



Lincoln County Transportation
Service District
Title VI Program
July 1, 2014
(June 2014 Update)

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Introduction

This program reflects the Lincoln County Transportation Service District's commitment to ensuring that no person shall, on the ground of race, color, national origin, religion, age, marital status, sexual orientation, or disability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity provided by the Lincoln County Transportation Service District (LCTSD).

Signed Policy Statement

A policy statement signed by the Transit Program Director assuring LCTSD's compliance with Title VI of the Civil Rights Act of 1964 can be found as **Attachment A**.

Title VI Complaint Procedures

The Lincoln County Transportation Service District has a standard process for investigating all complaints. Members of the public may file a signed, written complaint up to one hundred and eighty (180) days from the date of alleged discrimination. Full procedures for filing a complaint and LCTSD's procedures for investigating complaints can be found as **Attachment B**. At a minimum, the complaint should include the following information:

- Name, mailing address, and how to contact complainant (i.e., telephone number, email address, etc.)
- How, when, where and why complainant alleges s/he was discriminated against. Include the location, names and contact information of any witnesses.
- Other significant information.

The complaint may be filed in writing with LCTSD at the following address:

Lincoln County Transportation Service District
Cynda Bruce, Transit Program Director
410 NE Harney Street
Newport, OR 97365
By Phone: 541-574-1292
By Facsimile: 541-574-1296

A sample Title VI Complaint Form can be found as **Attachment C**.

Record of Title VI investigations, complaints, or lawsuits

Over the reporting period, Lincoln County Transportation Service District had no Title VI complaints, investigations or lawsuits filed against it.

Lincoln County Transportation Service District LEP Outreach Plan

A full copy of the outreach plan for individuals with limited English proficiency can be found in

Attachment D. Key elements of the plan include:

- Spanish speaking translators available upon request during normal business hours.
- Route and schedule brochures are currently provided in English and Spanish. The schedule is published and available on the website in both English and Spanish.
- Route and schedule information available in Spanish on the LCTSD website.
- The entire LCTSD website is available in both English and Spanish.

Notification of Lincoln County Transportation Service District Title VI obligations

LCTSD publicizes its Title VI program by posting its commitment to providing services without regard to race, color or national origin in all buses, bus schedules, on the LCTSD website, and in the main transit office. The signs, website and route schedules all include the following statements:

- Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance (42 U.S.C. Section 2000d).
- Lincoln County Transit is committed to practicing non-discrimination. If you believe you have been subjected to discrimination you may file a complaint with the Lincoln County Transportation Service District Title VI Coordinator.

Summary of Public Participation Efforts

Over the last reporting period, Lincoln County Transportation Service District conducted the following public outreach and involvement activities:

Spanish Program Information:

LCTSD website is available in both English and Spanish languages.

Spanish Service Schedules:

The current service schedule is available in English and Spanish and made available via paper brochures and on the LCTSD website.

Bilingual Outreach:

The County maintains a list of fluent Spanish-speaking employees, and can contract for Spanish interpreters if necessary. We also work with Centro De Ayuda, who are available to assist with translation and other services. Language Line Services have been contacted and their services may be utilized as necessary.

In accordance with Oregon public meeting law, all public meetings including transportation planning meetings are open to the general public. Accommodations are available for those with limited English proficiency if requested in advance of the meeting.

Public Participation Plan

Purpose

The purpose of this Public Participation Plan (PPP) is to establish procedures that allow for, encourage and monitor participation of all citizens in the Lincoln County Transportation Service District (LCTSD) area, including but not limited to low income, minority individuals and those with limited English proficiency. While traditional means of soliciting public involvement may not reach such individuals, or might not allow for meaningful avenues of input, the intent of this effort is to take reasonable actions throughout the planning process to provide opportunities for historically underserved populations to participate.

Goals and Objectives for the Public Participation Plan

Goal: The goal of the PPP is to offer real opportunities for the engagement of all citizens of the Lincoln County Transportation Service District boundaries to participate.

Objectives:

- To determine what cultural barriers exist to public participation within the LCTSD boundaries.
- To provide notifications of meetings, particularly forums for public input, in a manner that is understandable to all populations in the area.
- To hold meetings in locations which are accessible and reasonably welcoming to all area residents, including, but not limited to, low-income and minority members of the public.
- To provide avenues for two way flow of information and input from populations which are not likely to attend public meetings.

Identification of stakeholders

Stakeholders are those who are either directly, or indirectly, affected by a plan, or the recommendations of that plan. Those who may be adversely affected, or who may be denied benefit of a plan's recommendation(s), are of particular interest in the identification of specific stakeholders. Stakeholders are broken down into several groups: general citizens, minority and low-income persons, public agencies and private organizations and businesses.

General Public: Some of the techniques that can be used to engage the general population are public notices of meetings in the local newspapers, open house format public information meetings and use of local radio news media.

Minorities: Engaging minority and Limited English Proficient populations can be challenging. Language and cultural differences may not be compatible with the more traditional means of engaging the public in the planning process. LCTSD will make reasonable efforts to engage minority populations using techniques such as including notations in public notices in Hispanic that will provide a contact where the individual can be informed of the process/project, and will have the opportunity to give input. Advocacy groups can be a good source for contacts and dissemination of information to minority and limited English proficient populations. Such advocacy

groups or agencies can have insight into the needs of the under-represented populations, as well as providing valuable contacts or arenas for input. Contacts with local translators and Centro De Ayuda should be maintained and used as requested and needed.

Low-Income: While low-income individuals may have access to all of the traditional means of Public Involvement discussed under “General Public”, they may be less likely to become involved, or offer input. Some methods of gaining input either directly or indirectly from this portion of the population include focus groups, informal interviews and agency/advocacy group contacts.

Public Agencies: Public agencies can provide valuable input to the planning process, in addition to assisting in gaining participation from traditionally under-represented populations. Pertinent public agencies include those that have clients who fall into under-represented populations, including but not limited to minorities, low-income and limited English proficiency households. These agencies have great insight into the transportation needs of their clients and are useful partners in overcoming difficult barriers that may not be understood by professionals dealing more distinctly with the provision of transportation services.

Private Organizations and Businesses: Private organizations and businesses offer a number of perspectives that are valuable to the planning process. Often, transportation for employees is of critical concern to private sector employers. This is particularly true in a tourism area, such as ours, where many jobs are low-income and seasonal. Employees often cannot afford cars, insurance and maintenance so they must rely on our local transit system. For that reason, representation of private business interests will be welcome to participate in any planning process or other meetings that may be held.

Other techniques could also be determined to be useful at any particular stage of the process, and new and different techniques will be utilized as deemed appropriate.

Construction Projects Undertaken:

Lincoln County Transportation Service District has not undertaken construction projects during this reporting period.

Attachment A

**LINCOLN COUNTY TRANSPORTATION
SERVICE DISTRICT
TITLE VI
NON-DISCRIMINATION
POLICY STATEMENT**

July 1, 2014

Title VI of the Civil Rights Act of 1964 states:

“No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

The Lincoln County Transportation Service District is committed to complying with the requirements of Title VI in all of its programs and activities.

Questions and complaints may be reported to Cynda Bruce, Program Director, Lincoln County Transportation Service District at 541-574-1292; by email to cbruce@co.lincoln.or.us; or by letter to 410 NE Harney Street, Newport, OR 97365.

Cynda Bruce, Program Director
Lincoln County Transportation Service District

Attachment B

Discrimination Complaint Procedure

1. Any person who believes that he or she, individually, as a member of any specific class, or in connection with any disadvantaged business enterprise, has been subjected to discrimination prohibited by Title VI of the Civil Rights Act of 1964, the American with Disabilities Act of 1990, Section 504 of the Vocational Rehabilitation Act of 1973 and the Civil Rights Restoration Act of 1987, as amended, may file a complaint with the Lincoln County Transportation Service District. A complaint may also be filed by a representative on behalf of such a person. All complaints will be referred to the Transit Program Director for review and action.
2. In order to have the complaint considered under this procedure, the complainant must file the complaint no later than 180 days after:
 - a) The date of alleged act of discrimination; or
 - b) Where there has been a continuing course of conduct, the date on which that conduct was discontinued.

In either case, LCTSD may extend the time for filing or waive the time limit in the interest of justice, as long as LCTSD specifies in writing the reason for so doing.

3. Complaints shall be in writing and shall be signed by the complainant and/or the complainant's representative. Complaints shall set forth as fully as possible the facts and circumstances surrounding the alleged discrimination. In the event that a person makes a verbal complaint of discrimination to an officer or employee of LCTSD, the person shall be interviewed by the Transit Director. If necessary, Transit Director will assist the person in reducing the complaint to writing and submit the written version of the complaint to the person for signature. The complaint shall then be handled according to LCTSD's investigative procedures.
4. Within 10 days, the Transit Director will acknowledge receipt of the allegation, inform the complainant of action taken or proposed action to process the allegation, and advise the complainant of other avenues of redress available, such as the Oregon Department of Transportation (ODOT) and U.S. Department of Transportation (USDOT).
5. The Transit Director will advise ODOT and/or USDOT within 10 days of receipt of the allegations. Generally, the following information will be included in every notification to ODOT and/or USDOT:
 - a) Name, address, and phone number of the complainant.
 - b) Name(s) and address(es) of alleged discriminating official(s).
 - c) Basis of complaint (i.e., race, color, national origin or sex)

- d) Date of alleged discriminatory act(s).
 - e) Date of complaint received by the recipient.
 - f) A statement of the complaint.
 - g) Other agencies (state, local or Federal) where the complaint has been filed.
 - h) An explanation of the actions LCTSD has taken or proposed to resolve the issue in the complaint.
6. Within 60 days, the Transit Director will conduct an investigation of the allegation and based on the information obtained, will render a recommendation for action in a report of findings to the Lincoln County Board of Commissioner's. The complaint should be resolved by informal means whenever possible. Such informal attempts and their results will be summarized in the report of findings.
7. Within 90 days of receipt of the complaint, the Transit Director will notify the complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the complainant of his/her appeal rights with ODOT, or USDOT, if they are dissatisfied with the final decision rendered by LCTSD. The Transit Director will also provide ODOT and/or USDOT with a copy of this decision and summary of findings upon completion of the investigation.
8. Contact information for the state and federal Title VI administrative jurisdiction is as follows:

ODOT Public Transit Division
Sherrin K. Coleman
355 Capital Street NE
Salem, OR 97301
503-986-3169
503-986-6382 fax
sherrin.k.coleman@odot.state.or.us

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

Attachment D

LINCOLN COUNTY TRANSPORTATION SERVICE DISTRICT LIMITED ENGLISH PROFICIENT (LEP) PLAN July 1, 2014

Lincoln County Transportation Service District is required to take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of our programs and activities of individuals who are Limited English Proficient (LEP). Lincoln County Transportation Service District consulted the USDOT's LEP Guidance and performed a four factor analysis of our contact with the public to determine the appropriate mix of LEP services to offer.

Four Factor Analysis:

Factor 1: The number or proportion of LEP persons in the service area.

Step 1: Prior experience with LEP individuals. Over the past three years, our dispatcher has taken approximately 5 phone calls from LEP persons in our area, none of which has required the use of an interpreter.

Step 2: Data was gathered from the following sources to identify information on persons who speak languages other than English at home and those who speak English less than well or not at all and would be classified as Limited English Proficient or "LEP":

- a. 2010 Census Data
- b. Census Bureau's American Community Survey and Fact Finder Surveys
- c. Department of Labor LEP Special Tabulation website Community Services Consortium

A review of the 2007-2011 American Community Survey data (<http://factfinder.census.gov>) on the numbers of limited English proficient or LEP persons revealed that in Lincoln County, Oregon the number of people over age 5 who speak a language other than English at home was 1,465 or 0.03% of the total population of Lincoln County. 0.01% of the Lincoln County population reports that they speak English less than "very well." The most common language other than English spoken at home was Spanish, with 1,207 people (0.02%) recorded as speaking Spanish (Source: American Community Survey, 2007-2011 American Community Survey 5-Year Estimates, Lincoln County, Oregon).

Step 3: According to the American Fact Finder information from the US Census Bureau, the number of Spanish speaking LEP individuals that spoke English "not well" or "not at all" in the Lincoln County area is 0.01%, which translates to 652 residents of Lincoln County.

Factor 2: The frequency with which LEP individuals come into contact with the service.

Lincoln County Transportation Service District serves LEP persons daily through demand response and Deviated-Fixed-Route services. Over the past three years, our dispatcher has taken approximately 5 phone calls from LEP persons in our area, none of which has required the use of an interpreter.

Factor 3: The importance of the service to LEP persons.

Lincoln County Transportation Service District provides important transit services to the public through its deviated fixed route and demand response public transit programs. Lincoln County

Transportation Service District is the only major public transportation provider in Lincoln County and provides a link between all incorporated cities within Lincoln County, residential areas, commercial centers, healthcare facilities, educational campuses, and social service offices. Language barriers would most affect users of the demand response system as reservations for the system are taken via telephone. The demand response portion of LCTSD provides approximately 12% of the total rides provided through Lincoln County Transportation Service District.

Factor 4: The resources available to the recipient of the federal funds to assure meaningful access to the service by LEP persons

LCTSD currently provides information in Spanish through bus schedules, the transit website, a reference guide entitled “Basic Spanish for Transit Employees” for bus drivers, dispatch and office staff. Lincoln County maintains a list of employees who are fluent in Spanish and other languages, and professional translation services are available if required. We are also working with Language Line to set up an account should we need their services.

Implementation Plan:

Based on the four factor analysis, LCTSD recognizes the need to continue providing language services. A review of LCTSD relevant programs, activities and services that are being offered by the County as of June 2014 include:

- Spanish speaking translators are available upon request during normal business hours
- Route and schedule information are available in English and Spanish on the Lincoln County Transportation Service District website.
- Paper schedules are available in English and Spanish and are available on the buses, the transit office and local businesses.
- We are currently working with Language Line Services to set up an account should their services be needed.

Based on the demand for alternate language services, and considering the limited budget of the Lincoln County Transportation Service District, other activities and services that will be developed in the next three years include:

- Transit surveys conducted by LCTSD will be available in Spanish
- Future route maps will be available in both English and Spanish
- The existing telephone system will be modified to include Language Line Services
- Local translation services will be contacted and if feasible, placed on retainer

Lincoln County Transportation Service District’s outreach and marketing initiatives have yielded a list of community organizations that serve populations with limited English proficiency. The following list of community organizations will be contacted to assist in gathering information and see what services are most frequently sought by the LEP population:

Lincoln County Public School District
Centro De Ayuda
Lincoln County Health and Human Services

Lincoln County Transportation Service District staff will contact the community organizations that serve LEP persons, as well LEP persons themselves, and perform a four factor analysis every three years to identify what, if any, additional information or activities might better improve transit services to assure non-discriminatory service to LEP persons. LCTSD will then evaluate the projected financial and personnel needed to provide the requested services and assess which of these can be provided cost-effectively.