RESOLUTION NO. 1200

A RESOLUTION ADOPTING CANBY AREA TRANSIT'S 2014 CIVIL RIGHTS PROGRAM TITLE VI, LIMITED ENGLISH PROFICENCY PLAN

WHEREAS, Canby Area Transit (CAT) is required by the Federal Transit Administration and by the Oregon Department of Transportation's (ODOT) Rail and Public Transit Division to draft and maintain a Civil Rights Program Title VI, Limited English Proficiency Plan for its public transportation services.

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

IT IS HEREBY RESOLVED that the document entitled 2014 Civil Rights Program, Title VI, Limited English Proficiency Plan, attached hereto as Exhibit "A" and by this reference incorporated herein, is adopted by the Canby City Council.

This resolution is effective October 15, 2014.

ADOPTED by the Canby City Council on the 15th day of October 2014.

Brian Hodson
Mayor

ATTEST:

Kimberly Scheafer, MMC
City Recorder

Exhibit "A"

2014
Civil Rights Program
Title VI, Limited English Proficiency Plan

Julie Wehling
Transit Director
P.O. Box 930
Canby, OR 97013
Phone: 503-266-4022
Email: wehlingj@ci.canby.or.us

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Introduction

This program reflects the City of Canby's commitment to ensuring that no person shall, on the ground of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity provided by the City of Canby or Canby Area Transit (CAT)

Signed Policy Statement

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

Notification of CAT's Title VI obligations

Canby Area Transit publicizes its Title VI program by posting the following notices in English and Spanish on the CAT website, customer brochures, and at City owned facilities and on all CAT buses.

Title VI Notice to the Public – English

PUBLIC NOTICE
Title VI Non-Discrimination Policy

Canby Area Transit respects civil rights
The City of Canby and Canby Area Transit (CAT) operate equal opportunity programs without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act, ORS Chapter 659A or other applicable law. For more information contact the Transit Director at 503 266-4022, Oregon Relay Service 800 735-2900 or email cat@ci.canby.or.us.

Canby Area Transit's Title VI Policy Statement
Title VI of the Civil Rights Act of 1964 states:
"No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." Canby Area Transit is committed to complying with the requirements of Title VI in all of its programs and activities.

Making a Title VI Complaint
Any person who believes that they have been aggrieved by an unlawful discrimination practice under Title VI may file a complaint with the Canby Area Transit a department of the City of Canby. Such complaints must be made in writing and filed with the City of Canby within 180 days following the date of the alleged discrimination occurrence. For information on how to file a complaint, contact CAT by any of the methods provided below: Complaint forms may be downloaded from our website at www.canbyareatransit.org

Mail:
Canby Area Transit (CAT)
Transit Director
PO BOX 930
Canby, OR 97013

Phone: 503-266-0751
Oregon Relay Service 800 735-2900
FAX: 503-263-6284
Email: cat@ci.canby.or.us

A complainant may also file a complaint directly with the Federal Transit Administration: Office of Civil Rights, Attn: Title VI Program Coordinator, East Building 5th Floor, TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.
If information is needed in another language please call 503-266-0751.

Title VI Notice to the Public- Spanish

Título VI Política de No Discriminación

El Área de Tránsito de Canby respeta los derechos civiles

De acuerdo con el Título VI de la Ley de Derechos Civiles, con ORS Capitulo 659A o con otras leyes aplicables. El Transporte del Área de Canby (CAT) opera programas ofreciendo igualdad en la oportunidad sin considerar la raza, el color, el origen nacional, Para más información contacte al Director del Transporte del Área de Canby al 503 266-4022, al Servicio de Retransmisión de Oregón al 800 735-2900 o email a cat@ci.canby.or.us.

Declaración de la Política del Título VI del Transporte del Área de Canby

El Título VI de la Ley de Derechos Civiles de 1964 establece:

"Ninguna persona en los Estados Unidos, por motivos de raza, color, o nacionalidad de origen, será excluida de cualquier programa o actividad que reciba ayuda financiera Federal, o se le impedirá participar en ellos, o se le negarán los beneficios de los mismos, o será sujeta a discriminación en esos programas o actividades."

El Transporte del Área de Canby está abocada a cumplir con los requisitos del Título VI en todos sus programas y actividades.

Cómo hacer una Queja bajo el Título VI

Toda persona que crea que ha sido agredida por una práctica discriminatoria ilegal según el Título VI puede presentar una queja ante el Transporte del Área de Canby, un departamento de la Ciudad de Canby. Tales quejas deben hacerse por escrito, presentarse ante la Ciudad de Canby dentro de los 180 días siguientes a la fecha del alegado acto discriminatorio. Para información sobre cómo presentar una queja, contacte a CAT mediante cualquiera de los medios provistos debajo.

Transporte del Área de Canby (CAT)
Director de Tránsito
PO BOX 930
Canby, OR 97013

Teléfono:
503 266-0751
Servicio de Retransmisión de Oregón 800 735-2900
FAX: 503 263-6284
Email: cat@ci.canby.or.us

El demandante también puede mandar una queja directamente a la oficina de Administración Federal de tránsito: Office of Civil Rights, Attn: Title VI Program Coordinator, East Building 5th Floor, TCR, 1200 New Jersey Ave., SE, Washington, DC, 20590.
Si se necesita informacion en otro idioma de contacto, (503) 266.0751

Title VI Complaint Procedure (English) (Spanish- *Appendix B*)

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by the City of Canby- Canby Area Transit may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form which can be accessed as indicated in the notice above. Our process for addressing a civil rights complaint is as follows:

- Once the complaint is received, CAT will review it to determine if the City has jurisdiction. The complaint will be logged and the complainant will receive an acknowledgement letter within 14 days informing her/him whether the complaint will be investigated by our office.
- Any complaint CAT receives that deals with federal civil rights issues will be reviewed by the Transit Director and forwarded to the City Administrator, Risk Manager, and City Attorney.
- Once the City logs the complaint CAT has 60 days to resolve the issue, not including the appeal process.
- An investigation will be conducted which will include the basis of the alleged complaint; when and where the incident occurred; and, as necessary, the identification and interview of involved parties, the review and pertinent documents and other factual information from appropriate sources.
- In the case of federal civil rights issues, all information and discussions relating to the investigation are maintained and retained in an investigation file. Information will be kept as confidential as possible.
- Based upon conclusion of a thorough investigation the City of Canby- CAT will follow up with the complainant. This follow up will include 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 summarizes the findings and suggests appropriate action along with proposed resolution.
- If the complainant wishes to appeal the decision, he/she has 14 days after the date of the letter or the LOF to submit in writing a request for an appeal to the Transit Director for review by the Transit Advisory Committee (TAC). The complainant may have an opportunity to be heard in person at a TAC meeting. Following the TAC review and recommendation the City Council will make a final decision.

Title VI Complaint Form (English & Spanish)

Refer to *Appendix C and D*

Transit-related Title VI Investigations, Complaints and Lawsuits

The City of Canby maintains an active log of all civil rights complaints. A copy of the current log is available upon request by submitting a public records request. A public records request is available on the City website at the following link; City of Canby Public Records Request.
CAT has no Title VI complaints, investigations, or lawsuits filed against it.

Public Participation Plan

The City of Canby-CAT's public involvement strategy offers continuous opportunities for the public to be involved in proposed transportation decisions, such as service design changes, new services, fare changes, and changes of service policy. The primary mechanism for the public to participate is to attend the monthly Transportation Advisory Committee (TAC) meetings or City of Canby City Council meetings. These meetings are advertised in the local paper and are open public meetings and held in locations that are wheelchair accessible.

All public meetings offer translation services and information in alternate formats and minutes from the meeting are available in English and other languages upon request. The TAC meeting is held the third Thursday of each month at Canby City Hall, 182 North Holly Street, Canby, Oregon, Conference Room 5:30 – 7:00. The City Council meetings are held monthly on the first and third Wednesdays at 155 NW 2nd Avenue, Canby, Oregon. City Council meetings are also broadcast live over the local cable television station.

CAT meets the goals outlined in the Oregon Department of Transportation Public Transit State Management Plan for public involvement. CAT seeks out and considers the viewpoints of minority, low-income and LEP populations in the course of conducting public outreach and involvement activities. (Refer to LEP plan attached). CAT provides private sector providers with a reasonable opportunity to comment on plans, programs, and to be included in coordinated plans. The following is a general description of CAT processes, which vary depending on the subject, purpose and scope of the program, policy or decision.

a. Rider and general public surveys
b. Open public meetings (TAC, City Council, Planning Commission)
c. Technical work groups
d. Website information
e. Solicitation of comments
f. Involve customers and potential customers in development of plans, policies, service changes, and funding decisions. CAT conducts broad outreach during planning processes such as Transit Master Plan or ADA plan updates or major service changes and riders, general public and stakeholders are notified and invited to participate and comment.
g. Make plans available in alternate formats, Spanish, and other languages as necessary and hold public hearing (s) with adequate notice of the hearing, including advertisement in local paper, on website, and to special interest circulation.
h. Develop contacts and mailing lists for LEP and ADA customers and transit stakeholders

Summary of Public Participation Efforts

CAT complies with grant-related public involvement requirements as defined by grant application documents. The following is a summary of CAT's public participation efforts over the last few years.

Printed Materials:
CAT has translated service information on CAT's website and published materials into Spanish. General information about CAT services is posted on CAT's website in English and Spanish and translations to other languages are available upon request. Fixed route schedules and Dial-A-Ride service information are printed and distributed in English and Spanish. Outreach materials, surveys, flyers, press releases and meeting notices for major service changes are available in English and Spanish.

Phone Access:
CAT's phone system includes a Spanish option on the CAT recorded messages. CAT contracts for translation services through Certified Languages International and Passport to Languages to provide verbal, written and in person translation services whenever necessary. Dispatchers are able to connect non-English speaking customers to a translator to respond to questions about CAT services.

Planning and Service Changes
Since 2007 CAT has conducted outreach to the Limited English Proficiency populations in Canby. CAT developed surveys, held public meetings in English and Spanish when developing its initial Transit Master Plan process in 2007/2008.

In 2011 CAT instituted major service changes including service reduction, elimination of fixed routes and addition of general public Dial-A-Ride. CAT notified riders with notices in English and Spanish posted on all buses, the website, at transit center and transit hubs. CAT notified the schools and worked with the Spanish librarian to get information distributed to the Latino community. Information was also distributed at apartment complexes and churches with high concentration of LEP populations. Public meetings were held on June 8, August 8, and September 14, 2011 and the public was also able to make comment at City Council meetings held on the first and third Wednesday of each month.

Implementation of Fare
CAT implemented a General Public Dial-A-Ride $1 fare on January 2, 2012 and implemented the fare system wide on October 1, 2012. The suggestion to charge a fare came from customer input received at the public meetings regarding service reduction held in August and September of 2011. The Transit Advisory Committee acted on this input on October 12, 2011 by recommending that the City Council consider implementing a $1 fare. On November 16, 2011 the City Council adopted Resolution 1117 which established the fare which was implemented in stages. In 2013 the Transit Advisory Committee recommended to the City Council that the Discounted Monthly Pass be eliminated and all Monthly Passes be sold at the discounted price of $20. The council acted on the recommendation with Resolution 1179 which took effect on April 1, 2014. These changes were posted on vehicles, the CAT website, and at the Canby Transit Center (in English and Spanish). The changes were also presented in press releases and on the agenda for both Transit Advisory Committee meetings and City Council meetings with opportunities for public input.

Future Planning Efforts

In early 2015 CAT will be updating its Transit Master Plan and will continue public participation efforts designed to gather input and feedback from riders, stakeholders and LEP populations in Canby.

Language Assistance Plan

According to 2010 Census data, the CAT service area[1] population is approximately 20.3 percent Hispanic or Latino. In the City of Canby the population is approximately 21.3 percent Hispanic or Latino[2]. In the CAT service area all other races and ethnicities comprise 4 percent of the total population. However, according to the 2012-2013 *Canby School District Report Card* an average of 24.5% of enrolled students (K-12) are classified as English Learners with as many as 10 different languages spoken.

CAT's services are important to all populations served. Services help all riders, including Hispanic and Latino individuals access a wide range of services in the community. Although it is unknown whether non-English speakers use CAT's services more or less frequently than all riders as a whole, CAT has determined that Spanish language translation services are needed because of the high number of Hispanic and Latino individuals living in the community. CAT's Language Assistance Services

- Translation of written materials: CAT has translated service information on CAT's website and in published materials into Spanish.
- Ad hoc language translation services: Ad hoc language translation services are available for Spanish and other languages as needed for individuals who call CAT. CAT contracts with a translation service that offers verbal, written, and in person translation for Spanish and other languages as requested.

LEP Monitoring and updates to this plan

CAT monitors the linguistic needs of its riders both formally and informally. Formally, CAT reviews available census data during each decennial census to determine whether adjustments to this LEP plan are required. CAT also maintains communication with The Canby School District to monitor demographic trends at a micro level. These data sources, combined with informal reports from the community help CAT maintain a current understanding of local linguistic patterns. Changes to the LEP plan are determined by the TAC and Canby City Council.

Employee LEP Training

CAT does not train employees to provide language assistance services to LEP persons at this time.

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[1] See *Appendix E, F, G, and H* for additional details.

[2] According to American Community Survey 16.2% of Latino residents in the service area 5 years and older speak Spanish at home. Refer to *Appendix G*

Minority Representation Table

	Caucasian	Latino	African American	Asian American	Native American
Service Area Population	75.7%	20.3%	.2%	1.1%	.8%
City Council	100%	0%	0%	0%	0%
TAC Committee	85.8%	14.2%	0%	0%	0%

Title VI Equity Analysis

CAT is aware of Title VI requirements to conduct equity analyses for all facility construction projects. CAT will follow requirements under the National Environmental Policy Act and other overarching planning processes to guide equitable consideration of facility sites and impacts.

Fixed Route Service Standards & Policies

Vehicle load

The average of all loads during the peak operating period does not exceed vehicles' achievable capacities. CAT owns 3 35' coaches (seating capacity 33-35), 8 minibuses 21' – 26' (seating capacity 14-21), 1 minivan (seating capacity 3)

Vehicle Headway

Commuter Service to Oregon City operates on approximately 60 minute headways during non-peak hours and 30 minute headways during peak hours from 5 am to 8 pm Monday through Friday. Commuter service to Woodburn is limited with service approximately every 2 ½ hours from 6:30 am to 7:00 pm. The only fixed-route service at this time is along Highway 99E within the City of Canby. CAT offers a General Public Dial-A-Ride service to all individuals traveling within the Canby Urban Growth Boundary between 8 am to 6 pm Monday through Friday. For customers who qualify CAT also provides Paratransit services within Canby and a premium service which operates from 6 am to 8 pm Monday to Friday. 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.

On time performance

CAT's 2013/14 on time performance for the Orange Line commuter route was 99.49 % and 97.96% for Dial-A-Ride service.

Service availability

CAT operates transit services in a slightly enlarged Canby Urban Growth Boundary. The service area is approximately 51.7 square miles. Countywide there are approximately 200 persons per square mile. CAT service area has a population of 17,097. The general public Dial-A-Ride is

available to 100% of the residents living within the service area. (*Appendix F*). The commuter fixed route service travels on Highway 99 from Woodburn to Oregon City and is available within 1 mile of 63% of residents within the CAT service area. CAT makes connections with TriMet in Oregon City and Woodburn Transit in Woodburn.

Amenities

There are three key transit centers within the City of Canby. CAT owns and operates the transit center located at 100 NE 1st Street which includes a driver break-room and public restroom, clock gazebo, 2 bus shelters, information kiosk and 7 reserved park and ride parking spaces. There are two transit hubs owned by private businesses. These hubs are located at Canby Square near Safeway and Canby Market Place near Fred Meyer. More than 70 bus stop signs will be installed in 2015.

Vehicle Assignment Policy

Vehicles are assigned based on the type of service being provided and operating characteristics of the route or demand response service. Try to get miles on older vehicles on Dial-A-Ride

Appendices

Appendix A:	Non-Discrimination Policy Statement
Appendix B:	Title VI Complaint Procedures (Spanish)
Appendix C:	Title VI Complaint Form (English)
Appendix D:	Spanish Title VI Complaint Form (Spanish)
Appendix E:	2010 Census Data for CAT Service Area
Appendix F:	CAT Service Area and Bus Routes
Appendix G:	Speak Spanish at Home Map
Appendix H:	Limited English Proficiency Plan
Appendix I:	Limited English Proficiency Community Contact List
Appendix J:	Canby Census Tracts 2010

Appendix A: Policy Statement

CANBY AREA TRANSIT
TITLE VI
NON-DISCRINIATION
POLICY STATEMENT

July 1, 2014

Title VI of the Civil Rights Act of 1964 states:

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

Canby Area Transit is committed to complying with the requirements of Title VI in all of its programs and activities.

Julie Wehling
Transit Director

Español- Apéndice B: Titulo VI Procedimiento para Presentar Reclamos

Toda persona que cree que ha sido discriminada por su raza, color, u origen nacional, por el Área de Transito de la Ciudad de Canby, puede presentar un reclamo Titulo VI, al completar y entregar el Formulario de Reclamo Titulo VI, que se puede obtener como indicado arriba. El procedimiento que nosotros seguimos para recibir un reclamo sobre los derechos civiles, es el siguiente:

- Una vez que se haya recibido el reclamo, CAT lo revisará para determinar si la Ciudad tiene jurisdicción. Se tomará nota de la recepción y el reclamante recibirá una carta aviso dentro de los 14 días, informándole si se procederá a investigación.
- Todo reclamo que reciba CAT que tiene que ver con asuntos de derechos civiles a nivel federal, será revisto por el Director de Tránsito, y enviado al Administrador de la Ciudad, el Encargado de Riesgos y al Fiscal de la Ciudad.
- Una vez que la Ciudad tome nota del reclamo, CAT tiene un plazo de 60 días para resolver el asunto, sin incluir el proceso de apelación.
- Se llevará una investigación que incluirá el fundamento del supuesto reclamo; cuándo y dónde ocurrió el incidente; y, si es necesario, la identificación y entrevista de las partes involucradas, la revisión de documentación pertinente, y de otra información fáctica de fuentes apropiadas.
- En casos de derechos civiles a nivel federal, toda información y conversación es respetada, y los documentos relacionados con la investigación serán guardadas en un archivo confidencial
- Al concluir una exhaustiva investigación por parte de la Ciudad de Canby, CAT se pondrá en contacto con el reclamante. Este contacto incluirá una de dos cartas al reclamante: una carta de cierre del caso, o una carta de resumen de lo determinado. Una carta de cierre del caso resume las alegaciones y explica que no se encontró una violación al Título VI, y que por ende el caso se considera cerrado. Una carta de prueba, resume las alegaciones y también las entrevistas del supuesto incidente, y resume la prueba, sugiriendo una acción apropiada a seguir, además de una resolución del caso.
- Si el reclamante desea apelar la decisión, él o ella tiene un plazo de 14 días después de la fecha de la carta cierre o la carta resumen, para presentar por escrito un pedido de apelación al Director de Tránsito, para ser revista por el Comité de Consejos del Tránsito (TAC). El reclamante tendrá oportunidad de ser atendido y oído en persona en una junta del TAC. Después de la revisión y recomendación por parte del TAC, el Consejo de la Ciudad tomará la decisión final.

Appendix C: Title VI Complaint Form (English)

Section I					
Name:					
Address:					
Telephone (Home):		Telephone (Work):			
E-Mail Address:					
Accessible Format Requirements?	Large Print		Audio Tape		
	TTY		Other		

Section II		
Are you filing this complaint on your own behalf?	Yes*	No
*If you answered "yes" to this question, go to Section III.		
If not, please supply the name and relationship of the person for whom you are complaining:		
Please explain why you have filed for a third party:		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	Yes	No

Section III

I believe the discrimination I experienced was based on (check all that apply):

[ ] Race [ ] Color [ ] National

Date of Alleged Discrimination (Month, Day, Year): _____

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all person(s) who were involved, including the name and contact information of the person(s) who discriminated against you (if known). List name(s) and contact information of any witnesses. If more space is needed, please use the back of this form.

Section IV		
Have you previously filed a Title VI complaint with this agency?	Yes	No

Section V

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 enter name of agency or court:

[ ] Federal Agency: ____ [ ] Federal Court [ ] State Agency _____ [ ] State Court_ [ ] Local Agency _____
Please provide information about a contact person at the agency or court where the complaint was filed.
Name:
Title:
Agency:
Address:
Telephone:
Section VI
Name of agency complaint is against:
Contact person:
Title:
Telephone:

Please attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

_____ _____

Signature Date

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

Mail:
City of Canby
Transit Director
PO Box 930
195 S Hazel Dell Way, Suite C
Canby, Oregon 97013

Phone:
503-266-0751
Oregon Relay Service 800 735-2900

Fax: 503-263-6284
Email: cat@ci.canby.or.us

APPENDIX D: Title VI Complaint Form (Spanish)

City of Canby, Canby Area Transit - Title VI Formulario de Queja

Sección I				
Nombre:				
Dirección:				
Teléfono (Casa):		Teléfono (Trabajo):		
Correo Electrónico:				
Formato accesibles en:	Letra Grande		Cinta de audio	
	TTY		Otro	
Sección II				
¿Está usted presentando esta queja en su propio nombre?		Sí *	No	
* Si usted contestó "sí" a esta pregunta, pase a la sección III.				
Si no es así, por favor proporcione el nombre y la relación de la persona por la que usted se queja:				
Por favor, confirme que ha obtenido el permiso de la parte agraviada si usted está presentando en nombre de un tercero.				
Por favor, explique por qué usted está presentado la queja por un tercero:		Sí	No	
Sección III				
Creo que la discriminación que experimenté fue basada en (marque todo lo que corresponda): [ ] Raza [ ] Color [ ] Origen Nacional Fecha de la discriminación alegada (Mes, Día, Año): _____ Explique lo más claramente posible lo que pasó y por qué cree que fue discriminado. Describa a la persona (s) que participaron, incluyendo el nombre y la información de contacto de la persona (s) que lo discriminó (si se tiene). Liste el nombre e información de contacto de cualquier testigo. Si se necesita más espacio, adjunte páginas adicionales..				
Sección IV				
¿Ha presentado anteriormente una queja de Derechos Civiles con esta agencia?		Sí	No	
¿Ha presentado anteriormente una queja del Título VI con esta agencia?		Sí	No	
Sección V				
¿Ha presentado esta queja en cualquier otra agencia federal, estatal o local, o con cualquier corte federal o estatal? [ ]Sí [ ] No				

En caso afirmativo, marque todo lo que corresponda y escriba el nombre de la agencia o de la corte: [ ] Agencia Federal _____ [ ] Corte Federal _____ [ ] Agencia Estatal _____ [ ] Corte Statal _____ [ ] Agencia Local _____
Sírvanse proporcionar información acerca de la persona de contacto en la agencia o tribunal donde se presentó la queja.
Nombre:
Título:
Agencia:
Dirección:
Teléfono:
Sección VI
Nombre de la agencia de la cual la queja es en contra:
Persona de contacto:
Título:
Teléfono:

Por favor adjunte cualquier material escrito o cualquier otra información que usted piensa que es relevante para su queja.

Firma y fecha abajo requieren.

_____ _____

Firma Fecha

_____

_____

Por favor, envíe este formulario por fax, correo o correo electrónico:

Correo:
City of Canby
Transit Director
PO Box 930
195 S Hazel Dell Way, Suite C
Canby, Oregon 97013

Phone:
503-266-0751
Oregon Relay Service 800 735-2900

Fax: 503-263-6284
Correo Electrónico: cat @ci.canby.or.us

Appendix E: 2010 Census Data for CAT Service Area:

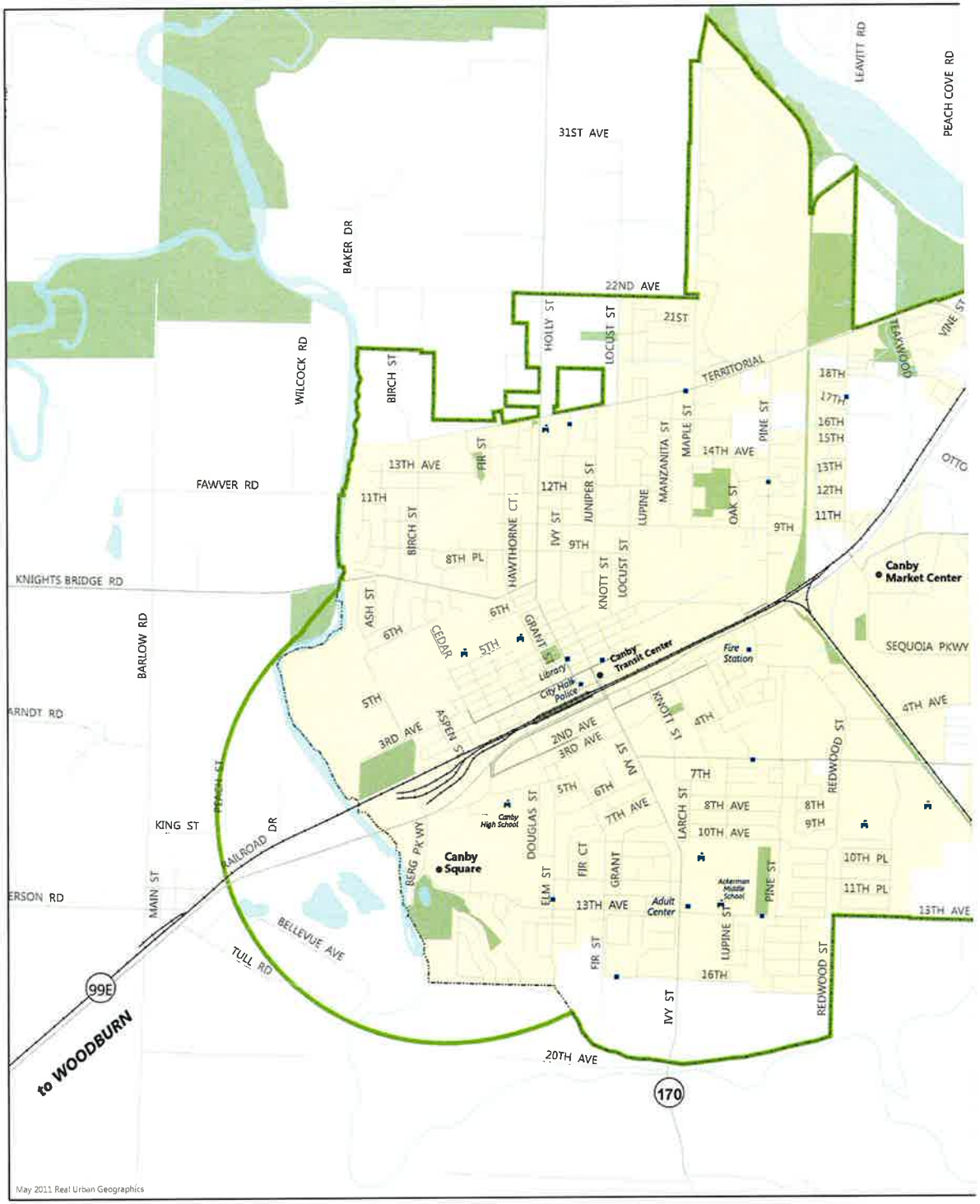
The following table displays demographic data from the 2010 census. Prepared by Portland State University, Population Research Center based on aggregation of 2010 census blocks with centroids in Canby UGB.

CANBY AREA TRANSIT (CANBY UGB)	2010	
RACE		
Total population	17,097	*100.0%*
White alone	13,992	*81.8%*
Black or African American alone	97	*0.6%*
American Indian and Alaska Native alone	200	*1.2%*
Asian alone	183	*1.1%*
Native Hawaiian and Other Pacific Islander alone	30	*0.2%*
Some Other Race alone	2,113	*12.4%*
Two or More Races	482	*2.8%*
HISPANIC OR LATINO AND RACE		
Total population	17,097	*100.0%*
Hispanic or Latino	3,472	*20.3%*
Not Hispanic or Latino	13,625	*79.7%*
White alone	12,949	*75.7%*
Black or African American alone	39	*0.2%*
American Indian and Alaska Native alone	129	*0.8%*
Asian alone	182	*1.1%*
Native Hawaiian and Other Pacific Islander alone	20	*0.1%*
Some Other Race alone	12	*0.1%*
Two or More Races	294	*1.7%*

Prepared by Portland State University, Population Research Center based on aggregation of 2010 census blocks with centroids in Canby UGB.

Source: U.S. Census Bureau, 2010 Census, Summary File 1, Table P5

Appendix F: CAT Service Area



31ST AVE
22ND AVE
21ST
LEAVITT RD
PEACH COVE RD
BAKER DR
WILCOCK RD
BIRCH ST
HOLLY ST
LOCUST ST
TERRITORIAL
TEAKWOOD
VINE ST
18TH
17TH
16TH
15TH
13TH
12TH
11TH
14TH AVE
MAPLE ST
PINE ST
MANZANITA ST
OAK ST
LUPINE
JUNIPER ST
IVY ST
FIR ST
13TH AVE
12TH
11TH
FAWVER RD
BIRCH ST
HAWTHORNE CT
9TH
8TH PL
KNOTT ST
LOCUST ST
KNIGHTS BRIDGE RD
ASH ST
6TH
CEDAR
5TH
GRANT ST
Canby Market Center
SEQUOIA PKWY
Canby Transit Center
Library
City Hall Police
Fire Station
BARLOW RD
ARNDT RD
5TH
3RD AVE
ASPEN ST
2ND AVE
3RD AVE
KNOTT ST
4TH
4TH AVE
REDWOOD ST
IVY ST
7TH
5TH
6TH
7TH AVE
8TH AVE
8TH
9TH
10TH AVE
KING ST
PEACH ST
RAILROAD DR
Canby High School
DOUGLAS ST
LARCH ST
BERG PKWY
Canby Square
FIR CT
GRANT
ELM ST
10TH PL
11TH PL
ERSON RD
MAIN ST
13TH AVE
Adult Center
Ackerman Middle School
PINE ST
13TH AVE
BELLEVUE AVE
TULL RD
FIR ST
LUPINE ST
16TH
REDWOOD ST
IVY ST
99E
to WOODBURN
20TH AVE
170
May 2011 Real Urban Geographics

Appendix G: Speak Spanish at Home

Appendix G: 2010 Census Data for CAT Service Area:

U.S. Census Bureau

AMERICAN FactFinder

B16006

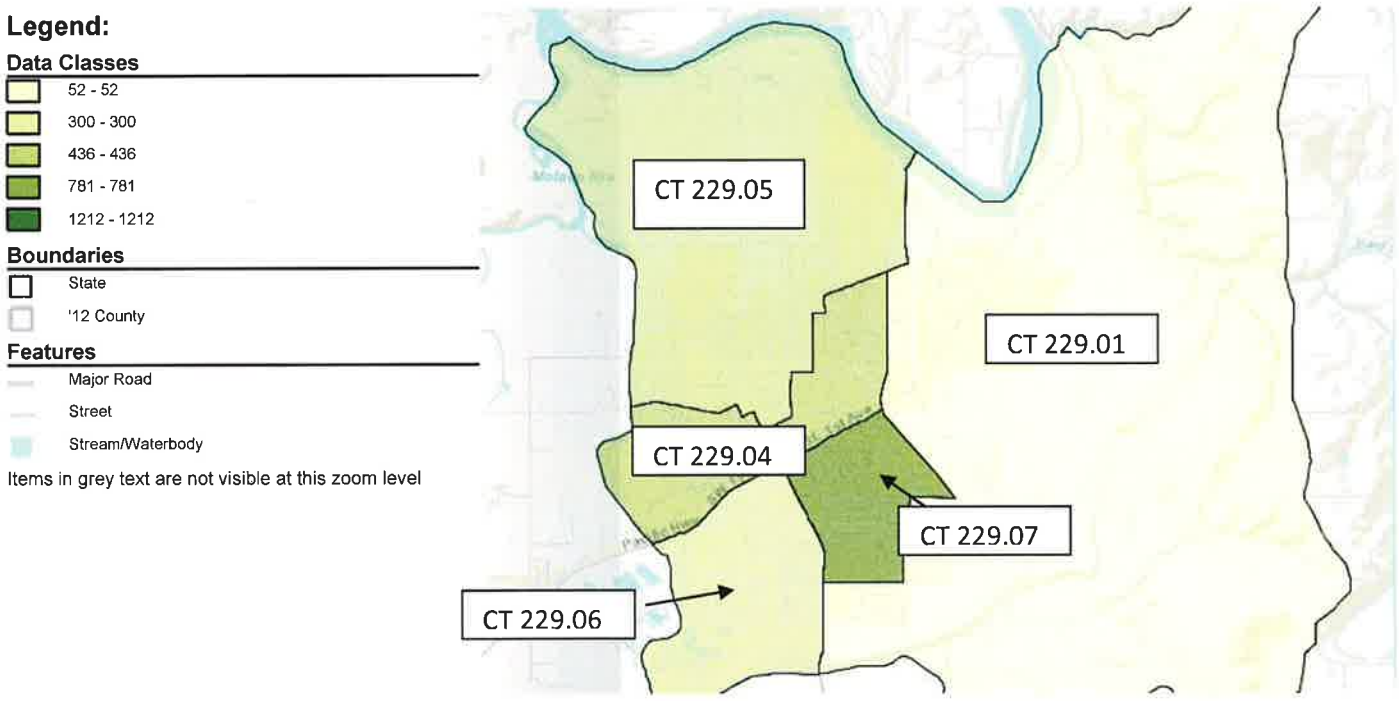
LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER (HISPANIC OR LATINO)
Universe: Hispanic or Latino population 5 years and over 2008-2012 American Community Survey 5-Year Estimates

Thematic Map of Estimate; Total: - Speak
Spanish: Geography by: Census Tract

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.



Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to non-sampling error (for a discussion of non-sampling variability, see Accuracy of the Data). The effect of non-sampling error is not represented in these tables.

While the 2008-2012 American Community Survey (ACS) data generally reflect the December 2009 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.
Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2000 data. Boundaries for urban areas have not been updated since Census 2000. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2008-2012 American Community Survey Explanation Symbols:

- An '**' entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
- An '-' entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
- An '-' following a median estimate means the median falls in the lowest interval of an open-ended distribution.
- An '+' following a median estimate means the median falls in the upper interval of an open-ended distribution.
- An '***' entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
- An '*****' entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
- An 'N' entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
- An '(X)' means that the estimate is not applicable or not available.

Appendix H: Limited English Proficiency Plan (LEP)

Appendix H: Limited English Proficiency Plan (LEP)

Introduction

Canby Area Transit (CAT), operated by the City of Canby, understands it is critically important to the daily lives or our community members. The purpose of this limited English proficiency plan is to comply with the City's responsibilities to limited English proficient (LEP) persons consistent with Title VI of the Civil Rights Act of 1964 and its implementing regulations. Title VI of the Civil Rights Act of 1964 provides that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives federal financial assistance.

CAT has developed this Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to CAT services. A Limited English Proficiency person is one who does not speak English as their primary language and who has limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training staff, how to notify LEP persons that assistance is available, and information for future plan updates.

Goals

CAT's primary LEP goals are as follows;

- Comply with federal regulations to "Improve access to services for persons with limited English proficiency" by providing meaningful access to the benefits, services, information, and other important aspects of CAT programs and activities for individuals with limited English proficiency.

- Develop materials, conduct outreach, and distribute information designed to educate both community leaders who serve Spanish speaking LEP populations and LEP community members about CAT services and programs.

- Work with transportation service provider to ensure there is sufficient training of service provider's employees regarding LEP programs and policies.

CAT will use the Department of Transportation four factor LEP analysis which considers the following; 1.) The number or proportion of LEP persons eligible in the City of Canby Urban Growth Boundary (CAT service area) who may be served or likely to encounter a CAT program, activity, or service; 2.) The frequency with which LEP individuals come into contact with CAT services; 3.) The nature and importance of the program, activity or service provide by CAT to the LEP population; and 4.) The resources available to the City/CAT and overall cost to provide LEP assistance. A brief description of these considerations is provided in below.

Four Factor Analysis

1. *The number or proportion of LEP persons eligible in the CAT service area who may be served or likely to encounter a CAT program, activity, or service.*

According to 2010 Census data, the CAT service area[3] population is 17,097 and approximately 20.3 percent are Hispanic or Latino. In the City of Canby the population is 15,829 and approximately 21.3 percent are Hispanic or Latino. In the CAT service area all other races and ethnicities comprise 4 percent of the total population. According to the American Community Survey 5 –year estimate 15.1% of residents in the service area speak Spanish at home. According to the 2012-2013 *Canby School District Report Card* an average of 24.5% of enrolled students (K-12) are classified as English Learners with as many as 10 different languages spoken.

Census data indicates the highest concentration of Latino residents live within the urban growth boundary and within Canby city limits. CAT does not count the number of LEP customers who use CAT services.

2. *The frequency with which LEP individuals come in contact with a CAT program, activity, or service.*

Considering twenty percent of Canby residents are Latino, it is obvious they come in contact with CAT services. CAT has anecdotal evidence of serving LEP individuals yet there is limited hard data collected. Currently, CAT has information about the frequency with which LEP individuals come in contact with CAT services based on the requests for interpretation services.
In fiscal year 2013/14 CAT received eight calls utilizing Certified Languages International for a total of 27 minutes of translation, averaging 3.375 minutes per call. It appears the numbers are increasing considering as of September, 2014 of this fiscal year, CAT has received six calls with a total of 27 minutes of translation averaging 4.5 minutes per call. There have been no requests for document translation.

Additional hard data collected are applications for paratransit services, surveys for planning or service delivery changes, phone messages, and citizen comment cards at public meetings, and one on one contact with drivers.

CAT will continue to assess the frequency at which drivers and customer service employees have or could possibly have contact with LEP persons. This includes documenting phone inquiries and verbally surveying CAT drivers. CAT is updating the Transit Master Plan in 2015 and to gather

[3] There is not a perfect fit between Canby Urban Growth, and Canby Service Area and U.S. Census Tracts. For the purposes of this plan the census tract data is compiled from census tracts 229.01, 229.04, 229.05, 229.06, and 229.07. Tracts 229.04 and 229.07 are entirely within the UGA, all of the most populated parts of 229.05 and 229.06 are in the UGA, and tract 229.01 is split between the UGA and more rural areas to the east of the city. See Appendix F & J.

input from the Latino community, CAT has developed two surveys, an onboard rider survey and a general public survey in Spanish. This will provide additional data on LEP persons using CAT services and those in the community who may be potential customers.

3. The nature and importance of the program, activity, or service provided by CAT to the LEP community.

CAT understands that transportation is critically important to the daily lives of our community members. Certain aspects of our services are of critical importance and this plan will be used to meet the needs of the LEP community. These include services such as: construction projects; property acquisitions; and service area or level changes.

4. The resources available to CAT and costs.

CAT contracts with two translation services;

1.) Certified Languages International to provide verbal translation in any language to callers requesting information about CAT services.

2.) Passport to Languages to provide written translation services when customers or the public request documents in other languages.

The City has identified in-house staff with other language abilities and this staff has some availability to assist with requests related to all CAT services. The CAT schedule and the Dial-A-Ride brochures are available in Spanish, and service related information on the website has been translated into Spanish. Press releases, advertisements and rider alerts are typically only produced in English yet indicate they are available in Spanish. Larger documents and plans are available upon request. Translating large planning documents can be a cost issue for CAT, because documents of 20 pages or more can cost well over $500 to be translated. Currently, CAT's costs do not exceed $1000 a year for translation services. When the City upgraded the phone system a significant investment was made yet only a portion was attributable to CAT and to enhance services for the LEP populations.

Implementation Methods

1. How to Identify an LEP Person who Needs Language Assistance

These methods may be used to help identify persons who may need language assistance:

- Continually monitor Certified Languages International and Passport to Languages requests submitted through CAT dispatchers and office staff.
- Examine records requests for language assistance from past meetings and events to anticipate the possible need for assistance at upcoming meetings;

- When public meetings are held, have a staff member greet and briefly speak to each attendee. To informally gauge the attendee's ability to speak and understand English, ask a question that requires a full sentence reply;
- Provide Certified International cards at public meetings. While staff may not be able to provide translation assistance at this meeting, the cards will be used to identify language needs for future meetings; and
- Regularly survey CAT drivers and other first line staff of any direct or indirect contact with LEP individuals.

2. *Language Assistance Measures*

CAT has implemented the following LEP procedures:

- CAT has contracts with Certified Languages International and Passport to Languages to provide ad hoc verbal, written, and in person translation services upon request and as needed.
- Public notice, publications, and other printed material are provided in Spanish upon request, and service information is available in Spanish on CAT's website.
- CAT's phone system includes options for Spanish speaking customers.
- CAT has provided Spanish speaking translators at public meetings and events and offers this service upon request for any public meeting.
- CAT has developed a comprehensive contact list [4]of organizations, schools, churches, apartment complexes and other stakeholders who work with or serve LEP populations.

3. *Training – City/CAT Employees and Contracted Personnel*

CAT will provide employee training for city employed transit staff and provide information to the Transportation Service Provider so contract staff may be trained on all aspects of the Title VI and LEP. Prior to public meetings at which LEP individuals are anticipated to attend, staff will review the Title VI Plan, including this LEP section.

CAT will ensure the Transportation Service Provider management and employees are familiar with specific procedures to be followed when serving an LEP customer, including how to handle a potential Title VI/LEP complaint.

It is a priority for CAT management to recruit and hire bilingual and or bicultural individuals. CAT management encourages and supports the transportation service provider to conduct recruitment activities such as;

- Attend job fairs targeting the Latino/Hispanic population.
- Place job announcements in local newspapers, on CAT website, in e-mail notifications, and any other medium used to attract potential employees, with a note encouraging

[4] Refer to Appendix I

bilingual (English/Spanish)/bicultural individuals to apply.
- Place job announcements in appropriate local publications targeting Spanish-speaking residents.

CAT will continue to work with the Canby School District, the City's Spanish speaking Librarian and the non-profit *Bridging Cultures* to provide input on potential training and outreach opportunities to improve CAT's ability to reach and engage Latino community members.

4. Outreach

General Strategy

This program will utilize existing networks[5] within the Spanish-speaking community to contact, engage, and educate community leaders serving Spanish-speaking LEP populations and LEP community members about CAT services and programs.

CAT has developed a comprehensive mailing list[6] of a variety of organizations, churches, schools, apartment complexes, and media outlets etc. that work with or serve the Latino population. CAT will refer to this mailing list to conduct outreach to the Latino community. Specific outreach efforts will vary depending on the project, proposal or activity. Some or all of the following methods may be used:

- Flyers and/or brochures will be made available through local churches, social service agencies, ethnic retail outlets, the school district office and possibly specific schools within the Canby School District, Clackamas Community College, City Hall, the library, apartment complexes with high concentration of LEP populations.
- Other printed materials, such as transit schedules and maps, will be translated and made available on CAT vehicles and at select outlets.
- Paid advertisements and the CAT website will indicate ways in which LEP persons can access information about our services.
- If staff knows that they will be presenting a topic that could be of importance to an LEP individual or if staff will be hosting a meeting or a workshop in a geographic location with a known concentration of LEP persons, meeting notices, fliers, advertisements, and agendas will be printed in an alternative language, based on known LEP population in the area.

[5] Community-based organizations (CBOs), churches, school district, social clubs, non-profits, business organizations and state, county, and city social service agencies.

[6] Refer to *Appendix I* for additional information

Stakeholders

a. **Internal:** CAT management, Transit Advisory Committee and City Council; Transportation Service Provider management and staff; and CAT contractors needing to communicate with the Spanish-speaking LEP community regarding legal, service, and ridership issues.

b. **External:** Spanish-speaking LEP communities; community-based organizations (CBOs) serving Spanish-speaking LEP populations; Canby School District; State, County, and City governments serving Spanish-speaking LEP populations; and Hispanic business groups;

External Stakeholders

- Hispanic business associations
- State, county, and city governments

Community Based Organizations

- Canby Center
- Bridging Cultures

Apartments

- Casa Verde Apartments
- Greenbriar Apartments
- The Orchards Apartments
- Township Apartments

Schools

- Canby School District
- Canby School District/REACH
- Head Start: Mulino
- Head Start: Barlow
- Ackerman Center
- Canby Union High School
- Baker Prairie Middle School
- Lee Elementary School
- Knight Elementary School
- Eccles Elementary School
- Clackamas Community College

Churches

- Saint Patrick's Catholic Church
- Iglesia Del Dios Vivo Columna Y apoyo De La Verdad
- Canby Hispanic Foursquare

Media

- La Pantera Radio 940AM
- El Hispanic News
- Univision Portland

Translation Service

- Passport to Languages –written translation
- Certified Languages International –verbal translation
- Phone System- Spanish Options
- 211

Monitoring and Updating the LEP Plan

This plan is designed to be flexible and should be viewed as a work in progress. As such, it is important to consider whether new documents and services need to be made accessible for LEP persons, and it will be important to monitor changes in demographics and types of services. CAT will update the LEP as required by the U.S. DOT. At a minimum, the plan will be reviewed and updated when it is clear that higher concentrations of LEP individuals are present in CAT's service area.

Dissemination of the Limited English Proficiency Plan

CAT will post the LEP Plan on its website at www.canbyareatransit.org. Copies of the plan will be provided to any person or agency requesting a copy. LEP persons may obtain copies/translations of the plan upon request.

Any questions or comments regarding this plan should be directed to:

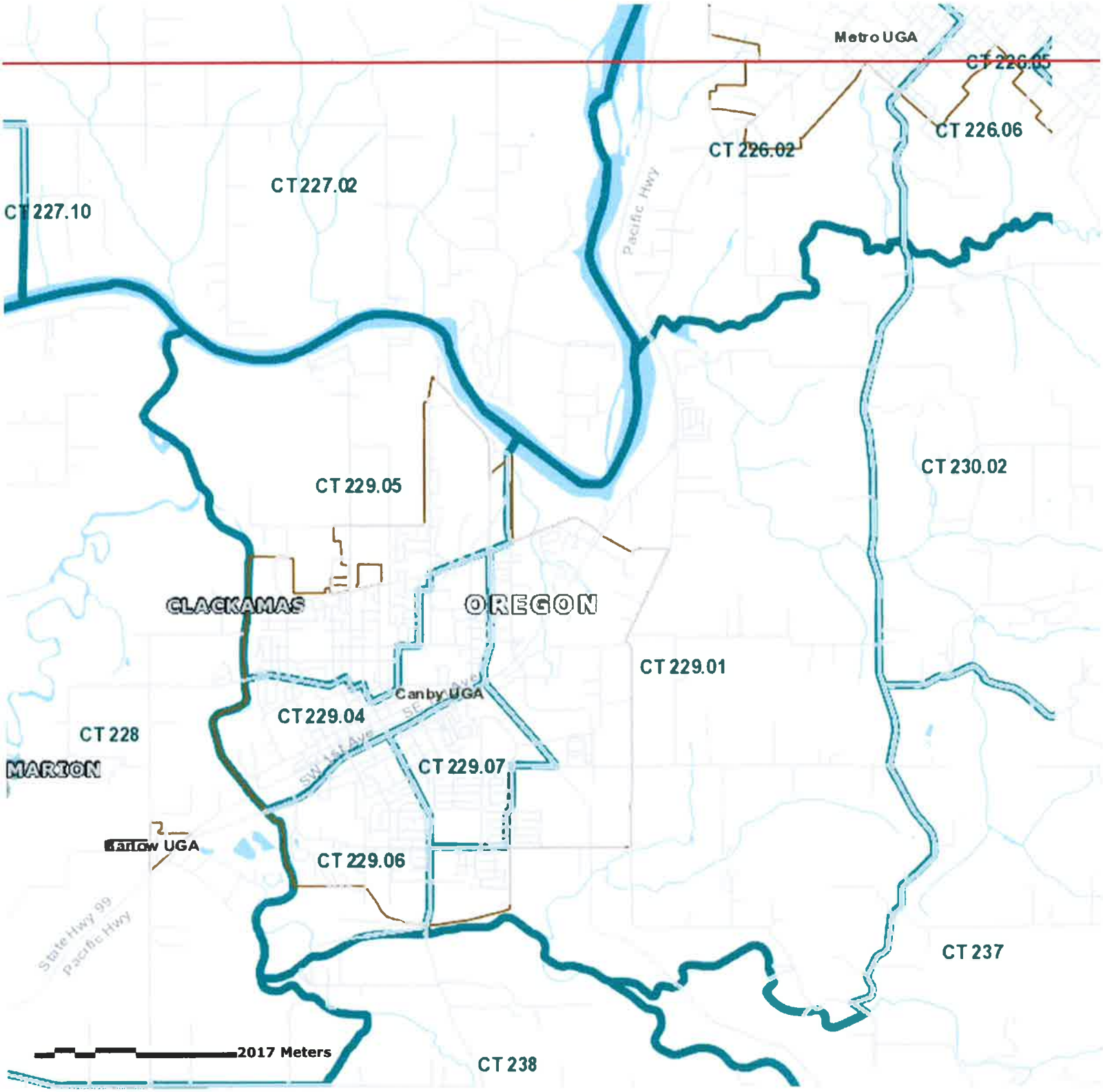
Julie Wehling
CAT Transit Director
Canby Area Transit
P.O. Box 930
Canby, Oregon 97013
503-266-0751

Appendix I: Limited English Proficiency Contact List

Organization/Location	Contact Person	Title	phone	email
Transit Advisory Committee	Francisco Zamora Flores		(503) 753-7546	zamorafloresandroid@gmail.com
Canby Public Library	Angelica Novoa De Cordeiro		503.266.0657	anovoadecordeiro@lincc.org
Canby Center	Tim Lesher	Executive Director	503.266.2920 ex 228	Tim@TheCanbyCenter.org
Bridging Cultures	Jason Gingerich			jasondg48@gmail.com
Bridging Cultures	Eliza Gingerich			eliza.gingerich@gmail.com
Bridging Cultures	Yolanda Sanchez		503.916.9192	
Media				
La Pantera Radio 940AM	Don Coss	President	503-981-9400	ddc@lapantera940.com
El Hispanic News	Gabriela Kadziora	Sales & Business Development	503.228.3139	gabriela@elhispanicnews.com
El Hispanic News	Melanie Davis	Owner/Publisher	503.228.3139 x 308	mdavis@elhispanicnews.com
Univision Portland	Sandra Cervantes		503-963-2624	
Univision Portland	Delia Hernandez		503-963-2619	dhernandez@kunptv.com
Appartments				
Casa Verde Apartments	Heriberto Aguilar ?		503.266.5288	
Greenbriar Apartments			503.266.5638	
The Orchards Apartments			503.263.3551	
Township Apartments	James Smith		855.591.0083	
Schools				
Canby School District	Samuel (Trip) Goodall	Interim Superintendent	503-266-0019 x3901	goodallt@canby.k12.or.us
Canby School District/REACH	Veronica Marinez	Translation /Interpretation Specialist	503.263.7429 x3694	martinev@canby.k12.or.us
Canby School District/REACH	Jorge Barraza	Homeless Liaison		barrazaj@canby.k12.or.us
Head Start: Mulino	Karen Silva		503.675.4565	karens@cccchs.org
Head Start: Barlow	Adina Stern		503.675.4565	adinas@cccchs.org
Trost School	Angela Navarro	Principal	503-263-7130 x3302	navarroa@canby.k12.or.us
Ackerman Center	Noel Hygelund	Principal	503.263.7140 x3483	hygelunn@canby.k12.or.us
Canby Union High School	Chris Gilbert	Teacher ELL	503.263.7200 x5405	gilberc1@canby.k12.or.us
Canby Union High School	Pat Johnson	Principal	503.263.7201 x5303	pjohnson@canby.k12.or.us
Baker Prairie Middle School	Jennifer Turner	Principal	503.263.7170 x3603	turnerj1@canby.k12.or.us
Lee Elementary School	Cherie Switzer	Interim Principal	503.263.7150 x3504	switzerc@canby.k12.or.us
Knight Elementary School	Christine Taylor	Principal	503.263.7100 x3006	taylorc@canby.k12.or.us
Eccles Elementary School	Andy McKean	Principal	503.263.7150 x3241	mckeana@canby.k12.or.us
Churchs				
Saint Patrick's Catholic Church			503.266.9411	stpatricks@canby.com
Saint Patrick's Catholic Church	Arturo Romero Baustista	Father	503.266.9411	aromero@archdpdx.org
Iglesia Del Dios Vivo Columna Y apoyo De La Verdad	Antonio Gaona	Pastor	503.266.7794	
Canby Hispanic Foursquare	Emilio Ortiz / Alejandro Garcia	Pastor	503.266.2481	loshechoscanby@gmail.com
Translation Services				
Canby School District	Maria Tellez	Translator	503.951.5084	tellezmaria@live.com
Bridging Cultures	Wendell Amstutz	Translator	503.951.7099	
Passport to Languages	Leslie Caldwell	Translation Services	503.297.2707	leslie@passporttolanguages.com
Certified Languages International	Bill Reed	Translation Services	800.225.5254	Billr@Certifiedlanguages.com

Appendix J: Census Tract Map

Canby UGA and Tracts



Legend

States
Counties
Urban Growth Areas
Census Tracts
Linear Hydrography
Areal Hydrography
Glaciers