

**WASCO
DIAL-A-RIDE
(DAR)**

TITLE VI PLAN



Adopted June 2014

Updated June 2017

Title VI Coordinator

J. Paul Paris, City Manager

746 8th Street

Wasco, CA 93280

(661) 758-7214

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I. Plan Statement

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving federal assistance. Specifically, Title VI provides that “no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under and program or activity receiving Federal financial assistance” (42 U.S.C. 2000d).

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

This plan was developed to guide Wasco Dial-A-Ride in its administration and management of Title VI–related activities.

Title VI Coordinator Contact Information

Mr. J. Paul Paris, City Manager
City of Wasco Dial-A-Ride
746 8th Street
Wasco, CA 93280
Phone: (661) 758-7214
Email: paparis@ci.wasco.ca.us

II. Title VI Information Dissemination

Title VI information notices shall be prominently and publicly displayed in the City of Wasco's facilities and on Dial-A-Ride vehicles (see Appendix A). The name of the Title VI Coordinator is available on the City's website at <http://www.ci.wasco.ca.us/>. Additional information relating to non-discrimination obligations can be obtained from the Dial-A-Ride Title VI Coordinator.

Title VI information shall be disseminated to City of Wasco Dial-A-Ride employees annually via internal memorandum. This memo will remind employees of the City of Wasco's Dial-A-Ride policy statement and of their Title VI responsibilities in their daily work and duties.

During New Employee Orientation, new employees shall be informed of the provision of Title VI and of the City of Wasco's expectations that employees will perform their duties accordingly.

All employees shall be provided a copy of the Title VI Plan and are required to sign the Acknowledgement of Receipt (see Appendix B).

III. Subcontractors and Vendors

All subcontractors and vendors who receive payments from the City of Wasco where funding originates from any federal assistance are subject to the provisions of Title VI of the Civil Rights Act of 1964 as amended.

Written contracts shall contain non-discrimination language, either directly or through the bid specification package which becomes an associated component of the contract.

IV. Title VI Equity Analysis

The City of Wasco has not undertaken construction of any facilities, such as a vehicle storage facility, maintenance facility, or operation center and therefore did not conduct an equity analysis. In the event the City plans and constructs facilities related to its transit program, an equity analysis shall be conducted.

V. Record Keeping

The Title VI Coordinator will maintain permanent records, which include, but are not limited to, signed acknowledgements of receipt from the employees indicating the receipt of the Title VI Plan, copies of Title VI complaints or lawsuits and related documentation (see Appendix G), tracking of minority representation on City committees and councils (see Appendix I), and records of correspondence to and from complainants, and Title VI investigations.

VI. Title VI Complaint Procedures

A complainant may file a signed, written complaint up to one hundred and eighty (180) days from the date of the alleged discrimination. The complaint should include the following information:

- Contact information including name, mailing address, telephone number, cell phone number, and email address
- Description of the incident including how, when, where, and why the complainant believes he or she was discriminated against
- Names and contact information for all witnesses
- Other relevant information

A complainant may use the Complaint Form in Appendix C for this purpose.

Title VI complaints are to be submitted in writing to the Title VI Coordinator at the following address:

Mr. J. Paul Paris, City Manager
City of Wasco Dial-A-Ride
746 8th Street
Wasco, CA 93280

It is the responsibility of the complainant to certify all mail sent through the US Postal Service and/or ensure that all written correspondence can be tracked. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 180 days from the alleged date of discrimination.

All complaints alleging discrimination based on race, color, or national origin in a service or benefit profited by the City of Wasco will be directly addressed by the City of Wasco. The City shall provide appropriate assistance to complainants, including those persons with disabilities or who are limited in their ability to communicate in English. Additionally, the City of Wasco shall make every effort to address all complaints in an expeditious and thorough manner.

The City of Wasco will, within seven (7) working days of receipt of a complaint, mail a letter to the address provided by the complainant, which letter will acknowledge receipt of the complaint (see Appendix D). In the event the City of Wasco requests additional information from a complainant and the complainant fails to provide the requested information, the City of Wasco shall reserve the right to administratively close the complaint.

All complaints will be thoroughly investigated. The investigation will be conducted in a full, fair, and impartial manner by the Title VI Coordinator. Every effort will be made to respond to Title VI complaints within sixty (60) working days of receipt of such complaints. Complaints will be

determined to be substantiated, not substantiated, or inconclusive (see Appendices E and F). Once sufficient information for investigating the complaint is received by the City of Wasco, a written response will be drafted subject to review by the City Attorney. If appropriate, the City Attorney may administratively close the complaint. In this case, the City of Wasco will notify the complainant of the action as soon as possible.

Following the investigation, the City of Wasco will send a final written response letter to the complainant identifying the final determination. In the letter notifying the complainant of the City's determination, the complainant will be advised of his or her right to:

1. Appeal within seven (7) calendar days of receipt of the final written decision from the City of Wasco; and/or
2. File a complaint externally with the US Department of Transportation (USDOT) and/or the Federal Transit Administration (FTA).

In addition to the complaint process described above, a complainant may file a Title VI complaint or an appeal with the following office:

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

VII. Limited English Proficiency (LEP) Plan

The City of Wasco has developed this Limited English Proficiency (LEP) Plan to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to City of Wasco Dial-A-Ride transit services as required by Executive Order 13166 (see Appendix J). A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training staff, how to notify LEP persons that assistance is available, and information for future plan updates. In developing the plan, the City of Wasco Dial-A-Ride undertook a US Department of Transportation four-factor LEP analysis that considered the following:

1. The number or proportion of LEP persons in the service area who may be served by or are likely to require Wasco Dial-A-Ride services.
2. The frequency with which LEP persons come in contact with Wasco Dial-A-Ride services.
3. The nature and importance of services provided by Wasco Dial-A-Ride to the LEP population.

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

See Appendix J for a copy of the LEP Plan.

VIII. Community Outreach

As an agency that may from time to time receive federal financial assistance, the City has made or will be making the following community outreach efforts to engage the public in planning and decision-making processes, as well as its marketing and outreach activities:

- The public will be invited to participate in the process, whether through public meetings or surveys.
- When a change to an existing service or addition of new service is proposed, the City of Wasco may convene a public meeting to discuss feasibility and to welcome suggestions.
- Citizens and passengers may call the City of Wasco at (661) 758-7214 to lodge a complaint or comment. All complaints/comments are input into a database and then distributed to a designated City of Wasco employee to research and respond to the complaint.

More detailed community outreach strategies are presented in the Public Participation Plan in Appendix H.

Appendix A

Notice to the Public of Compliance

Notifying the Public of Rights Under Title VI

THE CITY OF WASCO

- The City of Wasco operates its programs and services 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 City of Wasco.
- For more information on the City of Wasco's civil rights program, and the procedures to file a complaint, contact 661-758-7214 or visit our administrative office at 746 8th Street, Wasco, CA 93280. For more information, visit <http://www.ci.wasco.ca.us/>
- 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 Avenue, SE, Washington, DC 20590
- If information is needed in another language, contact 661-758-7214.

Título VI – Sepa Sus Derechos

LA CIUDAD DE WASCO

- No se le negarán los beneficios de ningún programa o servicio de la Ciudad de Wasco por causa de su raza, color de piel o nacionalidad de acuerdo con el Título VI y otros estatus de los derechos civiles. Toda persona que crea haber sido discriminado bajo el Título VI de la Ley o algún otro estatus de derechos civiles puede presentar una queja a la Ciudad de Wasco.
- Para pedir más información acerca de las obligaciones antidiscriminatorias de la Ciudad de Wasco o presentar una queja, lláme al 661-758-7214, o visite nuestra oficina administrativa ubicada en 746 8th Street, Wasco, CA 93280. Para más información, visite en el Web Mundial <http://www.ci.wasco.ca.us/>
- Se aceptarán quejas directamente a la Administración Federal de Tránsito (Federal Transit Administration) con la Oficina del Derechos Civiles (Office of Civil Rights), Atención: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590
- Si se necesita información en otros idiomas, lláme al 661-758-7214.

Wasco Dial-A-Ride’s Title VI notice to the public shall be posted at the following locations:

Location Name	Address	City
City of Wasco Finance Department	764 E Street	Wasco, CA 93280
Wasco City Hall	746 8th Street	Wasco, CA 93280
Wasco Amtrak Depot	700 G Street	Wasco, CA 93280
Wasco Dial-A-Ride Vehicles		
Dial-A-Ride Brochure		
City of Wasco Website	http://www.ci.wasco.ca.us/	

Appendix B

Acknowledgement of Receipt

I am an employee of the City of Wasco and have received and read the City of Wasco Dial-A-Ride Title VI Plan. I understand this policy may be amended from time to time to address new concerns or legal issues. I understand I may contact my supervisor or the Title VI Coordinator with any questions or concerns.

Name: _____

Signature: _____

Date: _____

Appendix C

Title VI Complaint Form

Section 601 under Title VI of the Civil Rights Act of 1964 states, “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” **If you feel you have been discriminated against, please provide the following information in order to assist the City in processing your complaint.**

SECTION 1 (Please print clearly)

Name: _____

Address: _____

City, State, Zip Code: _____

Telephone Number: _____ (Home) _____ (Work)

Accessible format requirements? Large print _____ Audiotape _____ TDD _____ Other _____

SECTION 2

Are you filing this complaint on your own behalf? Yes _____ No _____

If you answered yes to this question, go to Section 3.

If not, please supply the name and relationship of the person for whom you are complaining:

Name: _____ Relationship: _____

Please explain why you have filed for a third party: _____

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of the third party. Yes _____ No _____

SECTION 3

I believe the discrimination I experienced was based on (check all that apply):

Race _____ Color _____ National Origin _____

Date and Place of Occurrence: _____

Name (s) and title(s) of the person(s) who I believe discriminated against me:

The action or decision which caused me to believe I was discriminated against is as follows:

(Please include a description of what happened and how your benefits were denied, delayed, or affected.)

Please list any and all witnesses' names and phone numbers:

What type of corrective action would you like to see taken?

SECTION 4

Have you previously filed a Title VI complaint with this agency? Yes _____ No _____

SECTION 5

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 _____ Federal Court _____ State Agency _____ State Court _____ Local Agency _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____ Title: _____

Agency: _____

Address: _____

Telephone Number: _____

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

I believe the above information is true and correct to the best of my knowledge.

Signature and date required below.

Signature

Printed Name

Date

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

City of Wasco Dial-A-Ride

Title VI Coordinator

746 8th Street

Wasco, CA 93280

Appendix D

Letter Acknowledging Receipt of Title VI Compliant

Today's Date

Ms. Jane Doe
1234 Main Street
Wasco, CA 93280

Dear Ms. Doe:

This letter is to acknowledge receipt of your complaint against the City of Wasco alleging

_____.

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by telephoning (661) 758-7214, or write to:

City of Wasco Dial-A-Ride
Title VI Coordinator
746 8th Street
Wasco, CA 93280

Sincerely,

City of Wasco Title VI Coordinator

Appendix E

Letter of Finding (Notifying Complainant that Complaint Is Substantiated)

Today's Date

Ms. Jane Doe
1234 Main Street
Wasco, CA 93280

Dear Ms. Doe:

The matter referenced in your letter of _____ (date) against the City of Wasco alleging a Title VI violation has been investigated.

(An/Several) apparent violation(s) of Title VI of the Civil Rights Act of 1964, including those mentioned in your letter, (was/were) identified. Efforts are under way to correct these deficiencies.

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

Sincerely,

City of Wasco Title VI Coordinator

Appendix F

Letter of Finding (Notifying Complainant that Complaint Is Not Substantiated)

Today's Date

Ms. Jane Doe
1234 Main Street
Wasco, CA 93280

Dear Ms. Doe:

The matter referenced in your complaint of _____ (date) against the City of Wasco alleging _____ has been investigated.

The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964 have in fact been violated. As you know, Title VI prohibits discrimination based on race, color, or national origin in any program receiving federal financial assistance.

The City has analyzed the materials and facts pertaining to your case for evidence of the City's failure to comply with any of the civil rights laws. No evidence was found that any of these laws have been violated.

I therefore advise you that your complaint has not been substantiated and that I am closing this matter in our files.

You have the right to appeal this decision within thirty (30) calendar days of receipt of this final written decision from the City.

Thank you for taking the time to contact us. If I can be of assistance to you in the future, do not hesitate to contact me.

Sincerely,

City of Wasco Title VI Coordinator

Appendix G

List of Transit-Related Title VI Investigations, Complaints, and Lawsuits

Per FTA Circular 4702.1B, “all recipients are required to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin”:

- Active investigations conducted by FTA and entities other than FTA;
- Lawsuits; and
- Complaints naming the recipient.

Thus far, the City of Wasco has not received Title VI Investigations, Complaints, or Lawsuits. Below is the list that will be used for tracking these incidents.

Investigations, Lawsuits, and Complaints

	Date (month, day, year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.	N/A			
2.	N/A			
Lawsuits				
1.	N/A			
2.	N/A			
Complaints				
1.	N/A			
2.	N/A			

Appendix H

Public Participation Plan

Guidelines for Changes to Transit Services and Increases in Fares

A major change in service includes:

- Reduction in total system vehicle hours of 10% or more.
- Elimination of service in an area with population of 2,000 or more.
- Elimination of service on one or more days of the week.
- Changing the type of transit service in an area with population of 2,000 or more.

A fare increase includes:

- Increase in single-ride fare for any transit service including other fare categories.
- Decrease in the discounts offered for fare categories.

Process

For any major service change or any fare increase as defined above, the City of Wasco will schedule a public hearing to present the proposed change(s) and obtain public comments. The primary source of service and fare changes will be the Wasco Dial-A-Ride Service Policies & Procedures Manual, and its approval will fulfill these requirements. The public hearing will be scheduled at a time and place accessible and convenient for the general public to attend (see Figure 1 for an example). Legal notice of the public hearing will be published in a local newspaper of general distribution at least thirty (30) calendar days prior to the public hearing. Additional notices will be placed on transit vehicles and on the City's website (<http://www.ci.wasco.ca.us/residents/transportation/dial-a-ride/>). Notices will be provided in English and Spanish. Interpretation services will be available for the public hearing.

A staff person will record and prepare formal minutes of the public hearing. In addition, written or verbal comments will be accepted for at least one week following the public hearing.

Comments will be evaluated and incorporated into the recommendation and decision regarding the fare increase or service change.

Legal notices and press releases and/or advertising of the pending changes will be published in a local newspaper of general distribution at least thirty (30) calendar days prior to implementation of the fare increase or service change.

Figure 1

PUBLIC NOTICE

**Notice of Public Hearing
City Council of the City of Wasco
February 21, 2017**

NOTICE IS HEREBY GIVEN that a public hearing will be held before the City of Wasco City Council on Tuesday, February 21, 2017 at 6:00p.m. or soon thereafter in the City Council Chambers located at 746 8th Street, Wasco, California, to consider the following:

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF WASCO DECLARING THERE ARE NO UNMET TRANSIT NEEDS THAT CAN REASONABLY BE MET WITHIN THE CITY OF WASCO.

The supporting documents may be reviewed during normal business hours at the Finance Department located at 764 E Street, Wasco, CA 93280. Any person wishing to testify on the above resolution or the adoption of the resolution may appear before the City Council at their hearing on February 21, 2017, or may submit written comments on or before February 21, 2017.

If you challenge this resolution, or any aspect of it in court, you may be limited to raising only those issues you or someone else raised at the public hearing described in this notice, or in written correspondence delivered to the City of Wasco City Clerk 746 8th Street, Wasco, CA 93280, at, or prior to the public hearing.

If you need special assistance to participate in the meeting described in this notice, please contact the City Clerk's Office at (661) 758-7215 to make reasonable arrangements to ensure accessibility to these meetings. Telephone (661) 758-7215 or via California Relay Service (Hearing Impaired Only). Requests for assistance should be made at least two (2) days in advance whenever possible.

If you have any questions, you may contact Rogelio Sanchez, Finance Director 661-758-7230

Duviet Rodriguez, City Clerk
Publish *Wasco Tribune* January 11, 2017

Appendix I

Table Depicting Minority Representation on Committees and Councils Selected by the City of Wasco

The City of Wasco Dial-A-Ride system does not have transit-related, non-elected planning boards, advisory councils, committees, or similar bodies, the membership of which is selected by the City of Wasco. Below is a table the City would use in the event that committees and councils were selected and convened by the City of Wasco. The City would strongly encourage the participation of minorities on such committees.

Membership of Boards, Councils, and Committees Broken Down by Race

Body	White/Caucasian	Hispanic/Latino	Black/African American	Asian American	Native American
Population	<i>To be completed when applicable.</i>				
Non-elected Planning Board					
Advisory Council					
Committee					

Appendix J

Language Assistance Plan

SECTION 1

Introduction

This Language Assistance Plan has been prepared to address Wasco Dial-A-Ride’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, 42 U.S.C. 2000d, et seq., and its implementing regulations, 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, 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. This order applies to all state and local agencies that receive federal funds, including Wasco Dial-A-Ride.

Plan Summary

The City of Wasco Dial-A-Ride has developed this Language Assistance 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 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, staff training that may be required, and how to notify LEP persons that assistance is available.

In order to prepare this plan, Wasco Dial-A-Ride used the four-factor LEP analysis, which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served by or are likely to require Wasco Dial-A-Ride services.
2. The frequency with which LEP persons come in contact with Wasco Dial-A-Ride services.
3. The nature and importance of services provided by Wasco Dial-A-Ride to the LEP population.
4. The resources available to Wasco Dial-A-Ride and the overall cost to provide LEP assistance.

The following section summarizes the results of the four-factor analysis.

SECTION 2

Meaningful Access: Four-Factor Analysis

1. The number or proportion of LEP persons in the service area who may be served by or are likely to require Wasco Dial-A-Ride services.

In order to understand the proportion of LEP persons eligible to be served or likely to be encountered by Wasco Dial-A-Ride staff, the City reviewed the 2011–2015 American Community Survey 5-Year Estimates: Language Spoken at Home and the 2010 US Census. Based on the 2010 US Census, Wasco’s population was 25,545, which grew 20.1 percent since the 2000 US Census. The 2017 population for Wasco is estimated to be 26,980 as reported by the California Department of Finance. The city covers a 9.43-square-mile area.

According to the 2011–2015 American Community Survey 5-Year Estimates, about 71 percent of Wasco residents aged 5 and older speak a language other than English, and nearly 30 percent speak English less than “very well.” Spanish is spoken by nearly 70 percent of Wasco residents aged 5 and older, and about 48 percent speak English less than “very well.” A summary of the language data is presented in the following table.

2011–2015 American Community Survey 5-Year Estimates

LANGUAGE SPOKEN AT HOME	Total		Percent	
	Estimate	Margin of	Estimate	Margin of
Population 5 years and over	23,694	+/-365	(X)	(X)
English only	6,887	+/-607	29.1%	+/-2.5
Language other than English	16,807	+/-668	70.9%	+/-2.5
Speak English less than "very well"	8,025	+/-616	47.7%	+/-3.1
Spanish	16,481	+/-684	69.6%	+/-2.6
Speak English less than "very well"	7,957	+/-626	48.3%	+/-3.2
Other Indo-European languages	161	+/-72	0.7%	+/-0.3
Speak English less than "very well"	44	+/-48	27.3%	+/-21.8
Asian and Pacific Islander languages	139	+/-53	0.6%	+/-0.2
Speak English less than "very well"	24	+/-26	17.3%	+/-15.6
Other languages	26	+/-23	0.1%	+/-0.1
Speak English less than "very well"	0	+/-22	0.0%	+/-58.2

Source: US Census Bureau, 2011–2015 American Community Survey 5-Year Estimates

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

Wasco Dial-A-Ride staff reviewed the frequency with which office staff and bus drivers have, or could have, contact with LEP persons. The survey included documenting phone inquiries and verbally surveying drivers. Wasco Dial-A-Ride drivers, who are bilingual, have had frequent interactions with Spanish-speaking passengers.

3. The nature and importance of services provided by Wasco Dial-A-Ride to the LEP population.

Wasco Dial-A-Ride places a high priority on providing safe, convenient, and reliable service. Service is monitored regularly to allow staff to evaluate Dial-A-Ride performance and to determine the need for service expansion or contraction based on ridership demand and effectiveness. There is a large geographic concentration of LEP individuals in the service area for Wasco Dial-A-Ride. The overwhelming majority of the population, nearly 70 percent, speaks Spanish.

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

Wasco Dial-A-Ride assessed its available resources that are currently being used and those that could be used to provide language assistance. Notwithstanding the size and scope of the public transit services provided and limited staffing resources, Wasco Dial-A-Ride provides a reasonable degree of services for LEP persons upon request.

Wasco Dial-A-Ride will continue its efforts to collaborate with other local, regional, and state agencies to provide language translation and interpretation services when practical and in consideration of available funding.

SECTION 3

Language Assistance

A person who does not speak English as their primary language and who has a limited ability to read, write, speak, or understand English may be a person with limited English proficiency and may be entitled to language assistance with respect to Wasco Dial-A-Ride services. Language assistance can include interpretation, which means oral or spoken transfer of a message from one language into another language, and/or translation, which means the written transfer of a message from one language into another language.

How Wasco Dial-A-Ride staff may identify an LEP person who needs language assistance:

- Staff will post notice of the LEP Plan and the availability of interpretation or translation services free of charge in languages LEP persons would understand.
- All Wasco Dial-A-Ride staff will be provided with “I Speak” cards to assist in identifying the language interpretation needed if the occasion arises.
- The Google Translate online translation tool will be available on the City of Wasco website.
- All Wasco Dial-A-Ride staff will be informally surveyed periodically on their experiences concerning any contacts with LEP persons during the previous year.

- When Wasco Dial-A-Ride sponsors an informational meeting or event, an advance public notice of the event should be published including special needs related to offering a translator (LEP) or interpreter (sign language for hearing-impaired individuals). Additionally, a staff person may greet participants as they arrive. By informally engaging participants in conversation, it is possible to gauge each attendee’s ability to speak and understand English. Although translation may not be able to be provided at the event, it will help identify the need for future events.
- When an interpreter is needed, in person or on the telephone, and Wasco Dial-A-Ride staff has exhausted the above options, staff will first attempt to determine what language is required. Staff will use the telephone interpreter service—Language Line Services <http://www.languageline.com/> or the relay services provided by MCI and Sprint.

SECTION 4

Staff Training

All City of Wasco staff involved in the administration and operation of Wasco Dial-A-Ride will be provided with the LEP Plan and educated on the following procedures. This information will also be part of the staff orientation process for new hires. The following information will be provided to all staff:

- Information on the Title VI Policy and LEP responsibilities
- Description of the language assistance services the City of Wasco offers to the public
- Use of “I Speak” cards
- How to access the Google Translate online translation tool via the City of Wasco website
- Documentation of language assistance requests
- How to handle a Title VI and/or LEP complaint

SECTION 5

Translation of Documents

The City of Wasco website (<http://www.ci.wasco.ca.us/residents/transportation/dial-a-ride/>) has a Google Translate application embedded in the upper right-hand corner of the page which can translate content into Spanish. In addition, for further LEP outreach, Wasco Dial-A-Ride will consider the following options:

- When staff prepares a document or schedules a meeting for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers, and agendas will be printed in Spanish or any other alternative language based on the known LEP population.
- When running a general public meeting notice, staff will state that a translator will be available in Spanish or in another language as determined to be necessary. The included clause will be similar to: “A (*insert alternative language*) translator will be available.” For

example: “Un traductor del idioma español estará disponible” or “A Spanish translator will be available.”

- In addition to the existing Spanish language translations of key print materials, Wasco Dial-A-Ride will translate brochures and notices in languages otherwise determined to be necessary, and will make these available at the Wasco City offices, the Wasco Amtrak Depot, and on board vehicles.

SECTION 6

Monitoring and Updating the LEP

Wasco Dial-A-Ride will update the LEP Plan as required. At a minimum, the plan will be updated according to the Title VI Program update schedule of submission every three years.

Each update of the LEP Plan will include the following:

- The number of documented LEP person contacts encountered annually
- How the needs of LEP person have been addressed
- Determination of the current LEP population in the service area
- Determination as to whether the need for translation services has changed
- Determination as to whether local language assistance programs have been effective and sufficient to meet the need
- Determination of whether Wasco Dial-A-Ride’s financial resources are sufficient to fund language assistance resources needed
- Determination as to whether Wasco Dial-A-Ride fully complies with the goals of this LEP Plan
- Determination of whether complaints have been received concerning the agency’s failure to meet the needs of LEP individuals
- Maintenance of a Title VI complaint log, including LEP, to determine issues and the basis of complaints

SECTION 7

Dissemination of the Wasco Dial-A-Ride LEP Plan

Wasco Dial-A-Ride will include the LEP Plan along with the Title VI Program on the City of Wasco website (<http://www.ci.wasco.ca.us/residents/transportation/dial-a-ride/>). Any person, including social service, nonprofit, and law enforcement agencies and other community partners with internet access, will be able to access the plan. Copies of the LEP Plan will be provided, on request, to any person(s) requesting the document in person, by mail, or by email. LEP persons may obtain copies/translations of the plan upon request.

Any questions regarding this LEP Plan should be directed to the Wasco Dial-A-Ride Title VI Coordinator:

Wasco Dial-A-Ride Title VI Coordinator
City of Wasco
745 8th Street
Wasco, CA 93280
Phone: (661) 758-7214
Email: paparis@ci.wasco.ca.us

City Council Approval of Wasco Dial-A-Ride’s Title VI Program

**RESOLUTION 2017 –
A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF WASCO
AUTHORIZING THE TITLE VI COMPLIANCE PLAN FOR WASCO DIAL-A-RIDE**

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WHEREAS, the City of Wasco desires to comply with Title VI of the Civil Rights Act of 1964, including new provisions detailed in the US Department of Transportation’s FTA Circular 4702.1B, “Title VI Requirements and Guidelines for Federal Transit Administration Recipients.”

WHEREAS, the FTA established three-year cycles for the submittal of Title VI Civil Rights Programs.

WHEREAS, the City of Wasco authorized the adoption of a Title VI Compliance Plan for the Dial-A-Ride program in June 2014 that has approached the end of its three-year cycle.

WHEREAS, the City Council wishes to authorize approval of the updated Compliance Plan developed by staff to comply with necessary provisions of the Civil Rights Act of 1964.

NOW THEREFORE, BE IT RESOLVED by the City Council of the City of Wasco as follows:

1. The City Council approves the updated Title VI Compliance Plan in order to comply with the Title VI federal requirements; and
2. The City Manager, in his/her capacity, will serve as the Title VI Coordinator, authorized to implement components of the plan in order to meet federal requirements and policies that may be necessary to comply with subsequent revisions or interpretations to the Civil Rights Act.
3. That this Resolution shall become effective upon its adoption.

DATED: June __, 2017

Teofilo Cortez, Jr., Mayor

ATTEST:

Duviet Rodriguez, City Clerk

AYES:
NOES:
ABSENT:
ABSTAIN:

I, DUVIET RODRIGUEZ, City Clerk of the City of Wasco, State of California, hereby certify the above and foregoing Resolution No. 2017-____ to be a full, true, and correct copy of a resolution adopted by said City Council on this ____ day of June, 2017.

Duviet Rodriguez, City Clerk
City of Wasco