



**City of California City**  
**Title VI Program**  
**Adopted:**  
**15 July, 2014**

# *City of California City*

## *Title VI Program*

### **INTRODUCTION**

Title VI of the Civil Rights Act of 1964, a federal statute, provides that no person 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. In addition, Presidential Executive Order 13166 requires recipients, sub-recipients of federal funds to take reasonable steps to address the needs of individuals who have limited-English proficiency in order to ensure no discrimination occurs based upon national origin.

On October 1, 2012, the Federal Transit Administration (FTA) released Circular 4702.1B to comply with the newly revised Department of Transportation (DOT) regulation issued to implement the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and Executive Order 13166. The City of California City's Title VI Program has been updated to reflect the requirements of the new circular. As a part of the program implementation, the City of California City is also required to submit a Title VI compliance report to the CalTrans Division of Mass Transportation every three years. This plan and report highlight the City of California City's efforts to support and comply with all aspects of Title VI.

### *Program Objectives*

The City of California City's Title VI Program goals are;

- Ensuring that the level and quality of public transportation service is provided in a nondiscriminatory manner;
- Promoting full and fair participation in public transportation decision-making without regard to race, color, or national origin;
- Ensuring meaningful access to transit-related programs and activities by persons with limited-English proficiency.

**City of California City  
Title VI & LEP Plan  
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# **TITLE VI COMPLAINT PROCEDURES**

## **City of California City**

### **What is Title VI?**

Title VI is a section of the Civil Rights Act of 1964 requiring 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 assistance.” Note that the Title VI does not address gender discrimination. It only covers race, color and national origin. Other Civil Rights laws prohibit gender discrimination.

Any person who feels that he or she, individually or as member of any class of persons, on the basis of race, color, or national origin has been excluded from or denied the benefits of, or subjected to discrimination caused by the City of California City may file a written complaint with the City of California City, Title VI Administrator or the Federal Transit Administration (FTA).

### **Filing a Complaint with City of California City**

The preferred method of filing a complaint is to file your complaint in writing with using the Title VI complaint form, and sending it to:

**City of California City  
Attention: Title VI Administrator  
21000 Hacienda Boulevard  
California City, CA 93505**

A complaint form is available in hard copy at the administrative office of City of California City or may be downloaded and submitted online at [www.californiacity.com](http://www.californiacity.com) . Such complaints must be filed within 180 calendar days after the date the discrimination occurred.

### **The Complaint Process**

Upon receipt of the complaint, the Title VI Administrator will record the complaint in the Title VI Complaints, Investigations and Lawsuit Log. This Log included the date of investigation, lawsuit , or complaint; summary of the allegation (s); the status of the investigation, lawsuit or complaint; and actions taken by recipient or sub-recipient in response to complaint.

## **TITLE VI COMPLAINT PROCEDURES**

Should a complaint be filed with the City of California City and an external agency simultaneously, the external complaint shall supersede the City of California City complaint and City of California City's complaint procedures will be suspended pending the external agency's findings.

If filed with the City of California City, the Title VI Administrator will begin assessment or investigation of the complaint within fifteen (15) working days of receiving the complaint. Based upon all of the information received, the Title VI Administrator will prepare a draft written response subject to review by the City of California City City Council. If more time is required, the Administrator shall notify the complaint of the estimated timeframe for completing the review, not to exceed (60) calendar days of the receipt of the formal complaint. If appropriate, the California City City Council may administratively close the complaint.

If final written response is determined to be needed, the complaint will receive a letter stating the final decision of the Title VI Administrator and the complaint will be advised of his/her right to file a complaint with the Federal Transit Administration (FTA), Office of Civil Rights should the complaint feel dissatisfied with the decision.

### **Filing a Complaint with the Federal Transit Administration**

To file a complaint with the Federal Transit Administration, fill out a Title VI complaint form and mail it to:

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

The complaint form may be downloaded from FTA's website.

Go to <http://www.fta.dot.gov/civilrights/title6/civilrights5104.html> for more information.

*Upon request, assistance in the preparation of any necessary written material will be provided to a person or persons who are unable to read or write.*

## **TITLE VI NON-DISCRIMINATION POLICY STATEMENT**

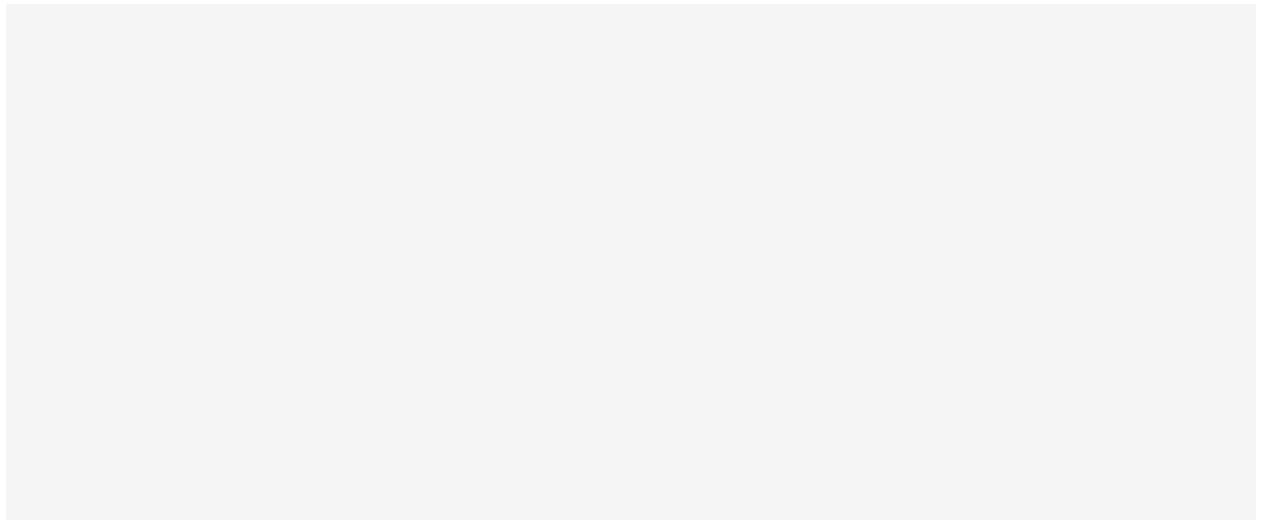
The City of California City is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or be subject to discrimination in the receipt of its services or programs on the basis of race, color or national origin as provided by the Title VI of the Civil Rights Act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

To obtain more information on The City of California City's nondiscrimination obligations or to file a Title VI complaint, contact:

ATTN: Title VI Administrator  
City of California City  
21000 Hacienda Boulevard  
California City, CA 93505

Main: (760) 373-7170  
Fax: (760) 373-7532

You may file a written complaint no later than 180 calendar days after the date of the alleged discrimination.



## TITLE VI COMPLAINT FORM

Before filling out this form, please read the City of California City Title VI Complaint Procedures located on our website or by visiting our office.

The following information is necessary to assist us in processing your complaint. If you require assistance in completing this form, please call us at the phone number listed above. Complaints must be filed within 180 calendar days after the date alleged discrimination occurred.

<b>Complaint's Name:</b>		
<b>Street Address:</b>		
<b>City:</b>	<b>State:</b>	<b>Zip Code:</b>
<b>Telephone Number Home:</b>	<b>Other:</b>	

Where you discriminated against because of:

\_\_\_\_\_ Race

\_\_\_\_\_ National Origin

\_\_\_\_\_ Color

Date of Alleged Incident \_\_\_\_\_

Time of Incident \_\_\_\_\_

Person discriminated against (if someone other than complaint):

<b>Name:</b>		
<b>Address:</b>		
<b>City:</b>	<b>State:</b>	<b>Zip Code:</b>

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 and provide name of agency and contact information:

	<b>Federal Agency:</b>	<b>Contact:</b>
Telephone # For Contact:		<b>Email:</b>
	<b>Federal Court:</b>	<b>Contact:</b>
Telephone # For Contact:		<b>Email:</b>
	<b>State Agency:</b>	<b>Contact:</b>
Telephone # For Contact:		<b>Email:</b>
	<b>State Court:</b>	<b>Contact:</b>
Telephone # For Contact:		<b>Email:</b>
	<b>Local Agency:</b>	<b>Contact:</b>
Telephone # For Contact:		<b>Email:</b>
	<b>Other:</b>	<b>Contact:</b>
Telephone # For Contact:		<b>Email:</b>

Have you filed a lawsuit regarding this complaint: Yes\_\_\_\_ No\_\_\_\_

Note: If litigation is pending regarding the same issues, we defer to the decision of the court.

In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. You should include specific details such as names, dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of the allegations. Please provide any other documentation that is relevant to this complaint.



## **AGENCY OVERVIEW**

### **City of California City**

The American with Disabilities Act (ADA) defines a disabled person's right to equal participation in transit programs. If public bus service is provided, it must comply with ADA requirements to provide "complementary" paratransit. Paratransit is origin-to-destination transportation for people with disabilities who cannot use the bus all or some of the time. Paratransit must serve destinations within 3/4 mile of all public fixed route bus service (40 CFR 37.131). Some public transit providers (and towns, cities, and counties) provide a non-ADA paratransit-like service, sometimes called dial-a-ride (DAR) service. In California City, this service is provided to all citizens, including people with disabilities.

The service area for the California City Dial-a-Ride is the same as the California City boundaries. One ticket is collected per trip within the service area of the system.

Riders can schedule appointments on the travel day. From 8:00am to 3:30 pm, Monday through Friday, riders can contact the dispatcher to make travel arrangements. The dispatcher generally allows 30 minutes travel time to maintain on-time arrivals, while the driver picks up and delivers other scheduled riders on route.

## LANGUAGE ASSISTANCE PLAN

Consistent with Title VI, DOT's implementing regulations, and Executive Order 13166, the City of California City takes reasonable steps to ensure meaningful access to benefits, services, information and other important transit activities for individuals who are limited-English proficient (LEP).

To provide meaningful access to the City of California City programs and services for persons who have limited English proficiency, a LEP plan was adopted. This plan is a training tool and guide for transit members on how to recognize a person who may need language assistance and how to provide that assistance.

The City of California City has customer service staff who are bilingual and are trained to assist persons with limited English language proficiency.

The City of California City also continues to communicate to LEP populations. This program provides additional opportunity to obtain written and verbal information about public transportation services.

### INTRODUCTION

The limited English Proficiency Plan has been prepared to address the City of California City 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 the 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 nation 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 which receive federal funds, including all City of California City departments receiving federal grant funds.

#### Plan Summary

The City of California City has developed this Limited English Proficiency 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 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 who may need language assistance, the ways in which assistance may be provided, staff personal 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, the City of California City used the four-factor LEP analysis which considers the following factors:

1. The number of proportion of LEP persons in the service area who may be served by the City of California City.
2. The frequency with LEP persons come in contact with the City of California City.
3. The nature and importance of services provided by the City of California City to the LEP population.
4. The interpretation services available to the City of California City's Dial-a-Ride and overall cost to provide LEP assistance. A summary of the results of the four-factor is in the following section.

#### **MEANINGFUL ACCESS: FOUR-FACTOR ANALYSIS**

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

The City of California City staff reviewed the 2010 U.S. Census Report and determined of 12,348 persons in California City, 18.2% (2,247) speak a language other than English. 768 of the overall population in the service area have Limited English Proficiency; that is they speak English less than well, this is only a 6.23%. In the service area, of those persons with Limited English proficiency, 630 speak Spanish, 44 speak Indo-European, 94 speak Asian or Pacific Islander Languages, and 0 speak other foreign languages.

##### **2. The frequency with which LEP persons come in contact with Dial-a-Ride services.**

The City of California City staff reviewed the frequency with which the Dial-a-Ride Employees have, or could have, contact with LEP persons. This includes documenting phone inquiries, bus rides or office visits. Within the last year, the Dial-a-Ride has had zero (0) requests for interpreters and translated program documents.

##### **3. The nature and importance of services provided by the Dial-a-Ride to the LEP population.**

The City of California City provides important transit services to the public through its door to door paratransit services. The Dial-a-Ride is the primary resource for paratransit dependent individuals for daily life tasks such as medical appointments, shopping, commuting to school, and work.

Office staff and bus drivers are most likely to encounter LEP individuals through rides, office visits, and phone conversations.

**4. The resources available to the City of California City, and overall costs to provide LEP assistance.**

Currently, The City of California City website provides the capability of being translated into over 30 languages using a tool called Google Translate. By clicking on a particular language, the web page is refreshed into the selected language. The City of California City contracts with Language Line Personal Interpreter Services. For those who have limitations seeing, hearing, speaking, remembering, moving, specially-trained Communications Assistant (CA) can relay telephone conversations by dialing 711.

### **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 Limited English Proficient person and may be entitled to language assistance with respect to the City of California City 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 Dial-a-Ride employees identify an LEP person who needs language assistance:

- All Dial-a-Ride employees will be provided with "I Speak" cards to assist in identifying the language interpretation needed if the occasion arises.
- Dial-a Ride drivers will conference call with a designated bi-lingual city employee, when a LEP client appears to need assistance ordering services. The designated bi-lingual employee will take the service order and relay it to the Dial-a-Ride Driver and customer.
- All Dial-a-Ride employees will be surveyed periodically on their experience concerning any contacts with LEP persons during the previous year.
- Post notice of Title VI Policy Statement and the availability of interpretation or translation services free of charge in languages LEP persons would understand.

**Hello, my name is \_\_\_\_\_.**

I speak limited English. I need competent language assistance in Spanish to have full and effective access to your programs.

Under Title VI of the 1964 Civil Rights Act, public agencies are obligated to provide competent language assistance to limited-English-proficient individuals. Social and health service agencies may call HHS Office for Civil Rights at 1-800-368-1019 for more information. Food Stamp and WIC agencies may call USDA Office of Civil Rights at 1-888-271-5983. All other agencies may call U.S. Department of Justice, Civil Rights Division, at 1-888-848-5306.

### Example of an "I Speak" Card

#### Language Assistance Measures

The City of California City is committed to making its services and programs available to LEP persons and recognizes the need to continue providing language services within the City. The City of California City is committed to continuing the following practices:

1. Dial-a-Ride employees will take reasonable steps to provide the opportunity for meaningful access to LEP clients who have difficulty communicating in English.
2. Dial-a Ride dispatcher will conference call with a designated bi-lingual city employee, when a LEP client appears to need assistance ordering services. The designated bi-lingual employee will take the service order and relay it to the Dial-a-Ride Dispatcher.
3. The following resources will be available to accommodate LEP persons:
  - a. When the City of California City sponsors an informational meeting or event, an advanced public notice of the event should be published including special needs related to offering a translator (LEP) or interpreter with advance notice.
  - b. Post the City of California City Title VI Policy Statement and Complaint Procedures on the agency website, [www.californiacity.com](http://www.californiacity.com) and at City Hall, 21000 Hacienda Boulevard, California City, CA 93505.

## **STAFF TRAINING**

The following training will be provided to all staff:

- Information on the Title VI Policy and LEP responsibilities.
- Description of language assistance services offered to the public.
- Use of the "I Speak" cards.
- Documentation of language assistance requests.
- How to handle a potential Title VI/LEP complaint.

## **TRANSLATION OF DOCUMENTS**

The City of California City weighed the cost and benefits of translating documents for potential LEP groups. At this time, it is an unnecessary burden to have any documents translated.

Due to very small local LEP population, the City of California City does not have a formal outreach procedure in place, as of 2014. However, when and if the need arises for LEP outreach, the City of California City 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 an alternative language based on the known LEP population.

## **MONITORING**

**Monitoring and Updating the LEP Plan** - The City of California City will update the LEP Plan as required. At minimum, the plan will be reviewed and updated when data from the Census is available, or when it is clear that higher concentrations of LEP individuals are present in the Dial-a-Ride service area. Updates will include the following:

- How the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determination as to whether the need for translation services has changed.
- Determine whether the City of California City language assistance programs have been effective and sufficient to meet the need.
- Determine where the City of California City's financial resources are sufficient to fund language assistance resources needed.

- Determine if the need for public outreach or promoting of services need to be implemented.
- Maintain a Title VI complaint log, including LEP to determine issues and basis of complaints.

#### **DISSEMINATION OF THE DIAL-A-RIDE LEP PLAN**

A link to the **City of California City LEP Plan** and the **Title VI Procedures** is included on the **City of California City website** at [www.californiacity.com](http://www.californiacity.com) .

Any person or agency with internet access will be able to access and download the plan from the City of California City website. Alternatively, any person or agency may request a copy of the plan via email, telephone, fax, mail, or in person and shall be provided a copy of the plan at no cost.

Questions or comments regarding the LEP Plan may be submitted to;

Title VI Administrator  
 City of California City  
 21000 Hacienda Boulevard  
 California City, CA 93505.

Phone: (760) 373-7170  
 Fax: (760) 373-7532  
 Email: [www.californiacity.com](http://www.californiacity.com)

#### **Kern COG Committees**

Transportation Technical Advisory Committee (TTAC) – meets monthly (except on dark Board meeting months – August and December). Responsible for recommending adoption of TDA claims, RTP updates, and coordinating with other member agencies regarding regional planning issues. Members are technical staff members from Kern COG member agencies.

Regional Planning Advisory Committee (RPAC) – meets monthly (except on dark Board meeting months – August and December). Responsible for recommending land-use planning issues impacted by transportation projects and strategies. Members are technical staff from members from member agencies and three members from private planning firms.

Social Services Technical Advisory Committee (SSTAC) – meets at least five times per year. Members of the SSTAC monitor and suggest service improvement for elderly and disabled residents of the Kern region. The primary focus of the SSTAC is to review annual unmet transit needs public hearing data and recommend a finding to the Kern COG Board. Members are technical staff from member agencies that provide service exclusively to elderly and disabled residents, and staff from local nonprofit agencies that provide care for elderly and disabled residents.

Transit Operators Committee (TOC) – meets quarterly. This committee provides a forum to county public transit operators. It also allows Kern COG staff to inform transit operators of changing state and federal laws that may impact existing and future operations. Members are public transit staff and finance staff from Kern COG’s member agencies that provide public transit service.

These four committees are managed by Kern COG staff. Contact information for all four committee is:

Mr. Ahron Hakimi, Executive Director  
Kern Council of Governments  
1401 19th Street, Suite 300  
Bakersfield, CA 93301

(661) 861-2191

**Note:** *As for the membership of committees, the City of California City participates on KernCOG's SSTAC, TTAC, RPAC and TOC committees, however we do not have authority in selecting the committee members.*

**LIST OF LOCATIONS WHERE TITLE VI NOTICE IS POSTED**

Dial-a-Ride's Title VI notice to the public is currently posted at the following locations:

Location Name	Address	City
<a href="http://www.californiacity.com">www.californiacity.com</a>		
Kern County Library	9507 California City Boulevard	California City, CA
Reception Area	21000 Hacienda Boulevard	California City, CA
Interior of Vehicles		
Meeting Rooms	21000 Hacienda Boulevard	California City, CA
City of California City	21000 Hacienda Boulevard	California City, CA

**DIAL-A-RIDE**

**LIST OF TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS**

	<b>Date (Month, Day, Year)</b>	<b>Summary (include basis of complaint: race, color, or national origin)</b>	<b>Status</b>	<b>Action (s) Taken</b>
<b>Investigations</b>	NONE			
1.				
2.				
<b>Lawsuits</b>	NONE			
1.				
2.				
<b>Complaints</b>	NONE			
1.				
2.				

**NOTE:** This list shall be included in the Title VI Program submitted to FTA every three years.



## Deaf and Disabled Telecommunications Program

### Use the California Relay Service (CRS)

If you have limitations seeing, hearing, speaking, remembering, or moving, specially-trained Communications Assistant (CA) can relay telephone conversations for all of your calls.



Dial 711 to reach the California Relay Service (CRS). Dialing 711 is for everyone, not just those who have difficulty hearing on a standard telephone. Friends, family, and business contacts can dial 711 for relay calls, too.

If you prefer having your calls immediately answered in your mode of communication but don't have a preferred provider, dial one of the toll free modality and language-specific numbers below. The call will be routed to one of the CRS providers.

Type of Call	Language	Toll-free 800 Number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English & Spanish	1-800-854-7784

CRS provides a variety of modalities: Modalities are the type of service used based on the communication needs of the call parties.

Federal regulations specify very strict confidentiality requirements for CAs of all relay services. No part of the conversation that takes place between callers is revealed or recorded in written, verbal, or any other form. CRS CAs do not participate in the conversation and acquire no benefit from information relayed.