

2017

City of Woodlake - Dial-A-Ride Title VI Program

**Adopted:
Resolution No.**

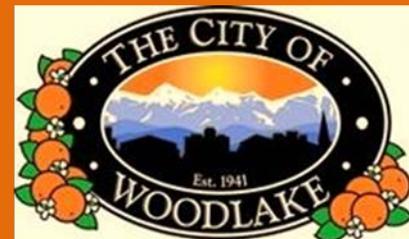


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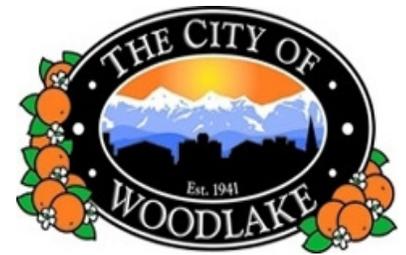
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CITY OF WOODLAKE

2017 CITY COUNCIL

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SECTION 1: CITY OF WOODLAKE TITLE VI POLICY STATEMENT

CITY OF WOODLAKE DIAL-A-RIDE TITLE VI PROGRAM

Reference: *FTA Circular 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration (FTA) Recipients (October 1, 2012).*

INTRODUCTION

The purpose of this Title VI Program is to establish guidelines to effectively monitor and ensure that the City of Woodlake transit services are in compliance with FTA Title VI requirements. This report is an update to the previous Title VI Report submitted on June 23, 2014.

Title VI states 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 subjected to discrimination under any program or activity receiving Federal financial assistance.” The FTA is required to ensure that federally-supported transit services and related benefits are provided consistent with Title VI. The Title VI Report requires an update every three years.

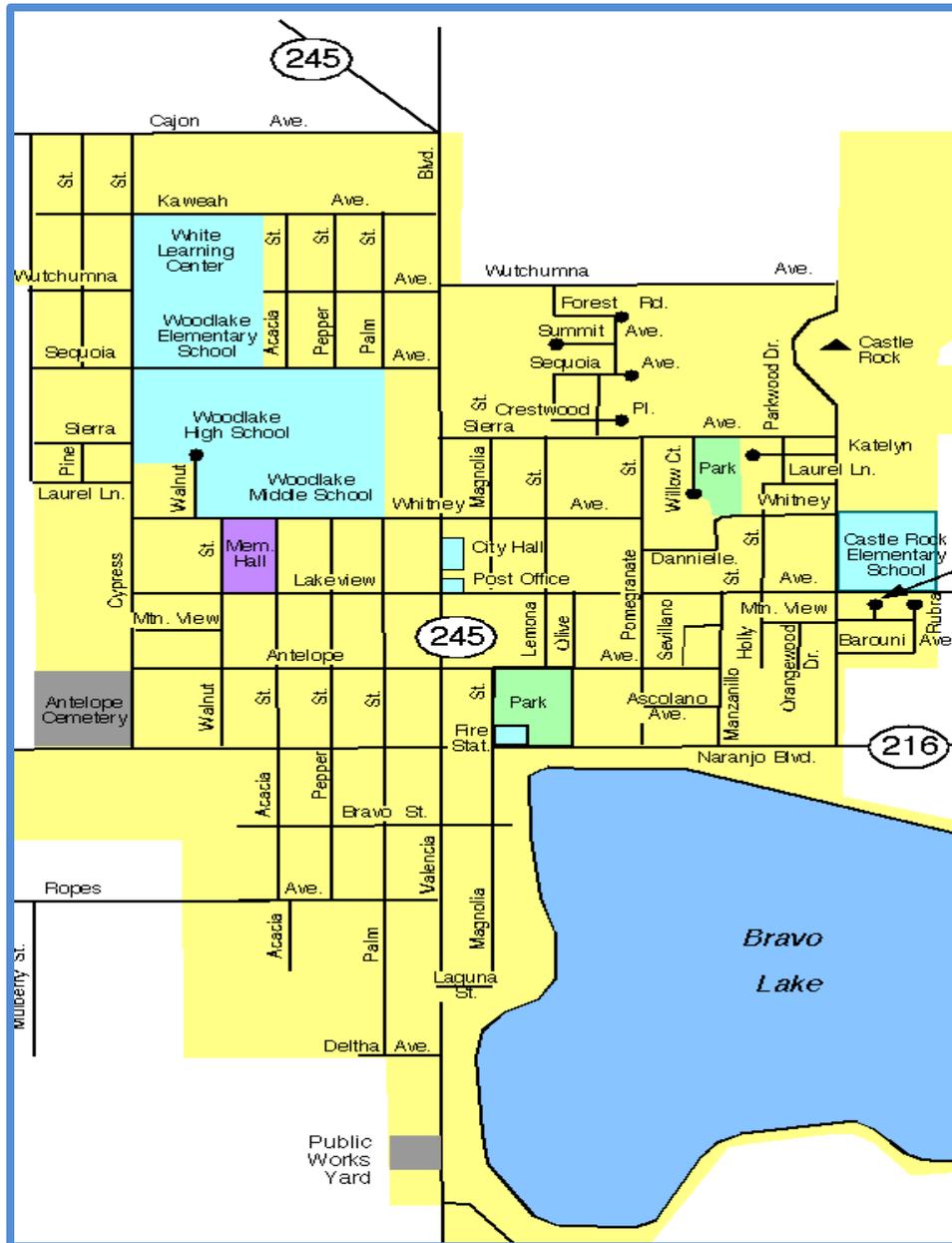
City of Woodlake will ensure that its programs, policies, and activities comply with Department of Transportation’s (DOT) Title VI Regulations (49 CFR Part 21) and with Limited English Proficient (LEP) Persons requirements (70 FR 74087, December 14, 2005). The City is committed to creating and maintaining a public transportation system that is free of all forms of discrimination. The City will take necessary preventive corrective and disciplinary actions to stem behavior that violates this policy or the rights and privileges it is designed to protect. FTA requires recipients to document compliance with DOT Title VI regulations by submitting a Title VI Program to their FTA regional civil rights officer once every three years.

Woodlake Dial-A-Ride Facilities

The City of Woodlake operates a Dial-A-Ride service and no facilities were constructed related to the Dial-A-Ride service since the 2014 Title VI Report.



CITY OF WOODLAKE SERVICE AREA MAP





The City’s objectives are to:

- Ensure that the level and quality of transportation service is provided without regard to race, color or national origin.
- Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations.
- Promote the full and fair participation of all affected populations in transportation decision making.
- Prevent the denial, reduction or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- Ensure meaningful access to programs and activities by persons with limited English proficiency (LEP).

TITLE VI REQUIREMENTS

1. **Requirement to Notify Beneficiaries of Protection under Title VI.** In order to comply with 49 CFR, Section 21.9(d), the City shall provide information to the public regarding the City’s obligations under FTA’s Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI.

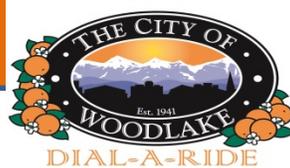
Title VI Notice to the Public

City of Woodlake informs members of the public of its Title VI protection rights by posting of a Title VI Notice to the Public and providing bilingual complaint procedures, as shown in Exhibits A, B and C. The Title VI Notice to the Public is posted at several locations, including the City’s Downtown Whitney Transit Center, at bus stops and bus shelters, on Dial-A-Ride buses, and on the City’s website, www.cityofwoodlake.com/transportation.





EXHIBIT A
NOTICE TO THE PUBLIC – ENGLISH



Notification of Rights Under Title VI

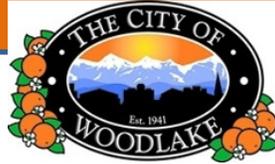
The City of Woodlake is committed to ensuring that no person shall be excluded from the equal distribution of Woodlake Dial-A-Ride services and amenities because of race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964.

- The City of Woodlake provides Dial-A-Ride services and programs without regard to race, color, and national origin in full compliance with Title VI.
- Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI while using Dial-A-Ride services may file a complaint with the City of Woodlake.
- Complaints may be filed with the City in writing and may be addressed to City Clerk, Title VI Compliance Coordinator, City of Woodlake, 350 N. Valencia Boulevard, Woodlake, CA 93286
- A copy of the Title VI complaint form (in English or Spanish) and additional information may be obtained from the City's web site at www.cityofwoodlake.com/transportation. The City will provide appropriate assistance to complainants who are limited in their ability to communicate in English.
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington DC 20590.



EXHIBIT B

NOTICE TO THE PUBLIC - SPANISH



Notificación de Derechos Bajo El Título VI

La Ciudad de Woodlake, se compromete a garantizar que ninguna personal será excluida de la distribución equitativa de los servicios y comodidades de Woodlake Dial-A-Ride por su raza, color, or origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles de 1964.

- La Ciudad de Woodlake proporciona servicios y programas de Dial-A-Ride sin tener en cuenta raza, color o origen nacional en total conformidad con el Título VI.
- Cualquier persona que crea que ha sido agraviado por cualquier práctica discriminatoria ilegal bajo el Título VI mientras usa los servicios de Dial-A-Ride puede presentar una queja ante la Ciudad de Woodlake.
- Quejas pueden ser presentadas a la Ciudad por escrito y pueden ser dirigidas a City Clerk, Coordinadora de Conformidad Título VI, Ciudad de Woodlake, 350 N. Valencia Boulevard, Woodlake, CA 93286
- Se puede obtener una copia del formulario de queja del Título VI (en inglés or español) e información adicional en el sitio web de la Ciudad al www.cityofwoodlake.com/transportation. La Ciudad proporcionará la asistencia apropiada a los demandantes que tienen una capacidad limitada para comunicarse en inglés
- Un denunciante puede presentar una queja directamente con la Administración Federal de Tránsito presentando una queja ante Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington DC 20590.



SECTION 2: City of Woodlake’s Dial-A-Ride Title VI Complaint Procedures

How to File a Title VI Complaint with the City of Woodlake

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by City of Woodlake’s Dial-A-Ride services may file a complaint by completing and submitting City of Woodlake’s Dial-A-Ride Title VI Complaint Form. The City is required to develop procedures for investigating and tracking Title VI complaints filed against the City and to make these procedures for filing a complaint available to the general public. A complaint may be filed by the individual or by a representative. Complaints must be filed within 180 days after the date of the alleged discrimination. The City of Woodlake will promptly investigate all complete complaints; complaints received with incomplete information may result in delayed investigations and responses.

The complaint shall be in writing and signed by the complainant(s). Written complaints shall include:

- Date of the alleged discrimination.
- Date when the complainant(s) became aware of the alleged act of discrimination; or
- Date that conduct was discontinued or the latest instance of conduct.
- Detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint.

The complaint can be mailed to:

City of Woodlake – City Clerk
Title VI Compliance Coordinator
350 N. Valencia Boulevard
Woodlake, CA 93286

The complaint can be phoned to:

559-564-8055

The complaint may be made in person at:

City of Woodlake
350 N. Valencia Boulevard
Woodlake, CA 93286



- Cómo Presentar una Queja

Si considera que lo han discriminado por su raza, color, país de origen, sexo, edad, discapacidad o condición socioeconómica, puede presentar una denuncia por escrito ante la

Title VI Coordinator
City of Woodlake
350 N. Valencia Blvd.
Woodlake, CA 93286

La Ciudad se da de una Investigación de Denuncias por Discriminación entre 15 días. A lo menos la denuncia sera completara en 180 días. Para mas informacion in Español o para más información Título VI puede hablar a (559) 564-8055.

Cualquier persona que considere que ella o una clase específica de personas ha sufrido discriminación prohibida por el Título VI puede presentar una queja escrita en nombre propio o mediante un representante a ciudad de Woodlake o a la oficina de derechos civiles del Departamento Federal de Transporte Público (Federal Transit Administration) (FTA, por sus siglas en inglés), atención: Coordinador del Programa del Título VI, Region IX, 201 Mission Street, Suite 1650, San Francisco, CA 94105-1839, o el Departamento de Justicia, Civil Rights Division, 950 Pennsylvania Ave., N.W., Washington, DC 20530. Se debe presentar la queja a más tardar 180 días después de la fecha de la discriminación en cuestión, a menos que el FTA extienda el plazo para presentar la queja.

City of Woodlake Locations Where Title VI Notice is Posted

The following is a list of locations where transit-related bilingual Title VI Public Notices are posted:

- Dial-A-Ride buses
- Dial-A-Ride bus stops/bus shelters
- City of Woodlake website: www.cityofwoodlake.com
- Woodlake Downtown Whitney Transit Center (201 E. Lakeview Avenue)



The following procedures will be followed to investigate formal Title VI complaints:

Upon receipt of a written complaint, the Compliance Coordinator will review it to determine if the City of Woodlake has jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated by our office. As appropriate, the complaint will be investigated and a determination made. Formal investigation will be confidential and will include, but is not limited to, details of the specific incident, frequency and dates of occurrences and names of any witnesses. The complainant will be notified in writing of the resolution.

The complainant has ten business days from the date of the letter to send requested information to the Compliance Coordinator. If the Coordinator is not contacted by the complainant or does not receive the additional information within ten (10) business days, the City of Woodlake can administratively close the case.

Upon completion of the review, the Compliance Coordinator shall 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 Title VI 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.

A case can be administratively closed if the complainant no longer wishes to pursue their case. Following the investigation, the Title VI Compliance Coordinator will issue one of two letters to the complainant: (1) a closure letter, or (2) a letter of finding. 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 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.

Appeals Process

If the complainant is not satisfied with the resolution, he or she has 10 days after the date of the letter or the LOF to appeal it to:

City of Woodlake
City Administrator
350 N. Valencia Boulevard
Woodlake, CA 93286
Phone: 559-564-8055
Fax: 559-564-8776



- Submission of Complaint to the Department of Transportation
The complainant may also file a complaint directly to:

FTA Office of Civil Rights
Title VI Program Coordinator
East Building, 5th Floor – TCR, 1200
New Jersey Avenue, S.E.
Washington, D.C. 20590.

In accordance with FTA Circular 4702.1B, Chapter 9, Complaints, such a complaint must be filed within 180 calendar days after the date of the alleged discrimination.



**EXHIBIT C
CITY OF WOODLAKE DIAL-A-RIDE
TITLE VI COMPLAINT FORM**

Section I: (Please write legibly)

1. Name: _____
2. Address: _____
3. Telephone: _____ 3.a. Secondary Phone (Optional): _____
4. Email Address: _____
5. Accessible Format Requirements?
 Large Print Audio Tape TDD Other

Section II:

6. Are you filing this complaint on your own behalf? Yes* _____ No _____
 *If you answered “yes” to #6, go to Section III.
7. If you answered “no” to #6, what is the name of the person for whom you are filing this complaint?
 Name: _____
8. What is your relationship with this individual: _____
9. Please explain why you have filed for a third party: _____
10. Please confirm that you have obtained permission of the aggrieved party to file on their behalf.
 Yes _____ No _____

Section III:

11. I believe the discrimination I experienced was based on (check all that apply):
 Race Color National Origin
12. Date of alleged discrimination: (mm/dd/yyyy) _____
13. 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:

14. Have you previously filed a Title VI complaint with the City of Woodlake?
 Yes _____ No _____



Section V:

15. 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 _____

16. If you answered “yes” to #15, provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Title: _____

Agency: _____

Address: _____

Telephone: _____ Email: _____

Section VI:

Name of Transit Agency complaint is against: _____

Contact Person: _____

Telephone: _____

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

Signature and date are required below to complete form:

Signature _____

Date _____

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

City of Woodlake – City Clerk
Title VI Compliance Coordinator
350 N. Valencia Boulevard
Woodlake, CA 93286



EXHIBIT D
LA CIUDAD DE WOODLAKE DIAL-A-RIDE
TITULO VI FORMULARIO DE QUEJA

Sección I: (Favor de escribir en forma legible)

1. Nombre: _____
2. Dirección (física): _____
3. Teléfono: _____ 3.a. Teléfono Secundario (Opcional): _____
4. Correo Electrónico: _____
5. Requisitos en formato accesible?
 Letra Grande Cinta de Audio TDD Otra Forma

Sección II:

7. Esta presentando esta queja en su propio nombre? Si* _____ No _____
 *Si contesto “si” al #6, baje a la Sección III.
8. Si contesto “no” al #6, cual es el nombre de la persona por cual usted está representando la queja?
 Nombre: _____
9. Cuál es su relación con este individuo: _____
 Favor de explicar porque usted está presentando esta queja a nombre de otra persona: _____

10. Favor de confirmar que usted ha recibido el permiso de la persona agraviado para presentar esta queja en su nombre. Sí _____ No _____

Sección III:

1. Creo que la discriminación a que fue sometido fue a causa de (*marque todo lo que aplique*):
 Raza Color Origen Nacional
2. Fecha de la presunta discriminación: (mm/dd/aaaa) _____
3. Explique lo más claramente posible lo que pasó y por qué cree que fue discriminado. Incluya detalles específicos, tales como el nombre y la información de contacto de la persona(s) que lo discriminó (si se conoce), así como los nombres y la información de contacto de algún posible testigo, y cualquier otra información que nos ayudaría investigar su denuncia. Si necesita más espacio para escribir, por favor use el reverso de este formulario. _____



Sección IV:

4. Ha presentado anteriormente una queja del Título VI con la Ciudad de Woodlake Dial-A-Ride?

Sí _____ No _____

Sección V:

5. Ha presentado esta queja con cualquier otra agencia federal, estatal o local, o ante cualquier tribunal federal o estatal?

Sí _____ No _____

Si contesto si, marque todo lo que aplique:

- Agencia Federal _____
- Corte Federal _____
- Corte Estatal _____
- Agencia Estatal _____
- Agencia Local _____

6. Si contesto “si” al #15, favor de proveer la información de una persona cual usted tuvo contacto con la agencia/corte donde se sometió la queja.

Nombre: _____
 Título: _____
 Agencia: _____
 Dirección: _____
 Teléfono: _____ Email: _____

Sección VI:

Nombre de la Agencia de Transito cual se inició su queja: _____
 Persona de Contacto: _____
 Teléfono: _____

Usted puede adjuntar cualquier material escrito u cualquier información que considere relevante a su queja. La presentación de esta queja con la ciudad de Exeter no le impide presentar una denuncia ante la Administración Federal de Tránsito.

Firma y fecha es requerida para someter esta forma:

Firma _____ Fecha _____

Favor de someter esta forma en persona o por correo a la siguiente dirección:

City of Woodlake – City Clerk
 Title VI Compliance Coordinator
 350 N. Valencia Boulevard
 Woodlake, CA 93286



List of Title VI Investigations, Complaints, and Lawsuits

The City of Woodlake has not been involved in any transit-related Title VI investigations, complaints or lawsuits

Below is the summary table the City of Woodlake Dial-A-Ride utilizes to Record Title VI complaints.

Table 1 City of Woodlake Title VI Complaint Log				
Case #	Date Filed (mm/dd/yyyy)	Basis of Complaint (race, color or national origin)	Status	Disposition action(s) taken
Investigations	N/A	N/A	none	N/A
1.				
2.				
Lawsuits	N/A	N/A	none	N/A
1.				
2.				
Complaints	N/A	N/A	none	N/A
1.				
2.				



SECTION 3: Public Participation Plan

EXHIBIT E CITY OF WOODLAKE DIAL-A-RIDE PUBLIC PARTICIPATION PLAN

Public Outreach Activities

The City of Woodlake is committed to providing an open and visible decision-making process for its Dial-A-Ride services, by offering ample opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transit-related decisions. This includes implementing strategies for engaging minority, low-income, and Limited English Proficient (LEP) populations in the course of conducting public outreach activities, in accordance with Federal Transit Administration (FTA) Circular 4701.1B Chapter III-5 Promoting Inclusive Public Involvement.

The City of Woodlake's website posts Dial-A-Ride schedules and rider information. The City's website provides material in English and Spanish. The City also provides easy access to bilingual (English and Spanish) administrative staff and drivers during operating hours to answer questions during their regular shift schedules for Dial-A-Ride LEP passengers.

The City reaches out to the community directly through meetings with agency and community staff and their clients, as needed. Information regarding the City's transit services is disseminated at these meetings. Information is also made available at various locations throughout the community and on the City's Dial-A-Ride system.

Public Meetings

The City of Woodlake transit staff participates in the Tulare County Association of Governments (TCAG) Social Services Transportation Advisory Committee (SSTAC) quarterly meetings that are open to the general public. The SSTAC is composed of diverse public citizens of the community and is open to taking public testimony prior to initiation of each meeting.

The City also collaborates with the Tulare County Association of Governments (TCAG), the Metropolitan Planning Organization (MPO), in its annual Unmet Transit Needs process. TCAG is required by statute to conduct a formal hearing process that solicits information about transit needs. This allows TCAG to make a determination as to whether there are unmet transit needs and whether they are transit needs that can be reasonably met. The Unmet Transit Needs hearings are accessible to the general public, offer bilingual translation, and are consistent with TCAG's comprehensive Public



Participation Plan and process that ensures meaningful access to LEP throughout the Tulare County region.

This Unmet Transit Needs process involves inviting testimony through a wide array of mailing lists and agency contacts and receiving testimony either in-person at the hearing and by mail or by email where a name and local address are provided. Comments pertaining to Woodlake Dial-A-Ride every year are reviewed and responded to appropriately in close coordination with the TCAG Social Services Transportation Advisory Council (SSTAC), a committee composed of diverse representatives from throughout the community.

Transit staff also participates in the development of the TCAG “Public Participation Plan” and “Public Transit Human Services Transportation Coordination Plan.” A series of meetings are conducted with participants from throughout the community. Recommendations to maximize community involvement are reflected in these plans and adopted by the TCAG Board.

General Awareness Surveys

The City conducts bilingual (English and Spanish) on-board rider and general awareness surveys in conjunction with updates to the Short-Range Transit Plan. These personal one-on-one surveys allow riders to convey any concerns or comments they have regarding Dial-A-Ride services.

Bilingual Outreach

The City of Woodlake’s Dial-A-Ride service provides copies of the Tulare County Transit Guide, which is bilingual (English and Spanish), on the Dial-A-Ride buses and City Hall to provide information on transit service for all the systems that operate within Tulare County. Dial-A-Ride provides Spanish-speaking clients with bilingual information on public transit services. Staff assistance is utilized in outreach programs and offered for programs and public meetings.

Telephone Access

Transit staff is available to answer questions in Spanish during normal working hours, weekdays 7:00 a.m. to 3:30 p.m.

The County’s Green Line, a general public telephone service, also provides bilingual information on transit services for all systems throughout Tulare County. The toll-free Green Line (1-877-404-6473) is offered weekdays from 8:00 a.m. to 5:00 p.m. and Saturdays from 8:30 a.m. to 5:30 p.m.



Participation in Community Activities

The City coordinates with community agencies whenever feasible to promote its transit services. This includes participation in senior center and civic events where promotional materials are distributed and where staff is available to interact with residents.

Summary of Outreach Efforts

Outreach locations and activities include:

- Community Events – The City participates in community or civic events, as appropriate, to raise awareness of its Dial-A-Ride services.
- Senior Center – The City participates in senior center events, as appropriate, to ensure participants are aware of Dial-A-Ride services.
- TCAG Annual Unmet Transit Needs Process – The City actively participates in the unmet transit needs public hearings conducted by the TCAG Board.
- Updates to the “Public Participation Plan” and “Public Transit Human Services Transportation Coordination Plan for Tulare County” – As part of TCAG’s update process, staff actively participates in transit workshops. Members of the public as well as human and social service agency representatives are invited to attend to share transit needs and discuss projects that may address these needs.



SECTION 4. Limited English Proficiency (LEP) Plan

EXHIBIT F CITY OF WOODLAKE DIAL-A-RIDE Limited English Proficiency (LEP) Plan

Introduction

This Limited English Proficiency (LEP) Plan has been prepared to address Woodlake’s responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English proficiency language skills. The Plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, Federal Transit Administration Circular 4702.1A dated May 13, 2007, which state that no person shall be subjected to discrimination on the basis of race, color, or national origin.

Executive Order 13166, titled “Improving Access to Services for Persons with Limited English Proficiency”, which 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 agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. The Executive Order requires agencies to examine the services they provide, identify any need for services to those with limited English proficiency (LEP), and develop and implement a system to provide those services so LEP persons can have meaningful access to them. This order applies to all state and local agencies which receive federal funds, including City of Woodlake departments receiving federal grant funds.

In addition, the Department of Transportation (DOT) has adopted the Department of Justice’s (DOJ) Safe Harbor Provision which stipulated that a recipient of DOT funds must provide written translation of vital documents for all eligible LEP language groups that constitute “five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered.” Vital documents are documents that convey information that critically affects the ability of the customer to make informed decisions about her/his participation in the program, such as: consent and complaint forms; application forms; written notices of rights; notices of denials, losses, or decreases in benefits or services; and notices advertising LEP individuals of free language assistance services.

Plan Summary

The City’s Public Works Department administers Dial-A-Ride services in-house. The Woodlake City Council is the policymaking body for the system. The City’s transit services consist of Dial-A-Ride



service operated weekdays from 7:00 a.m. to 3:30 p.m. that provides service throughout the City limits.

The City of Woodlake has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to access services provided by Woodlake’s Dial-A-Ride. As defined by 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, the ways in which assistance may be provided, and how to notify LEP persons that assistance is available.

In order to prepare this plan, the City undertook the U.S. Department of Transportation (U.S. DOT) four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area (city limits) who may be served or are likely to be served by Woodlake’s Dial-A-Ride services.
2. The frequency with which LEP persons come in contact with Woodlake Dial-A-Ride services.
3. The nature and importance of services provided by the Woodlake Dial-A-Ride to the LEP population.
4. The resources available to the City of Woodlake and overall costs associated with providing LEP assistance.

A summary of the results of the City’s four-factor analysis is reflected in the following section.

Four-Factor Analysis

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by Woodlake’s Dial-A-Ride.

To identify the languages spoken by individuals within the Woodlake Dial-A-Ride service boundaries (City of Woodlake, city limits) currently available U.S. Census data was used. A review of the 2011-2015 American Community Survey (ACS) revealed that The City’s current population is approximately 6,628. Of these individuals it was revealed that 4,804 persons (72.4% of the population) in the City of Woodlake speak a language other than English. In addition the survey revealed that 2,372 persons (35.7% of the total population) have limited English proficiency; that is they speak English less than “very well”.



As demonstrated in Table 2 below, Spanish is the language that falls outside of the Safe Harbor Provisions of over 5% or 1,000 individuals (whichever is less) of the total population within the service area, with regards to the written translation requirements of written documents.

Table 2 City of Woodlake - Languages Spoken at Home		
Ability to Speak English	Population	Percent
<i>Total Population (5 years and older)</i>	6,628	100.00%
Speak only English	1,824	27.51%
Language other than English	4,804	72.40%
Speaks English less than "very well"	2,372	35.70%
Spanish or Spanish Creole	2,317	34.90%
Arabic	55	0.8200%

Source: U.S. Census Bureau, 2011-2015 American Community Survey

2. The frequency with which LEP persons come in contact with Woodlake Dial-A-Ride services.

City staff reviewed the frequency with which Dial-A-Ride staff, dispatchers, and bus drivers could have contact with LEP persons. To date, Dial-A-Ride has had no requests for interpreters and no requests for translated program documents.

Dial-A-Ride drivers are in regular contact with LEP persons on Dial-A-Ride trips, of which the majority is Spanish or Hispanic; and all Dial-A-Ride information is available in Spanish. Dial-A-Ride dispatchers have Spanish proficiency or access to Spanish-speaking staff at all times.

3. The nature and importance of programs, activities, or services provided by Dial-A-Ride transit services to the LEP population.

Demographic and survey data show that Spanish speakers are most likely to ride Woodlake Dial-A-Ride. The most recent on-board Dial-A-Ride 2015 survey data show that a majority or 77% of respondents were Hispanic and a majority of the respondents indicated that they are retired (34%) while 31% are students.

The majority or 56% of passengers surveyed indicated that they did not have a car available for their trip or are highly dependent on public transportation. This emphasizes the importance of the City’s Dial-A-Ride service. The City’s outreach efforts must therefore ensure that transit information and other key documents are translated and user-friendly, and that bilingual staff are readily available.



4. The resources available to Dial-A-Ride and overall cost to provide LEP assistance.

City staff has access to a variety of services and resources that can help in outreaching and providing LEP assistance at low or no cost. Community and regionally-based resources include:

- City of Woodlake Downtown Whitney Transit Center
- City of Woodlake Senior Center
- Tulare County Association of Governments (TCAG) Transit Guide
- Tulare County Green Line
- Tulare County Social Services Agencies
- TCAG Social Services Transportation Advisory Council (SSTAC)
- TCAG Board Unmet Transit Needs Process
- TCAG Public Participation Committee
- ABLE Industries
- Translation Services

The above resources will be used on a regular basis or as needed to assist in identifying needs of the City's LEP population. They will also serve as a means to widely disseminate bilingual transit service information and announcements and to notify the LEP population of planned workshops and outreach efforts.

Based on the four-factor analysis, the City will develop its LEP Plan as outlined in the following section.



Language Assistance Measures

The City of Woodlake provides numerous language assistance services for LEP populations, including both oral and written measures:

1. Examine records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events or meetings.
2. Have a staff person greet participants as they arrive to City-sponsored transit events. By informally engaging participants in conversation it is possible to gauge each attendee's ability to speak and understand English.
3. Survey bus drivers, dispatchers, and other front-line staff on their experience concerning any contacts with LEP persons during the previous year.
4. Network with local human services organizations and seek opportunities to provide information to LEP groups and individuals most in need of LEP assistance and to further facilitate dissemination of information about Dial-A-Ride services.
5. Post important documents such as the Transit Development Plan (TDP), Unmet Transit Needs public hearing and special transportation studies on the City of Woodlake website.

Providing Notice to LEP Persons

There are plans for a number of language assistance options available to LEP persons, including both oral and written language services. There are also various ways in which transit staff can respond to LEP persons, whether in person, by telephone, or in writing.

- Notice will be posted in Woodlake's City Hall.
- Notice will be posted on the City of Woodlake website.
- Provide a bilingual transit representative at community events and public hearings.
- Placement of statements in notices and publications that interpreter services are available for these meetings.
- Distribute the regional Tulare County Transit Guide in English and Spanish. There is a notice in the guide that provides a contact number if an LEP person requires translation in another language.
- Post City of Woodlake Title VI Policy and LEP plan on the City's website, www.cityofwoodlake.com/transportation.



- When an interpreter is needed, for a language other than Spanish, in person or on the telephone, staff will attempt to access language assistance services from a professional translation service or qualified community volunteers.
- When staff prepares a document or schedules a meeting, for which the target audience is expected to include LEP individuals, documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population. Interpreters will be available as needed.

Monitoring and Updating the LEP Plan

The City will update the LEP as required by U.S. DOT. At a minimum, the plan will be reviewed and updated every three years in conjunction with the submission of their Title VI Program to FTA. The City of Woodlake will monitor and evaluate the LEP Plan as follows:

- The LEP Plan will be assigned to the City of Woodlake’s Dial-A-Ride Title VI Coordinator, who will ensure compliance and correct implementation.
- Maintain on-going communication with organizations serving LEP populations.

Staff LEP Training

The following training procedures were implemented by the City of Woodlake’s Dial-A-Ride Title VI Coordinator and will continue to be implemented in the future:

1. Staff (drivers and office staff) are being trained on Title VI procedures and LEP responsibilities.
2. Staff are informed of the language assistance services offered to the public by the City of Woodlake Dial-A-Ride.
3. Staff are trained on whom to contact when professional interpreter services are required.
4. Staff are receiving training on how to handle a potential Title VI/LEP complaint.
5. Staff are receiving training on how to document language assistance requests.



The Title VI Coordinator will also develop a schedule for training of new employees about Title VI requirements.



SECTION 5 . Minority Representation on Non-Elected Transit Advisory Committee

Title 49 CFR Section 21/5(b)(1)(vii) states that a recipient may not, on the grounds of race, color, or national origin, “deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program.” Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.

City of Woodlake Dial-A Ride has no transit related, non-elected planning boards, advisory councils or transit advisory committees at this time. If they have any planning and/or transit advisory committees in the future they will comply with this requirement.

BEFORE THE CITY COUNCIL
OF THE CITY OF WOODLAKE
COUNTY OF TULARE
STATE OF CALIFORNIA

In the matter of:

APPROVAL OF THE CITY OF WOODLAKE) Resolution No. 17-62
DIAL-A-RIDE TITLE VI PROGRAM)

Councilmember Ortiz, offered the following resolution and moved its adoption. Approve the City of Woodlake Dial-A-Ride Title VI Program.

WHEREAS, the City of Woodlake, as operator of Woodlake Dial-A-Ride, is a recipient of federal funds and is required to meet federal regulatory requirements for Title VI of the Civil Rights Program, 49 CFR part 21.7 and regulations including Title VI, Civil Rights Program and FTA Circular 4702.1B; and

WHEREAS, the City of Woodlake assures that no persons or group of persons on the basis of race, color, or national origin, including limited English proficient persons are subjected to discrimination in the level and quality of transportation services, programs and activities provided, whether federally funded or not; and

WHEREAS, the City of Woodlake must update its Title VI Program every three years; and

NOW, THEREFORE, THE CITY OF WOODLAKE HEREBY FINDS, ORDERS, AND RESOLVES AS FOLLOWS:

1. The above recitals are true and correct.
2. The Council hereby adopts the City of Woodlake Title VI Program.
3. This resolution is effective immediately upon adoption.

The foregoing resolution was adopted upon a motion of Councilmember Ortiz, and seconded by Councilmember Lopez, and carried by the following vote at the City Council meeting held on June 26, 2017.

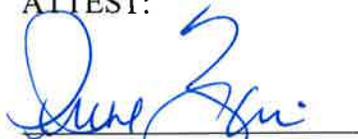
AYES: Mendoza, Ortiz, Martinez & Lopez

NOES:

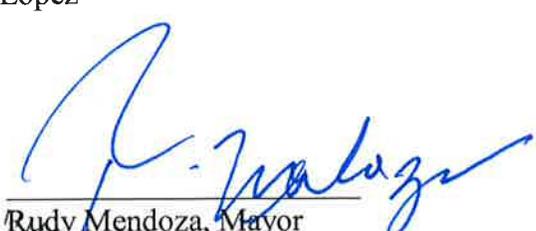
ABSTAIN:

ABSENT: G. Gonzalez Jr.

ATTEST:


Irene Zacarias, City Clerk




Rudy Mendoza, Mayor



SECTION 7. *Title VI Assurance*



SECTION 8. Requirement to Develop System-Wide Standards and Policies

FTA requires all fixed-route transit providers to develop quantitative service standards and policies for their fixed-route service. Individual public transportation providers may set standards that best reflect their local environment. This requirement is not applicable to the City of Woodlake as it operates Dial-A-Ride services only.