

Title VI Program

Introduction

In Accordance with Title VI of the Civil Rights Act of 1964, this program reflects our commitment to ensuring that no person 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 provided by the Lebanon Transportation Program.

Title VI Notice to the Public

The City of Lebanon Transportation Program Title VI Notice to the Public shall be posted at the following locations. A copy of the public notice can be found as **Attachment C**:

Lebanon Senior Center – Transportation Office
Lebanon City Hall
On board buses operated by Lebanon Transportation Program

Title VI Complaint Procedures

The Lebanon Transportation Program has a standard process for investigating all complaints. Members of the public may file a signed, written complaint up to one hundred eighty (180) days from the date of alleged discrimination. Full procedures for filing a complaint and Lebanon Transportation Program's procedures for investigating complaints can be obtained at the Lebanon Senior Center/Transportation Program Office or on the website, at www.ci.lebanon.or.us. They are also in this document, as **Attachment A**. At a minimum, the complaint shall include the following information:

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

The complaint may be filed in writing and sent to the following address:

Lebanon Transportation Program
80 Tangent Street
Lebanon, OR 97355
by Phone: 541-258-4222
By Facsimile: 541-258-4956

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

Record of Title VI investigations, Complaints, or Lawsuits

The City of Lebanon Transportation Program will maintain a list of any and all transit related Title VI investigations, complaints, and lawsuits. The list shall be kept and maintained at the Administrative Office of the Lebanon Transportation Program, located at 80 Tangent Street, Lebanon, Oregon 97355. No civil rights related investigations, lawsuits or complaints as of the date of the approval of this plan.

Minority Representation on Non-elected Bodies

At this time the Lebanon Transportation Program does not have any non-elected bodies, committees, or councils of which it must report racial membership rates. If the Transportation Program develops any non-elected bodies the City will encourage the participation of minorities in proportion to the minority makeup of the service area. Also the City will maintain a table documenting the racial makeup of membership of such committees.

Title VI Public Participation Plan

The Lebanon Transportation Program shall strive to include minority and LEP (Limited English Proficiency) individuals in its decision-making processes. This includes outreach to minority groups in the Lebanon area.

Summary of Ongoing Public Participation Efforts and Outreach

The Lebanon Transportation Program has taken the following steps for public outreach and involvement activities:

Meetings

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

Brochure

The current brochure includes a note in Spanish for a contact number in order to obtain information.

Staff

The Lebanon Transportation Program drivers and dispatchers have a small book from the Colorado DOT, "Basic Spanish for Transit Employees." They can refer to this resource, as needed, to assist individuals (in person and over the phone), at least at a basic level until we determine if we need to call in an interpreter.

Bilingual Outreach

The City maintains a list of Spanish-speaking employees and can contract for Spanish interpreters if necessary.

We have access to an interpreting service, called Language Line Solutions, that can assist with interpreting many languages in order to assist those with limited English abilities.

Lebanon Dial-a-Bus Limited English Proficiency

Lebanon Transportation Program 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). Lebanon Transportation Program 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 year, our dispatchers and drivers have not encountered any individuals that required 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. Census Data (2010)
- b. Census Bureau's American Community Survey (2016) and Fact Finder Surveys (www.factfinder.census.gov)
- c. Department of Labor LEP Special Tabulation website Mid-Willamette Workforce

Step 3: According to the Census Bureau's American Community Survey and Fact Finder "Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over, B16001" Report, only 4.3% of the population being individuals speaking English "less than very well."

According to the Mid-Willamette Workforce Network the number of Spanish speaking LEP individuals that spoke English "not well" or "not at all" in the mid-Willamette area is 4.6%, which translates to approximately 710 residents in Lebanon.

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

The Lebanon Transportation Program drivers and dispatcher haven't encountered anyone with a LEP in the past year. We haven't had anyone request assistance with a language barrier or that required an interpreter.

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

The Lebanon Transportation Program provides important transportation services to the public through its demand response curb-to-curb service and Loop service. Lebanon Transportation Program is the only major public transportation provider that provides Lebanon-to-Lebanon, curb-to-curb service to healthcare facilities, shopping, social and recreational opportunities, educational campuses, and social service offices. Language barriers would most affect users of our service when calling to make an appointment for the bus, as that is how the majority of riders use our system.

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

The Lebanon Transportation Program currently provides contact information in Spanish that is printed on the Transportation Program brochure, on the website and our drivers are equipped with aids to communicate with LEP riders. The Lebanon Transportation Program maintains a list of

employees who are fluent in Spanish and other languages, and professional translation services are available if required.

Processes for providing language assistance services by language

Based on the four factor analysis, the Lebanon Transportation Program recognizes there are some LEP individuals in the community we serve.

Providing notice to LEP's of language assistance

Notice will be placed on the buses, the transportation website and brochures announcing the availability of Language assistance, as needed.

Monitoring, evaluating and updating LEP

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

Training Employees

The Lebanon Transportation Program will train all employees, staff and volunteers to proficiency regarding the need and availability of language assistance to LEP individuals who use the service. Employees will be encouraged to use the services provided when contact with LEP individuals prevents or hinders communication. This training will be provided at least annually.

Title VI equity analysis

There are no current planned facilities or construction projects that require a Title VI equity analysis.

Attachment A

Discrimination Complaint Procedure

1. Any person who believes 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, or the Civil Rights Restoration Act of 1987, as amended, may file a complaint with the Lebanon Transportation Program. A complaint may also be filed by a representative on behalf of such a person. All complaints will be referred to the Transportation 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, the Lebanon Transportation Program may extend the time for filing or waive the time limit in the interest of justice, as long as the Lebanon Transportation Program 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 a person makes a verbal complaint of discrimination to an officer or employee of the Lebanon Transportation Program, the person shall be interviewed by the Transportation Program Director. If necessary, the Transportation Program 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 Lebanon Transportation Program's investigative procedures.
4. Within 10 days, the Transportation Program 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 Transportation Program 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 or national origin)
 - d) Date of alleged discriminatory act(s).

- e) Date complaint received by the recipient.
 - f) A statement of the complaint.
 - g) Other agencies (local, state, or Federal) where the complaint has been filed.
 - h) An explanation of the actions Lebanon Transportation Program has taken or proposed to resolve the issue in the complaint.
6. Within 60 days, the Transportation Program 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 Lebanon City Manager. 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 Transportation Program 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 the Lebanon Transportation Program. The Transportation Program 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
555 13th Street NE
Salem, OR 97301
503-986-4305
503-986-4189 fax

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

Attachment B

Lebanon Transportation Program Title VI Complaint Form

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone Number: _____

Were you discriminated against because of your:

Race

National Origin

Color

Other: _____

Date and Time of Alleged Incident: _____

Explain as clearly as possible what happened and how you were discriminated against. Indicate who was involved. Be sure to include the names and contact information of any witnesses. If more space is needed, please use additional pages.

Have you filed this complaint with any other federal, state or local agency or with any court? Yes No

If yes, check and identify all that apply:

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

Please provide information for a contact person at the Agency or Court where the complaint was filed.

Name: _____

Address: _____

City, State, & Zip Code: _____

Telephone Number: _____

Please sign below. You may attach any additional written materials or other information you believe is relevant to your complaint.

Signature

Date

Please mail this form to:

Title VI Coordinator
City of Lebanon Transportation Program
80 Tangent Street
Lebanon, OR 97355

Attachment C

Notice to the Public

Notifying the Public of Rights under Title VI

- The City of Lebanon Transportation Program 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 Lebanon Transportation Program.
- For more information on the City of Lebanon Transportation Program's Civil Rights Program and procedures to file a complaint, contact 541-258-4222; email koliver@ci.lebanon.or.us; visit www.ci.lebanon.or.us ; or come to our office at the Lebanon Senior Center, 80 Tangent Street, Lebanon, OR 97355.
- 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, 5 Floor TCR, 1200 New Hersey Avenue SE, Washington, DC 20590.
- If information is needed in another language, contact 541-258-4222.
Si se necesita informacion en otro idioma de contact 541-258-4222.