

# 2014

## City of McFarland - Dial-A-Ride Title VI Program



City of McFarland  
401 West Kern Avenue  
McFarland, CA 93250



# CITY OF MCFARLAND

## DIAL-A-RIDE

### TITLE VI PROGRAM

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# CITY OF MCFARLAND

## 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 McFarland transit services are in compliance with FTA Title VI requirements.

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.

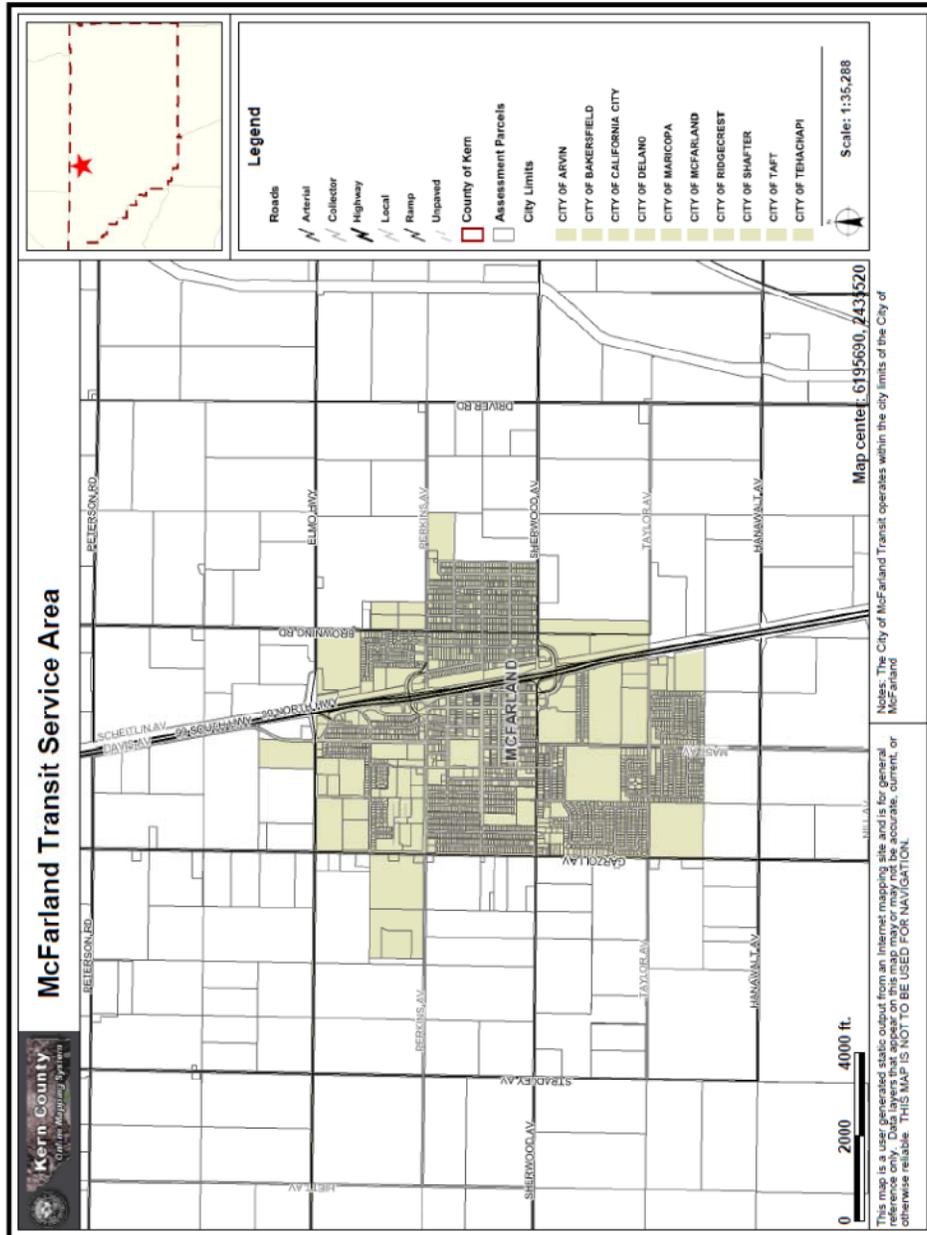
City of McFarland will ensure that its programs, policies, and activities comply with Department of Transportation’s (DOT) Title VI Regulations (49 CFR Part 21) and with Limited English Proficient (LEP) Persons requirements (70 FR 74087, December 14, 2005). The City is committed to creating and maintaining 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.

#### City of McFarland Title VI Policy Statement

*City of McFarland is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended.*



# CITY OF MCFARLAND 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 DOT'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 McFarland 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, at bus shelters, on Dial-A-Ride buses, and on the City's website, [www.mcfarlandcity.org](http://www.mcfarlandcity.org).



**EXHIBIT A  
NOTICE TO THE PUBLIC - ENGLISH**

**CITY OF MCFARLAND  
McFarland Dial-A-Ride  
Title VI Notice & Complaint Process**

The City of McFarland is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964. Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color or national origin may file a Title VI complaint with the City.

**Complaints may be filed with the City in writing and may be addressed to:**

City Clerk  
Title VI Compliance Coordinator  
City of McFarland  
401 West Kern Avenue  
McFarland, CA 93250

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.mcfarlandcity.org](http://www.mcfarlandcity.org)" (under Public Works-Transit or by calling (661) 792-3091. The City will provide appropriate assistance to complainants who are limited in their ability to communicate in English. If information is needed in another language, contact (661)792-3091. Si se necesita información en español, llame al (661)792-3091

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5<sup>th</sup> Floor- TCR, 1200 New Jersey Ave., S.E., Washington D.C. 20590



**EXHIBIT B  
NOTICE TO THE PUBLIC - SPANISH**

**LA CIUDAD DE MCFARLAND  
DIAL-A-RIDE  
Título VI Noticia y Proceso de Quejas**

La Ciudad de McFarland, se compromete a garantizar que ninguna persona sea excluida de participar o denegar los beneficios de servicios basado por raza, color, linaje, u origen nacional, según lo dispuesto en el Título VI del la Ley de Derechos Civiles de 1964. Cualquier persona que cree que él o ella ha sido objeto de discriminación en virtud del Título VI basado por raza, color u origen nacional puede

**Las quejas pueden ser presentadas en la Ciudad por escrito y pueden ser dirigidas a:**

City Clerk  
Coordinador de Conformidad Título VI  
Ciudad de McFarland  
401 West Kern Avenue  
McFarland, CA 93250

Una copia del Título VI Formulario de Queja (en Inglés o Español) y la información adicional se puede obtener desde el sitio web de la Ciudad en "[www.mcfarlandcity.org](http://www.mcfarlandcity.org)" (en "Tranportacion") o llamando al (661) 792-3091. La Ciudad proveerá asistencia apropiada par los denunciantes que sean limitados en su capacidad de comunicarse en inglés. Si se necesita información en español, llame al (661)792-3091

Un demandante puede presentar una queja directamente con la Administración Federal de Tránsito mediante la presentación de una queja ante Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor- TCR, 1200 New Jersey Ave., S.E., Washington D.C. 20590



## City of McFarland – Dial-A-Ride Title VI Program

- 2. Requirement to Post Notice of Title VI.** The City is required to post a public notice of the protections against discrimination afforded by Title VI.

### City of McFarland 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 McFarland website: [www.mcfarlandcity.org](http://www.mcfarlandcity.org)
- City Hall (401 West Kern Avenue, McFarland CA 93250)

- 3. Requirement to Develop Title VI Complaint Procedures and 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.

### City of McFarland Title VI Complaint Procedures

Submission of Complaint: If a customer believes he/she has received discriminatory treatment by City of McFarland's transit system on the basis of race, color or national origin, the customer will have the right to file a complaint with the Transit Title VI Compliance Coordinator.

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 McFarland – CityClerk  
Title VI Compliance Coordinator  
401 West Kern Avenue  
McFarland, CA 93250



## City of McFarland – Dial-A-Ride Title VI Program

The complaint can be phoned to:

(661)792-3091

The complaint may be made in person at:

City of McFarland  
401 West Kern Avenue  
McFarland, CA 93250

### Investigation of Complaints

Upon receipt of the complaint, the Compliance Coordinator will review it to determine if the City of McFarland has jurisdiction. 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 McFarland can administratively close the case.

Upon completion of the review, the Compliance Coordinator shall make a recommendation regarding the merit of the complaint, whether remedial actions are available to provide redress, and whether improvements to the City's Title VI process are needed.

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 may appeal it to:

City of McFarland  
City Manager  
401 West Kern Avenue  
McFarland, CA 93250  
Phone: (661) 792-3091  
Fax: (661) 792-3093



## City of McFarland – Dial-A-Ride Title VI Program

- 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, 5<sup>th</sup> 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 MCFARLAND 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 McFarland?  
Yes \_\_\_\_\_    No \_\_\_\_\_



**City of McFarland – Dial-A-Ride Title VI Program**

**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 \_\_\_\_\_

\_\_\_\_\_ [    ] Local Agency \_\_\_\_\_

[    ] Federal Court \_\_\_\_\_

[    ] 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 either address below:

City of McFarland – City Clerk  
Title VI Compliance Coordinator  
401 West Kern Avenue  
McFarland, CA 93250

Federal Transit Administration  
Title VI Program Coordinator,  
FTA Office of Civil Rights,  
East Building , 5<sup>th</sup> Floor-TCR 1200  
New Jersey Ave, S.E. Washington DC 20590



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

**Sección I: (Favor de escribir en forma legible)**

1. Nombre: \_\_\_\_\_
2. Dirección: \_\_\_\_\_
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:**

6. Esta presentando esta queja en su propio nombre?    Si\* \_\_\_\_\_ No \_\_\_\_\_  
\*Si contesto “si” al #6, baje a la Sección III.
7. Si contesto “no” al #6, cual es el nombre de la persona por cual usted esta representando la queja? Nombre: \_\_\_\_\_
8. Cual es la relación con este individuo: \_\_\_\_\_  
Favor de explicar porque usted esta representando a una tercera persona: \_\_\_\_\_
9. Favor de confirmar que usted obtuvo permiso de someter una queja con la persona afectada.    Si \_\_\_\_\_ No \_\_\_\_\_

**Sección III:**

10. Yo creo que la discriminación por la que pase fue basada por (Marque la que pertenezca):  
 Raza     Color     Origen Nacional
11. Fecha de la presunta discriminación: (mm/dd/aaaa) \_\_\_\_\_
12. Explique lo mas claro posible lo que paso y porque cree que fue discriminado. Describe todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la persona(s) que lo discrimino (si se conoce), así como los nombres y la información de los testigos en contacto. Si se necesita mas espacio, por favor use el reverso de este formulario.



**Sección IV:**

13. Ha presentado anteriormente una queja del Titulo VI con la Ciudad de McFarland?

Si \_\_\_\_\_ No \_\_\_\_\_

**Sección V:**

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

Si \_\_\_\_\_ No \_\_\_\_\_

Si contesto si, marque el que aplique:

- Agencia Federal \_\_\_\_\_
- Agencia Estatal \_\_\_\_\_
- Corte Federal \_\_\_\_\_
- Agencia Local \_\_\_\_\_
- Corte Estatal \_\_\_\_\_

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

Nombre: \_\_\_\_\_

Titulo: \_\_\_\_\_

Agencia: \_\_\_\_\_

Dirección: \_\_\_\_\_

Teléfono: \_\_\_\_\_ Email: \_\_\_\_\_

**Sección VI:**

Nombre de la Agencia de Transito cual se inicio su queja: \_\_\_\_\_

Persona de \_\_\_\_\_ Contacto: \_\_\_\_\_

Teléfono: \_\_\_\_\_

Usted puede adjuntar cualquier material escrito u otra información que crees que es relevante para su queja.

Firma y fecha es requerida para someter esta forma:

Firma \_\_\_\_\_ Fecha \_\_\_\_\_

Favor de someter esta forma en persona o por correo una de las siguiente direcciones:

City of McFarland – City Clerk  
 Title VI Compliance Coordinator  
 401 West Kern Avenue  
 McFarland, CA 93250

Federal Transit Administration  
 Title VI Program Coordinator,  
 FTA Office of Civil Rights,  
 East Building , 5<sup>th</sup> Floor-TCR 1200  
 New Jersey Ave, S.E. Washington DC 20590

4. **Requirement to Record and Report Transit-Related Title VI Investigations, Complaints, and Lawsuits.** The City is required to prepare and maintain a list of investigations, complaints, or lawsuits that pertain to allegations of discrimination on the basis of race, color, and/or national origin in transit-related activities and programs and that pertain to the entity submitting the report, not necessarily the larger agency or department of which the entity is a part.

The City of McFarland has not been involved in any transit-related Title VI investigations, complaints or lawsuits. The City of McFarland's Title VI Transit Compliance Coordinator will maintain a list of Title VI investigations, complaints, and lawsuits and include a summary and description of actions taken by the City, as required by the Title VI regulations. The list will include the date that the investigation, lawsuit, or complaint was filed; a summary of the allegations(s); the status of the investigation; lawsuit, or complaint; and actions taken in response, or final findings related to the investigation, lawsuit, or complaint. The list will be included in the City's Title VI submittal to FTA every three years.

5. **Promoting Inclusive Public Participation and Language Assistance Plan.** The City is required to develop a Public Participation Plan that includes an outreach plan to engage minority and limited English proficient populations, as well as a summary of outreach efforts made since the last Title VI Program submission.

## EXHIBIT E CITY OF MCFARLAND DIAL-A-RIDE PUBLIC PARTICIPATION PLAN

### **Public Outreach Activities**

The City of McFarland'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.

### **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**

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 8:00 a.m. to 5:00 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.

6. **Requirement to Provide Meaningful Access to LEP Persons.** The City must have a language assistance plan for providing language assistance to persons with limited English proficiency (LEP). Title VI and its implementing regulations require that FTA recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are LEP.

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

**Introduction**

Presidential Executive Order 13166 requires federal agencies to implement measures to ensure that people who speak limited English have meaningful access to programs and activities that are conducted and/or funded by the federal government, consistent with Title VI of the Civil Rights Act of 1964. Both the U.S. Department of Transportation (US DOT) and Federal Transit Administration (FTA) have implemented guidance or directives in furtherance of executive Order 13166.

In compliance with guidance and rules issued by US DOT, and Title VI of the Civil Rights Act of 1964, City of McFarland continues to take reasonable steps to ensure that all persons have meaningful access to its programs, services, and information, at no additional cost. This document is City of McFarland's Plan for Special Language Services to Limited English Proficient (LEP) Populations, referred to as the LEP Plan. In order to prepare this LEP Plan, City of McFarland undertook the US DOT's four-factor analysis, which considers the following:

1. The number and proportion of LEP persons served or encountered in the eligible service population.
2. The frequency with which LEP persons come in contact with City of McFarland programs, activities or services.
3. The importance to LEP Persons of City of McFarland's program, activities and services.
4. The resources available to City of McFarland and overall cost to provide LEP assistance.

The City of McFarland is the local planning organization for the city of McFarland and the local service area is approximately 2 square miles, with a population of 13,745 in a rural setting. The population is increasingly diverse, with a portion speaking a language other than English.



**Part 1. Determination of Need**

The following tables, drawn from The U. S. Census Bureau, identify those who speak English “less than very well” as Limited English Proficient persons.

Table 1 shows, by county, the ability to speak English and languages spoken at home for persons five years of age and older. The five most frequent languages in the region other than English are Spanish (44.99% percent), Tagalog (.26%), and Arabic (.23%). However, many of these people also speak English very well. Table 3 shows that Spanish-speakers are the only population representing more than five percent of the city’s population, that is identified as not speaking English very well.

**Table 1 – Language spoken at Home by Ability to Speak English for the Population 5 Years and Over**

	McFarland city, California	
	Estimate	Margin of Error
Total:	11,238	+/-234
Speak only English	1,774	+/-448
Spanish or Spanish Creole:	9,214	+/-486
Speak English "very well"	4,158	+/-463
Speak English less than "very well"	5,056	+/-628
Laotian:	13	+/-25
Speak English "very well"	13	+/-25
Speak English less than "very well"	0	+/-20
Tagalog:	55	+/-78
Speak English "very well"	26	+/-36
Speak English less than "very well"	29	+/-44
Other Pacific Island languages:	9	+/-17
Speak English "very well"	9	+/-17
Speak English less than "very well"	0	+/-20
Arabic:	163	+/-210
Speak English "very well"	137	+/-183
Speak English less than "very well"	26	+/-29
African languages:	10	+/-17
Speak English "very well"	10	+/-17
Speak English less than "very well"	0	+/-20

**Table 2 –Populations speaking English Less than “Very Well” Regionally**

--

***Factor 2: frequency of LEP populations’ contact with programs, activities, services.***

City of McFarland’s experience with LEP populations has been primarily with Spanish speakers. Outreach print materials for Regional Transportation Plan (RTP) workshops, unmet transit needs hearings, and environmental justice focus groups have regularly been translated into Spanish. The City has a translator for the council meetings, which include the unmet transit needs hearings. Other meetings have been conducted with a staff member able to translate the meeting details into Spanish upon request.

***Factor 3: Importance to LEP population of programs, services, activities.***

City of McFarland is a direct provider of transportation services. The City of McFarland plans for transportation facilities, programs and services for the citizens of the City of McFarland. The City of McFarland encourages the citizens for their input on the LEP.

***Factor 4: Resources available to City of McFarland and overall cost to provide LEP assistance.***

City of McFarland provides publicity in Spanish for unmet transit needs hearings and offers translation into any language upon request to allow LEP populations to participate. City of McFarland provides translation services for community workshops to develop the City’s long-range transportation plan. However, there has not been significant demand from LEP residents to participate in these discussions, unless City of McFarland actively works with community-based organizations to recruit participants from their LEP constituency and provide on-site language support. To the extent possible, City of McFarland staff also goes out to other organization’s meetings or English as a Second Language (ESL) classes involving LEP persons, but unfortunately, the resources for doing this type of outreach are very limited.

City of McFarland has five staff members that speak fluent Spanish, answers calls from the main telephone line that come in Spanish, and has an outgoing voicemail message in both English and Spanish. However, in some cases, the cost to implement multiple language programs, especially to provide translated materials or simultaneous translation, is significant and unfunded.

**Part 2. Implementation Plan on Language Assistance**

1. LEP persons who need language assistance

As noted above, the most significant group requiring language assistance has been the Hispanic/Latino population, with 44.99 percent of the region’s Spanish-speaking population speaking English less than very well. However, City of McFarland has also sought to identify other groups needing language assistance. City of McFarland continues to monitor the needs of LEP persons, and to determine its communications and public participation efforts to include people regardless of language barriers.

## 2. Providing language assistance

City of McFarland has a number of techniques or practices to provide meaningful opportunities for LEP residents to access transportation-related information and provide input that informs key decisions, including the following:

### **Transportation Information**

- The City of McFarland’s website contains local transportation information and links to transportation information, including KernCog’s, 511 website and Kern Regional Transportation.
- Kern COG’s 511 website for traffic, transit, rideshare and bicycling information can be accessed in all languages supported by Google translator, including Spanish and other local applicable languages.
- By dialing 511, telephone information on transportation services in the Kern region is available in Spanish.
- As part of a study of transit needs to reach “lifeline” or essential destinations, City staff interviewed local organizations working with LEP populations to identify issues and concerns with public transit services and provide more transportation information.
- City staff has distributed transportation resource sheets to agencies working with low-income and LEP populations in the city, including where to find transit information in languages than English.
- City staff has distributed to labor contractors and potential drivers and riders the availability of reduced cost vanpools for agricultural workers in the Kern region.
- The City of McFarland holds Unmet Transit Needs hearings in both English and Spanish. City staff also sends press releases to and purchases advertisements in a non-English language newspaper publicizing the hearings. Spanish-speakers with comments by phone are directed to call the city, and written or E-mail comments are accepted in any language.
- Most of the City of McFarland’s transit operators already provide transit service information in Spanish. City of McFarland Transit also has staff to answer callers in Spanish language. The City of McFarland also maintains an awareness and sensitivity to LEP needs in developing Short-Range Transit Plans for the City of McFarland, including creating on-board surveys in languages other than English as needed, and developing new transit marketing strategies and recommendations for reaching relevant LEP populations in the transit operator’s area.

City of McFarland plans to continue such measures to insure that those with limited English proficiency can obtain information about transportation services in the City of McFarland, provide meaningful comment on public transit services, and participate in City of McFarland transportation planning process.

### 3. Training staff

Many of City of McFarland's staff has experience communicating in an ethnically diverse environment. A number come to the job with multi-lingual skills. Agency training and internal planning will continue to note the need to consider persons with limited English proficiency in communicating transportation information, and providing or partnering for language assistance for LEP persons to support and encourage their participation in the planning activities.

Given the proliferation of smart phone and expansion of Internet access, even among low-income populations, City of McFarland is also exploring the potential to use more online community education and engagement tools that allow people to participate in the planning process without having to physically attend workshops or meetings, and whether those tools can be cost-effectively translated into Spanish or other non-English languages.

### 4. Providing notice to LEP persons

City of McFarland will continue to inform the public and LEP persons of their rights under Title VI in a number of ways:

- Notification of Title VI rights on City of McFarland's website in English and Spanish.
- Complaint procedures and forms translated into Spanish that are posted on City of McFarland's website and available through City of McFarland's office.
- Continuing with routine use of both English and Spanish on printed or electronic announcements for Unmet Transit Needs Hearings and public workshops on key planning efforts that alert interested individuals on how to request translation services.
- Working with community-based organizations and other stakeholders to inform LEP individuals of City of McFarland's programs and services, including the availability of language services.

### 5. Monitoring/updating the plan

While maintaining a basic level of access by LEP populations to City of McFarland transportation information and services, and public input opportunities into key planning decisions, City of McFarland will monitor demographic shifts and translation requests and adjust to meet demand. City of McFarland LEP Plan will be updated as needs to reflect significant changes.



Summary of Non Elected Committee Membership

The City of McFarland Transit System does not include a non-elected committee or advisory body to assist with the transit program.



## City of McFarland – Dial-A-Ride Title VI Program

### Subrecipient Monitoring and Schedule of Subrecipient Title VI Program Submissions

The City of McFarland Transit System does not have any subrecipients of Federal funding at this time and does not anticipate expanding to include subrecipients.

If in the future the City of McFarland elects to expand its transit program and begins contracting with subrecipients, the City will ensure compliance with Title VI regulations by updating this element of its Title VI program to include the monitoring methodology and reporting schedules for all subrecipients.

### Title VI Equity Analysis

Title VI regulations require the completion of an Equity Analysis whenever a recipient or subrecipient begins planning the locating and construction of a new transit facility (not including bus shelters, transit stations, power substations, or other facilities already evaluated through NEPA)

The City of McFarland has not undertaken any construction projects for facilities at a new location in recent years. Therefore no Equity Analysis is required at this time.