Oklahoma Rural Transportation System is studying the language assistance needs of its riders so that we can better communicate with them if needed.

1. How often do you come into contact with passengers who do not speak English or have trouble understanding you when you speak English to them?

DAILY WEEKLY MONTHLY LESS THAN MONTHLY

2. What languages do these passengers speak?
3. What languages (other than English) do you understand or speak?
4. Would you be willing to serve as a translator when needed?

Frequency of Contact with LEP Persons	
Frequency	Language Spoken by LEP Persons
Daily	
Weekly	
Monthly	
Less frequently than monthly	

3. The importance of programs, activities or services provided by Southern Oklahoma Rural Transportation System to LEP persons:

Outreach activities, summarized in **Southern Oklahoma Rural Transportation System'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.

Outside Organization LEP Survey
Organization: _____ 1. What language assistance needs are encountered? 2. What languages are spoken by persons with language assistance needs? 3. What language assistance efforts are you undertaking to assist persons with language assistance needs? 4. When necessary, can we use these services?

4. The resources available to Southern Oklahoma Rural Transportation System 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.
3. Written translations of vital documents (identified via safe harbor provision)
4. One-on-one assistance through outreach efforts.
5. Website information.
6. To the extent feasible, assign bilingual staff for community events, public hearings and Board of Directors meetings and on the customer service phone lines.



As applicable: Based on our demographic analysis (Factor 1) **Southern Oklahoma Rural Transportation System** has determined that no language group(s) within its service area meets Safe Harbor criteria requiring written translated “vital documents” by language group(s).

Southern Oklahoma Rural Transportation System will provide assistance and direction to LEP persons who request assistance.

Staff LEP Training

The following training will be provided to **Southern Oklahoma Rural Transportation System** staff:

1. Information on **Southern Oklahoma Rural Transportation System** Title VI Procedures and LEP responsibilities.
2. Description of language assistance services offered to the public.
3. Use of Language Identification Flashcards.
4. Documentation of language assistance requests.

Monitoring and Updating the LEP Plan

The LEP Plan is a component of **Southern Oklahoma Rural Transportation System’s** Title VI Plan requirement.

Southern Oklahoma Rural Transportation System 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 **Southern Oklahoma Rural Transportation System** 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 **Southern Oklahoma Rural Transportation System’s** financial resources are sufficient to fund language assistance resources as needed.
6. Determine whether **Southern Oklahoma Rural Transportation System** has fully complied with the goals of this LEP Plan.
7. Determine whether complaints have been received concerning **Southern Oklahoma Rural Transportation System’s** failure to meet the needs of LEP individual.

H. Advisory Bodies

Table Depicting Membership of Committees, Councils, By Race

Stakeholders	Caucasian	Latino	African American	Asian American	American Indian	Total
Board of Directors	14	0	0	0	1	100%
Senior Advisory Committee	5	0	0	0	0	100%

Description of efforts made to encourage minority participation on committees:

- **Big Five Community Services, Inc. ensures all outreach strategies, communications and public involvement efforts comply with Title VI. Big Five Community Services, Inc. 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. 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, convenient times, and compliant with the Americans with Disabilities Act.**

I. Subrecipient Assistance

Southern Oklahoma Rural Transportation System does not have any subrecipients.

J. Subrecipient Monitoring

Southern Oklahoma Rural Transportation System does not have any subrecipients.

K. Equity Analysis of Facilities

Southern Oklahoma Rural Transportation System has not constructed any storage facilities, maintenance facilities, or operations centers in the last three years.

ATTACHMENTS:

Attachment 1 – Agency Information

The Southern Oklahoma Rural Transportation Services (SORTS) operated by Big Five Community Services, Inc. began in 1985. Areas served include Bryan, Carter, Coal and Love Counties. The primary goal of the program is to provide access to mobility for those with no way to travel. Over 75% of our riders are transit dependent, having no way to travel to obtain basic necessities. The program has linked people to medical services, shopping, recreation, employment, education, nutrition centers, handicapped workshops, and other human service agencies for needed services. Economic growth for our area is bolstered by bringing shoppers to businesses, creation of job opportunities, and quality of life are all made possible through transportation.

Southern Oklahoma Rural Transportation Services is open to the public to serve the 109,482 residents **[SOURCE U.S. Census Bureau]**, in all counties of service. SORTS provided about 42,000 trips over 2024 across the service area.



Big Five's governing body is a Board of Directors consisting of fifteen voting members as follows: three members in each county, Bryan, Carter, Coal, Love and Pontotoc. The make up of the board is one representative from low-income sector, one from private sector and one from the public sector per county.

TITLE VI COMPLAINT FORM –

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

Date of Filing:

Name:

Address:

City, State, Zip Code:

Work Phone:

Home Phone:

E-mail Address:

Big Five Community Services, Inc.

1502 N. 1st Ave

Durant, OK 74701

Phone: 580-924-5331

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

☐ Race

☐ Color

☐ National Origin

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

Name(s):

Work Location (if known):

Work Phone:

Date of alleged incident

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

Name:

Address:

Work Phone:

E-mail Address:

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

What remedy are you requesting? Please be specific:

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

☐ Yes

☐ No

If so, please provide the following information:

Agency:

Address:

Name of Investigator (if known):

Phone Number:

E-mail Address:

Date Filed:

Status of case:

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

Print or typed name of complainant:

Signature

Date

Completed forms must be submitted to the **Big Five Community Services, Inc..**

If you require any assistance in filling out this form please contact the **Big Five Community Services, Inc.** Title VI
Coordinator at
580-924-5331

The **Big Five Community Services, Inc.** ensures that no person or groups of persons shall, on the grounds of race, color, sex, religion, national origin, age, disability, retaliation or genetic information, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any and all programs, services, or activities administered by **Big Five Community Services, Inc..** To request an accommodation please contact the **Big Five Community Services, Inc.** ADA Coordinator at **580-924-5331**.