Report to the Auburn City Council

Action Item
Agenda Item No. 9

City Manager Approval

To:	Mayor and City Council Members
From:	Bernie Schroeder, Director of Public Works Megan Siren, Administrative Analyst/Transit Manager
Date:	June 9, 2014
Subject:	Auburn Transit – Title VI Program, Public Participation Plan & Limited English Proficiency Language Plan

The Issue

Shall the City approve the Title VI Program, Public Participation Plan & Limited English Proficiency Language Plan?

Conclusion and Recommendation

Staff recommends that the City Council adopt, BY RESOLUTION, the Title VI Program, Public Participation Plan and Limited English Proficiency Language Plan for Auburn Transit.

Background

The Federal Transit Administration (FTA) is responsible for ensuring that its funding recipients fully comply with the Title VI of the Civil Rights Act of 1964. The City of Auburn operates Auburn Transit, is a recipient of FTA federal funds as a sub-recipient under the California Department of Transportation (Caltrans). As a recipient of federal funds, Auburn Transit has prepared the attached 2014 Title VI Program in accordance with the current FTA Circular (Circular 4702.1B).

Title VI of the Civil Rights Act of 1964 states the following: "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

The Title VI Program is required by FTA and Caltrans to be reviewed and approved by the City Council and submitted to Caltrans every three years. Once approved, the attached Title VI Program will remain in effect through 2017. In order to adopt a document that meets the objectives of the Title VI Program, the City also prepared a Public Participation Plan and a Limited English Proficiency Language Plan. The plans are included in the Title VI Program, but are also stand-alone documents to be used for the public involvement process as it relates to activities conducted by the City in the expenditure of FTA funds.

Alternatives Available to Council; Implications of Alternatives

1. Accept Staff Recommendation
2. Take no action.

Fiscal Impact

The preparation of the plans was conducted by staff. The cost of implementation of the plans are incorporated with future transit related projects that receive FTA funds.

Attachments: ***Exhibit A – Title VI Program***
Resolution

CITY OF AUBURN
Auburn Transit
TITLE VI PROGRAM

Approved by City of Auburn City Council: XXXX, 2014

Prepared By:

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128439.1

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I. Overview

The Federal Transit Administration (FTA) is responsible for ensuring that its funding recipients fully comply with the Title VI of the Civil Rights Act in 1964. The City of Auburn which operates Auburn Transit (hereafter referred to as Auburn Transit), is a recipient of federal funds. As a recipient of federal funds, Auburn Transit has prepared its 2014 Title VI Program in accordance with FTA Circular 4702.1B, dated October 1, 2012.

Section 601 of Title VI of the Civil Rights Acts of 1964 states the following:

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

Auburn Transit grants all citizens equal access to its transportation services and 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. Furthermore, Auburn Transit shall continuously strive to ensure that equal opportunities are afforded to all individuals in its service area.

As of 2010 Census Data, the City of Auburn population was 13,330. Auburn Transit provides a deviated fixed route service with a total fleet of 5.

II. Notice of the Public

To ensure Auburn Transit riders are aware of its commitment to Title VI compliance, and of their right to file a civil rights complaint, Auburn Transit posts a notification, in both English and Spanish, at the City of Auburn City Hall, on the buses, in the Route Map & Schedule Guide and on the City's website: http://www.auburn.ca.gov/services/PublicWorks/pwTransit.html. A copy of Title VI notices is located in Appendix A.

III. Complaint Procedures

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Auburn Transit may file a Title VI complaint by completing and submitting Auburn Transit's Complaint Form to the Auburn Transit, Civil Rights Officer or with the Federal Transit Administration (FTA).

The Title VI complaint form is available in English and Spanish and is available in the City of Auburn City Hall and on the City's website: http://www.auburn.ca.gov/services/PublicWorks/pwTransit.html. The Title VI complaint procedures are also included in the Route Map & Schedule Guide. A sample Title VI Complaint Form is located in Appendix B.

List of Locations Where Title VI Notice Is Posted
City of Auburn's Title VI notice to the public is currently posted at the following locations:

Location Name	Address	City
Auburn City Hall	1225 Lincoln Way	Auburn
Auburn's City Website	http://www.auburn.ca.gov/services/PublicWorks/pwTransit.html	

Auburn Transit investigates complaints received no more than 180 days after the alleged incident. Auburn Transit will process complaints that are complete. Once the complaint is received, Auburn Transit Civil Rights Officer will review the complaint to determine if Auburn Transit has jurisdiction and will send the complainant and acknowledgement letter informing her/him whether the complaint will be investigated by Auburn Transit.

Auburn Transit has up to sixty (60) calendar days to investigate the complaint. If more information is needed to resolve the case, Auburn Transit may contact the complainant. The complainant has thirty (30) calendar days from the date of the letter to send requested information to the investigator assigned to the case; if within thirty (30) calendar days from the date of the letter the investigator is not contacted by the complainant and the investigator does not receive the additional information requested in the letter, Auburn Transit can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue the case.

After the investigator reviews the complaint, Auburn Transit will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF 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. If the complainant wishes to appeal the decision, she/he has ten (10) business days after the date of the letter or the LOF to file an appeal with the City of Auburn Public Works Director.

A person may also file a complaint directly with the Federal Transit Administration, at:

Federal Transit Administration
Office of Civil Rights
1200 New Jersey Avenue SE
Washington, D.C. 20590

The complaint form may be downloaded from FTA's website, go to:
http://www.fta.dot.gov/civilrights/12884.html for more information.

IV. Investigations, Complaints or Inquiries

Auburn Transit maintains a list of active investigations conducted by FTA and entities other than FTA, including lawsuits and complaints naming Auburn Transit that allege discrimination on the basis of race, color or national origin. This list includes a date that the transit-related Title VI investigation, lawsuit or complaint was filed; and actions taken by Auburn Transit in response, or final findings related to the investigation, lawsuit, or complaint. Below is the Title VI Investigations, Complaints or Lawsuit Log.

File #	Incident Date	Summary of Complaint	Status	Action(s) Taken
None	N/A	N/A	N/A	N/A

As of the writing of this program, Auburn Transit has had no complaints, investigations, or lawsuits which allege discrimination on the grounds of race, color or national origin or any other form of discrimination in 2010, 2011, 2012, and 2013 or thus far in 2014.

V. Public Participation Plan

As a recipient of federal transportation funding from the Federal Transit Administration (FTA), the City of Auburn (COA) is required to develop a Public Participation Plan (PPP) that implements the goals and objectives of Title VI of the Civil Rights Act of 1964. The PPP is intended to provide guidance for public involvement activities to be conducted by COA in the expenditures of FTA funds in compliance with Title VI of the Civil Rights Act of 1964 and FTA Circular 4702.1B ("Title VI Requirements and Guidelines for Federal Transit Administration Recipients"). The PPP is provided as Appendix C.

VI. Language Assistance Plan

In order to ensure meaningful access to transit programs, services, information and activities for people with Limited English Proficiency (LEP), Auburn Transit uses the information obtained in a Four Factor Analysis to determine the specific language services that are appropriate. This analysis helps Auburn Transit determine if it communicates effectively with LEP persons and informs language access planning.

The complete Four Factor Analysis used to develop the Language Assistance Plan (LAP) is provided in Appendix D. The LAP includes the results of the Four Factor Analysis which is a local assessment and consideration of the following:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by Auburn Transit;

2. The frequency with which LEP persons come into contact with Auburn Transit services and programs;
3. The nature and importance of Auburn Transit services and programs in people's lives:
4. The resources available to Auburn Transit for LEP outreach, as well as the costs associated with that outreach.

The results of conducting the Four Factor Analysis using 2010 Census Data relating to Auburn Transit services and programs indicate the highest percentage of the population which reports speaking English "less than well" speaks Spanish. While there are other languages spoken in the region by people who report speaking English "less than well" (for example Asian and Pacific Island languages), they are currently less common than Spanish. Moreover, employees of Auburn Transit who come into contact with the general public and passengers of Auburn Transit have not reported that English is a barrier to understanding the programs and services offered by Auburn Transit, other than for Spanish speaking individuals.

To minimize language barriers and to better communicate information important to using Auburn Transit services and programs Auburn Transit has identified and implemented a number of steps. Materials are provided in Spanish, and employees are trained in how to make use of tools provided to assist in communicating our services. Available resources provided by Auburn Transit include:

- Civil Rights Complaint Form – translated into Spanish and provided on-board buses, on website and in City Hall lobby.
- Language Card - Bus Drivers equipped with language card to assist passenger ability to indicate language needs

VII. Decision Making Committees and Councils

The City of Auburn is committed to providing an open and visible decision-making process to which the public has equal access. The City Council makes the decisions regarding policy, service changes, fares, capital programming and facility locations for Auburn Transit. The City Council members are elected officials, and therefore, are not subject to Title VI requirements.

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

Membership of Board, Councils, and Committees Broken Down By Race

Body	Caucasian	Latino	African American	Asian American	Native American
Population		*To be completed when applicable.*			
Non-elected Planning Board					
Advisory Council					
Committee					

VIII. Sub-recipient Compliance

As a sub-recipient of FTA funds Auburn Transit is monitored by Placer County Transit and California Transportation Department Division of Mass Transportation.

IX. Construction Equity Analysis

When Auburn Transit plans to construct or expand a facility, such as a vehicle storage facility, maintenance facility, transit hub or operation center, Auburn Transit will include a copy of the Title VI Equity Analysis conducted during the planning stage with regard to the location of the facility. The following principles will be applied in the analysis:

1. To avoid, minimize, or mitigate disproportionality high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations.
2. To ensure the full and fair participation by all potentially affected communities in the transportation decision-making process.
3. To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.

Auburn Transit will follow federal guidance provided in FTA Circular 4703.1 (August 2012).

During the last three (3) years, Auburn Transit has not constructed a vehicle storage, operations center or maintenance facility.

X. Service Standards and Policies

Auburn Transit has developed a set of quantifiable service standards and policies. These service standards were developed through a public participation process that included development of a Short Range Transit Plan accepted by the Placer County Transportation Planning Agency and Auburn City Council.

Service standards are used as key performance indicators to help gauge different areas of performance for the entire Auburn Transit system. As such, these standards are used to identify trends and/or issues which should be addressed to improve overall system performance and to measurably identify issues. These service standards and policies include, but are not limited to those presented below.

A. VEHICLE LOADS AND PASSENGER PER HOUR STANDARDS

Vehicle load is expressed as the ratio of passengers to the total number of seats on a vehicle at any moment. Vehicle load will also vary by route, time of day and by season. The average of all loads during the peak operating period should not exceed vehicles' achievable capacities, which are 24 passengers for a 25-foot cut-away bus and 36 passengers for 30-foot transit buses.

Vehicle Type	Seated	Standing	Total	Maximum Load Factor
25' Cutaway	16	4	20	1.25
30' Transit Bus	24	6	30	1.25

For passenger safety and comfort, vehicles should be sized and the transit service operated to limit typical peak loads to the seating capacity. Local deviated fixed route should generally limit standing loads to maximum of 20 percent of daily runs on a single route.

B. VEHICLE HEADWAY (FREQUENCY) STANDARDS & SERVICE SPAN STANDARDS

Local Service – Vehicle headway for local deviated fixed route service is generally provided in 60 to 120 minute increments, and may vary depending upon demand. Generally, the span of service each weekday is 6 a.m. to 6 p.m. for routes. The span of service on Saturdays is from 9 a.m. to 5 p.m. and no local service exists on Sundays.

Routing and scheduling involves the consideration of a number of factors including: ridership productivity, transit/pedestrian friendly streets, density of transit-dependent population and activities, relationship to the Regional Transportation Plan, relationship to major transportation developments, land use connectivity, and transportation demand management.

C. ON-TIME PERFORMANCE STANDARDS

The standard for average on-time performance for all services is greater than or equal to 805 for local fixed route (deviated). On-time performance is defined as not early, and no more than five (5) minutes late in comparison to the established time points.

D. FARE RECOVERY

Fare Recovery – The standard for average fare recovery for all services is greater than or equal to 10% of all transit operating expenses.

E. BUS STOPS AND PASSENGER AMENITY STANDARDS

Bus Stop Location and Spacing – Bus Stops are generally encouraged to be spaced a maximum of ½ mile apart along both arterial and collector streets depending on road patterns, adjacent land uses and densities and other factors which may influence the accessibility and use of the stop.

Shelters and Seats – Shelters should be provided at all bus stops expected to serve 15 or more passengers per day and passenger seating should be provided at all bus stops expected to serve five or more passengers per day. Further refinement of stops, passenger amenities and timed stop designations occur after a route has begun service.

Amenity Removal – When the annual maintenance or repair costs of an amenity is excessive or greater than the value of the structure or amenity, or presents a safety risk, then Auburn Transit reserves the right to remove the amenity.

F. SERVICE AVAILABILITY AND CONNECTIVITY STANDARDS

Service Routes – It is the goal to provide transit service to residential areas, shopping, government, employment centers and activity centers that can support those route services. The local route system will be designed such that 85 percent of the population cluster areas is within the service area of the deviated fixed route.

APPENDIX A
Title VI Notice to the Public (English & Spanish)

CITY OF AUBURN
Public Works Department ~ Auburn Transit
1225 LINCOLN WAY • AUBURN, CA 95603 • PHONE (530) 823-4211 • FAX (530) 885-5508

Notifying the Public Rights Under Title VI of the Civil Rights Act of 1964 Auburn Transit

Auburn Transit operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes she or he has been aggrieved by an unlawful discriminatory practice under Title VI may file a complaint with Auburn Transit.

For more information on Auburn Transit's civil rights program, and the procedures to file a complaint with either Auburn Transit or the Federal Transit Administration, contact 530.823.4211 x 145, (Fax: 530.885.5508), email: mnsiren@auburn.ca.gov ask at the Auburn City Hall office at 1225 Lincoln Way, Auburn, CA 95603 or visit our website at www.auburn.ca.gov

Notificando al publico de Dereches Bajo Titulo VI del Acto de Dereches Civiles de 1964 Transito de Auburn

El Transito de Auburn opera sus programas y servicios sin considerar la raza, color, y origen nacional en conformidad con el Titulo VI del Acta de Dereches Civiles de 1964. Cualquier persona quien cree ella/el ha sido ofendido por cualquier practica discriminatoria illegal bajo el Titulo Vi puede presenter una queja con el Transito de Auburn.

Para mas informacion del programa de derechos civiles del Transito de Auburn, y los procedimientos de presenetar una queja con ya sea el Transito de Auburn o la Administracion de Transito Federal, comuniquiese al 530.823.4211 x 145, (Fax: 530.885.5508), email: mnsiren@auburn.ca.gov pregunte en la oficina de Ciudad de Auburn, al 1225 Camino Lincoln, Auburn, CA 95603 o visite nuestro sitio de Internet al: www.auburn.ca.gov

APPENDIX B
Title VI Sample Complaint Form

City of Auburn/Auburn Transit Title VI Complaint Form

Section I: ***Please write legibly***			
1. Name:			
2. Mailing 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 your 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/yyyyy)***			
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.			

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Section IV:		
14. Have you previously filed a Title VI complaint with City of Auburn?	YES	NO

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 _____

[ ] Federal Court _____ [ ] Local Agency _____

[ ] 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 required below:

I declare under penalty of perjury under the laws of the State of California that the information I have provided is true and correct to the best of my knowledge.

_____ _____

Signature Printed Name

_____

Date

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

City of Auburn

Title VI Coordinator

1225 Lincoln Way

Auburn, CA 95603

Page 2 of 2

City of Auburn/Tránsito de Auburn Título VI Forma de Queja

Por favor complete esta forma y mandela por correo, e-mail, fax o la puede regresar en persona al Oficial de Derechos Civiles de Tránsito de Auburn, 1225 Lincoln Way, Auburn, CA 95603.

Sección I:	
Nombre (Reclamante):	
Domicilio:	
Teléfono:	
Email:	
Sección II:	
¿Esta presentando esta forma por su propio medio?	Sí _____ No_____
* Si contestó "No," por favor dé su nombre y parentesco a la persona alistada en la Sección I.	Nombre: _____ Parentesco: _____
Por favor explique por qué está presentando una forma de incidente por medio de ellos.	
¿Ha obtenido permiso para entrear esta forma por medio de ellos? Sí _____ No_____	
Sección III:	
Motivo de supuesta discriminación: Raza _____ Color _____ Origen Nacional _____	
Sección IV:	
Fecha de último supuesto incidente:	Hora:
Personal:	Ruta: # de Autobús:
Ubicación de Abordar:	Destinación/Parada de Autobús:
Describa la situación que quiere reporter. Use papel adicional si es necesario. _____ _____ _____ _____	
Por favor aliste cualquier persona(s) con quienes nos podemos poner en contacto para información adicional:	
Nombre: Domicilio: Teléfono: _____ _____	
Sección V:	
¿Alguna vez ha presentado una queja del Título VI de Tránsito de Auburn? Sí _____ No_____	
¿Presentó esta queja con otra agencia federal, estatal o local; o con una corte federal o estatal? Sí _____ No_____ Agencia:_____ Fecha sometida:_____	
Sección VI:	
Yo declare bajo pena de purjurio bajo las leyes del Estado de California que la información que he proveido es verdadera y corecta según mi major conocimiento. _____ _____ Firma Fecha de sumisíon	

APPENDIX C

City of Auburn
Auburn Transit
Public Participation Plan

Approved by the City of Auburn City Council: XXXXX, 2014

Prepared by:
City of Auburn
1225 Lincoln Way
Auburn, CA 95603
www.auburn.ca.gov

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I. Purpose & Goals

Purpose

As a recipient of federal transportation funding from the Federal Transit Administration (FTA), the City of Auburn (COA) is required to develop a Public Participation Plan (PPP) that implements the goals and objectives of Title VI of the Civil Rights Act of 1964, which states:

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

This PPP is intended to provide guidance for public involvement activities to be conducted by COA in the expenditure of FTA funds in compliance with Title VI of the Civil Rights Act of 1964 and FTA Circular 4702.1B ("Title VI Requirements and Guidelines for Federal Transit Administration Recipients").

Goals

The procedures, strategies and techniques contained in the PPP support the purpose stated above and the following goals;

- Provide an open and visible decision-making process to which all members of the public have equal access;
- Seek out and consider viewpoints of minorities, low income persons, person with limited English proficiency and other community groups;
- Offer early and continuous opportunities for the public to be involved in the identification of social, economic, physical and environmental impacts of proposed decisions;
- Raise the level of community participation by citizens for the purpose of improving and maintaining the quality of life within the City of Auburn.

II. Background

Public Participation in Auburn

The City of Auburn has a long-standing commitment to providing open and visible decision-making processes that provide equal access to all. The primary methods Auburn uses to promote public involvement is

> Commissions and Committees– The City of Auburn has established nine (9) commissions and committees for the purpose of soliciting and involving public input as part of any decision-making process.

The City of Auburn will incorporate the use of the existing community outreach and public involvement resources into this PPP. The PPP will also consider other measures to solicit the involvement of citizens in the public decision-making process.

Public Participation for the Metropolitan Transportation Plan – Any transportation project for the six-county region using federal and state funding must be incorporated into the Sacramento Area Council of Governments (SACOG) Metropolitan Transportation Plan/Sustainable Communities Strategy (MTP/SCS). The MTP/SCS is updated once every four years. For each update, SACOG develops a Public Participation Plan to assist SACOG staff in implementing an effective public review process of the MTP and the projects contained therein. This is another opportunity for the public to participate in transportation planning efforts in Auburn and the six-county region. For more information on the MTP/SCS and the SACOG Public Participation Plan, see the following website: http://www.sacog.org/2035/

III. Public Involvement Plan

The primary means of implementing the goals of the PPP shall be the development and execution of a Public Involvement Plan (PIP) for applicable transit plans, projects or activities. The PIP shall be developed at the outset of the project planning process and shall be modified as needed during the planning process. The PIP shall be designed in accordance with the following principles:

1. The PIP shall be tailored to the scope of the proposed plan, project or activity, the population of the planning or project impact area, and the resources available for outreach.
2. The PIP shall be designed to eliminate barriers to active participation and shall seek out the viewpoints of minority, low-income, LEP and other populations consistent with Title VI Program Executive Order 13166 and U.S. Department of Transportation (DOT) LEP guidance.
3. The PIP will be developed at the beginning of each planning process to provide early opportunities for public involvement in the identification of project, plan and activity goals and community needs, benefits and impacts.
4. Public notification will be provided throughout the planning process, including at key decision points and for public meetings.

The PIP for each transit plan, project and activity shall include public involvement strategies tailored to the scope of the proposed plan, project or activity and methods of public notification appropriate to the particular plan, project or activity. The PIP for City initiated transit projects will be reviewed and approved by the City Manager or his/her designee (often the responsible department head) prior to implementation, and shall be maintained in the file for public review at all times.

A. Applicability of Public Involvement Plans

A PIP shall be prepared for the following activities undertaken by the COA.

1. Adoption or substantial modification of transit plans
2. Approval of FTA-funded capital improvement projects
3. Fare changes
4. Major service changes as defined below:
    a. The elimination or addition of a transit line or service
    b. A route change that impacts 25% or more of a route's miles or bus stops
    c. A reduction or increase of service or frequency of service that affects 25% or more of the total transit system revenue miles
    d. Proposed changes that are reasonably anticipated to be controversial with or substantially affect an identified stakeholder, neighborhood or community group or population.

Service changes not falling under the definition of a major service change are considered minor changes that may be approved by the Public Works Director without the implementation of a PIP.

B. Public Involvement Strategies

During development of the PIP, the following public involvement strategies may be used as appropriate to the activity being undertaken to identify public needs, concerns and comments:

- Project Newsletters
- Informal Meeting with Community Groups
- Formal Presentations to Community Groups
- Interactive Public Workshops (Visioning, Scenario Planning, etc.)
- Project Open Houses
- Special Advisory Committees
- Focus Groups
- Media Strategies
- Public Surveys
- Public Hearings

The above list is considered a menu of strategies to obtain public input. The PIP for each particular activity subject to this PPP will be tailored to use the most appropriate strategies for achieving public involvement for the given activity. The PIP for a particular activity may incorporate some or all of the above strategies.

As appropriate to the particular activity, the PIP may incorporate supplemental outreach strategies to seek out the viewpoints of minority, low-income, and Limited English Proficient (LEP) populations:

- Partner with community organizations to engage members of the public are less likely to attend traditional public meetings (including LEP populations) through means such as surveys and focus groups.
- Attend community events
- Attend meetings and activities organized by faith-based organizations, advocacy groups, or other community partners that will help solicit feedback from diverse members of the public.
- Develop and maintain a "Community Partner List," which identifies community partners and organizations that may be targeted for public outreach based upon the scope of the particular project, plan or activity. The community partner list may include the following types of groups and organizations:
    - Lower income individuals/households
    - Minorities
    - Limited English Proficiency Individuals/Groups
    - Persons with Disabilities and Limited Mobility
    - Native American Organizations and Tribal Councils
    - Senior Citizens
    - Community Service Organizations
    - Faith-based Organizations
    - Affordable Housing Advocates
    - Environmental Advocates
    - Home Builder Organizations
    - Business Organizations
    - Commercial Property Interest
    - Landowners
    - Other Public Agencies

C. Public Hearings

A minimum of one (1) public hearing shall be required for fare changes and major service changes and may be required for other plans, projects and activities as required by local, state and federal law, such as the California Environmental Quality Act.

Public hearings will be schedules as part of a regular City Council meeting. Notification of public hearings shall, at a minimum, be as required by the applicable local, state or federal law. In addition, public hearings should be more broadly notified through other means as identified in the PIP.

D. Logistics for Public Meetings

The following should be considered when planning public workshops and meetings:

- Public meetings, workshops and hearing should be held at convenient and accessible locations, with consideration of access to transit and ease of access for target audience.

- Meeting rooms should be large enough for the anticipated audience.
- Meeting locations should be accessible to persons with disabilities.
- Meeting times should consider the work schedules, school schedules, rush hours, meal hours, religious worship hours and other characteristics of target audience.
- If needed, a specific employee shall be designated to accommodate the needs of person who are linguistically or culturally isolated, as well as person with disabilities.

E. Documentation of Public Comments

Public comments received during the public outreach and involvement process will be compiled in writing in either meeting notices, minutes or as otherwise appropriated. The comments will be forwarded to the applicable advisory committee or City Council for review and consideration in the decision-making process. A summary of the public comments received will be provided as part of a staff report submitted to the City Council. Per FTA Circular 4702.1B (IV010); the staff report to the City Council shall include an evaluation of whether or not the imposed fare change or major service change will have a discriminatory impact based on race, color, or national origin.

F. Public Notification

The PIP shall identify the appropriate methods of public notification for transit plans, projects and activities covered by this PPP. In all instances, information materials shall be made available and distributed in English and Spanish.

For all projects, notifications methods may include as appropriate to the project:

- Emails to Specific Groups or Individuals
- Press Release
- Advertisements in local media (Auburn Journal and/or ethnic media as appropriate)
- Legal Notice(s) as required by local, state and federal
- Direct Mail
- Post Meeting Agendas
- Post Flyers and notices at community facilities (libraries, schools, human service organizations, etc.) and transit facilities (e.g. transit transfer station, bus shelters, buses and City of Auburn offices)

All flyers, handouts and other public notification materials shall specify that any interested individuals are invited o make comments. The flyers, handouts and other public notification shall also specific the methods for submittal of comments, with

appropriate contact information included. Typically, public comments may be submitted in the following manners:

- Email
- Direct Mail
- In person at locations specified in the notice/flyer
- At public hearings, information meetings, open house and workshops
- By telephone to City representatives

V. Periodic Review of Public Participation Plan

Every three (3) years or more frequently as determined necessary by the City of Auburn, the City of Auburn will review the effectiveness of the public engagement process and the procedures and strategies contained in this PPP. The goal of this review will be to ensure a full and open participation process. The PPP will be revised as appropriated based upon this periodic review.

APPENDIX D

LANGUAGE ASSISTANCE PLAN

CITY OF AUBURN
AUBURN TRANSIT

Introduction

This Language Assistance Plan (LAP) has been prepared to address City of Auburn, Auburn Transit (Auburn) responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, Federal Transit Administration Circular 4702.1A dated May 13, 2007, which state that no person shall be subjected to discrimination on the basis of race, color or national origin.

Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency (LEP), indicates that differing treatment based upon a person's inability to speak, read, write or understands English is a type of national origin discrimination. It directs each federal 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.

Plan Summary

Auburn is the owner and operator for Auburn Transit (AT) and has developed this LAP to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by AT. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English.

This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

In order to prepare this plan, AT undertook the U.S. Department of Transportation (U.S. DOT) four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter an AT program, activity or service.

2. The frequency with which LEP persons come in contact with AT programs, activities or services.
3. The nature and importance of programs, activities or services provided by AT to the LEP population.
4. The resources available to AT and overall costs to provide LEP assistance.

A summary of the results of the AT four-factor analysis is in the following section.
Four-Factor Analysis

Factor 1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter an AT program, activity or service.

AT staff reviewed the 2010 U.S. Census Report and determined that 1,366 persons in AT service area (City of Auburn and a portion of unincorporated Placer County) [8.17% of the population] speak a language other than English. In AT service area, 242 persons [1.48%] have limited English proficiency; that is, they speak English "not well" or "not at all."

In AT service area, of those persons with limited English proficiency, 228 speak Spanish and 14 speak Asian and Pacific Island languages.

Factor 2. The frequency with which LEP persons come in contact with AT programs, activities or services.

AT assessed the frequency with which staff and drivers have, or could have, contact with LEP persons. This includes documenting phone inquiries and surveying vehicle operators for requests for interpreters and translated documents. To date, the most frequent contact between LEP persons is with bus drivers. Translated documents have included postings on the buses relating to fares and transit rules written in Spanish.

Factor 3. The nature and importance of programs, activities or services provided by AT to the LEP population.

The largest geographic concentration of LEP individuals in the AT service area is Spanish. The AT services that are most likely to encounter LEP individuals is the deviated fixed route service which serves the general public. It is also likely that AT will encounter LEP individuals at the City Hall where bus passes are sold.

Factor 4. The resources available to AT and overall costs to provide LEP assistance.

AT assessed its available resources that could be used for providing LEP assistance, including determining how much a professional interpreter and translation service would cost on an as needed basis, which of its documents would be the most valuable to be translated if the need should arise, and taking an inventory of available organizations that AT could partner with for outreach and translation efforts. The amount of staff and vehicle operating training that might

be needed was also considered. Based on the four-factor analysis, AT developed its LEP Plan as outlined in the following section.

Language Assistance Plan (LAP) Outline

How AT and staff may identify an LEP person who needs language assistance:

1. Examine records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events or meetings.

2. Have a staff person greet participants as they arrive to AT sponsored events. By informally engaging participants in conversation it is possible to gauge each attendee's ability to speak and understand English.

3. Have Census Bureau Language Identification Flashcards available at AT meetings. This will assist AT in identifying language assistance needs for future events and meetings.

4. Have Census Bureau Language Identification Flashcards on all transit vehicles to assist vehicle operators in identifying specific language assistance needs of passengers. If such individuals are encountered, vehicle operators will be instructed to try to obtain contact information to give to AT's management for follow-up.

5. Vehicle operators and other front-line staff will be surveyed on their experience concerning any contacts with LEP persons during the previous year.

Language Assistance Measures

There are numerous language assistance measures available to LEP persons, including both oral and written language services. There are also various ways in which AT staff responds to LEP persons, whether in person, by telephone or in writing.

- By dialing the South Placer Transit Information Center at 530-745-7560, transit information for South Placer area is available for trip planning and general transit information.

- SACOG's 511 website for traffic, transit, rideshare and bicycling information can be accessed in all languages supported by Google translator, including Spanish, Russian, Chinese and Vietnamese.

- By dialing 511, telephone information on transportation services in the Sacramento region is available in Spanish

- Network with local human service organizations that provide services to LEP individuals and seek opportunities to provide information on AT programs and services;

- Placement of statements in notices and publications that interpreter services are available for public hearings and City Council meetings, with seven day advance notice;

- Survey bus drivers and other front-line staff annually on their experience concerning any contacts with LEP persons during the previous year;

- Provide *Language Identification Flashcards* onboard the AT fleet and at transit systems administrative offices;

- Post the AT Title VI Policy and LAP on the agency website, www.auburn.ca.gov;

- Encourage the skill to speak Spanish in the recruitment of bus drivers;

- When an interpreter is needed, for a language other than Spanish, in person or on the telephone, staff will attempt to access language assistance services from a professional translation service or qualified community volunteers. A list of volunteers will need to be developed.

Staff Training

The following training will be provided to AT staff:

1. Information on the AT Title VI Procedures and LEP responsibilities
2. Description of language assistance services offered to the public
3. Use of Language Identification Flashcards
4. Documentation of language assistance requests
5. How to handle a potential Title VI/LEP complaint

Outreach Techniques

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. Interpreters will be available as needed.

Monitoring and Updating the LAP

AT will update the LAP as required by U.S. DOT. At minimum, the plan will be reviewed and updated when data from the 2020 U.S. Census is available, or when it is clear that higher concentrations of LEP individuals are present in the AT service area. Updates will include the following:

- The number of documented LEP person contacts encountered annually
- 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 local language assistance programs have been effective and sufficient to meet the need
- Determine whether AT's financial resources are sufficient to fund language assistance resources needed
- Determine whether AT has fully complied with the goals of this LEP Plan
- Determine whether complaints have been received concerning AT's failure to meet the needs of LEP individuals

Dissemination of the AT LAP

A link to the AT LEP Plan and the Title VI Procedures is included on the AT website at www.auburn.ca.gov.

Any person or agency with internet access will be able to access and download the plan from the AT website. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail, or in person and shall be provided a copy of the plan at no cost. LEP individuals may request copies of the plan in translation which AT will provide, if feasible.

Questions or comments regarding the LEP Plan may be submitted to the City of Auburn, Department of Public Works, Auburn Transit, Title VI Administrator:

City of Auburn
Department of Public Works
Auburn Transit
Title VI Administrator
1225 Lincoln Way
Auburn, CA 95603
Phone: 530-823-4211
Fax: 530-885-5508
Email: msiren@auburn.ca.gov (Title VI Administrator)

Appendix E
City Council Approval of City of Auburn's Title VI Program
(Resolution to be included once approved)

RESOLUTION NO. 14-

RESOLUTION ADOPTING AUBURN TRANSIT'S TITLE VI PROGRAM.

THE CITY COUNCIL OF THE CITY OF AUBURN DOES HEREBY RESOLVE:

WHEREAS, the City of Auburn is a recipient of Federal revenues and is required to meet federal regulatory requirements of Title VI of the Civil Rights Act of 1964, established by 49 CFR part 21.7; and

WHEREAS, the City of Auburn ensures that no person or group of persons on the basis of race, color, or national origin, including limited English proficient persons are subjected to discrimination in the level and quality of transportation services, programs and activities provided, whether federally funded or not;

WHEREAS, the City of Auburn produced the agency's Title VI Program to meet current Federal Transit Administration Guidelines.

NOW, THEREFORE, BE IT RESOLVED, that the City of Auburn approves and adopts the City of Auburn Title VI Program, Public Participation Plan and Limited English Proficiency Language Plan for Auburn Transit.

A true and correct copy of said Title VI Program is attached hereto as Exhibit "A."

DATED: June 9, 2014

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Bridget Powers, Mayor

ATTEST:

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Stephanie L. Snyder, City Clerk

I, Stephanie L. Snyder, City Clerk of the City of Auburn, hereby certify that the foregoing resolution was duly passed at a regular session meeting of the City Council of the City of Auburn held on the 9th day of June 2014 by the following vote on roll call:

Ayes:
Noes:
Absent:

Stephanie L. Snyder, City Clerk