



2023
**TITLE VI PROGRAM
PLAN**

CITY OF CHOWCHILLA
TRANSIT SERVICE



**City of Chowchilla
130 S. Second Street
Chowchilla, CA
93610
7/3/2023**



CITY OF CHOWCHILLA

TITLE VI PROGRAM

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City of Chowchilla Title VI Program



CITY OF CHOWCHILLA

TITLE VI PROGRAM

Reference: *FTA Circular 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration (FTA) Recipients (October 1, 2012).*

INTRODUCTION

The purpose of this Title VI Program is to establish guidelines to effectively monitor and ensure that the City of Chowchilla transit services are in compliance with FTA Title VI requirements.

Title VI states that “no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” The FTA is required to ensure that federally-supported transit services and related benefits are provided consistent with Title VI. The Title VI Report requires an update every three years.

The City of Chowchilla will ensure that its programs, policies, and activities comply with Department of Transportation's (DOT) Title VI Regulations (49 CFR Part 21) and with Limited English Proficient (LEP) Persons requirements (70 FR 74087, December 14, 2005). The City is committed to creating and maintaining a public transportation system that is free of all forms of discrimination. The City will take necessary preventive corrective and disciplinary actions to stem behavior that violates this policy or the rights and privileges it is designed to protect. FTA requires recipients to document compliance with DOT Title VI regulations by submitting a Title VI Program once every three years.

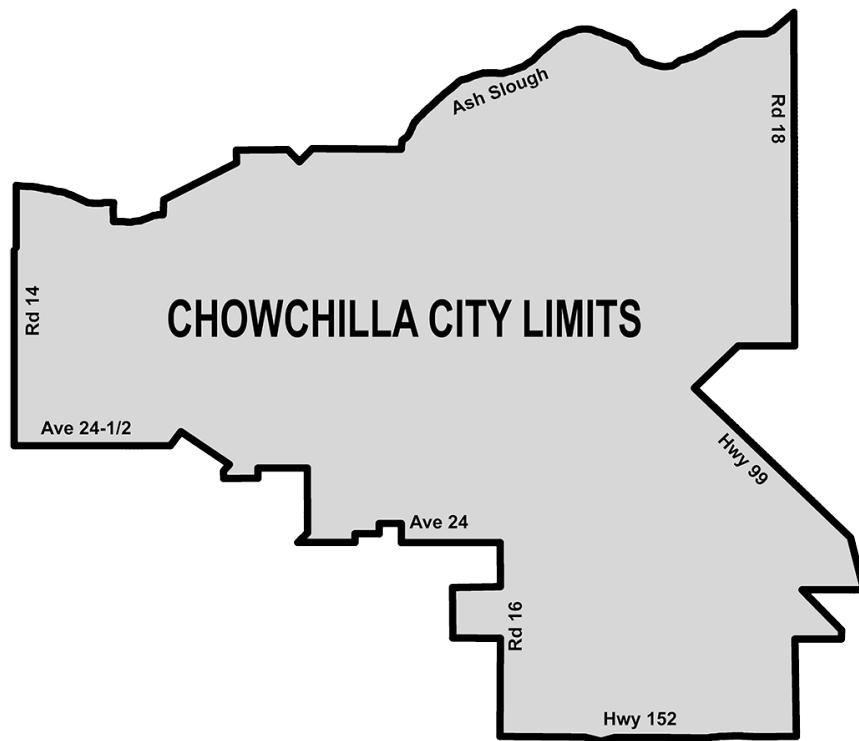
City of Chowchilla Title VI Policy Statement

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



CITY OF CHOWCHILLA

SERVICE AREA MAP





City of Chowchilla Title VI Program

The City's objectives are to:

- Ensure that the level and quality of transportation service is provided without regard to race, color or national origin.
- Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations.
- Promote the full and fair participation of all affected populations in transportation decision making.
- Prevent the denial, reduction or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- Ensure meaningful access to programs and activities by persons with limited English proficiency (LEP).

TITLE VI REQUIREMENTS

1. **Requirement to Notify Beneficiaries of Protection under Title VI.** In order to comply with 49 CFR, Section 21.9(d), the City shall provide information to the public regarding the City's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI.

Title VI Notice to the Public

The City of Chowchilla informs members of the public of its Title VI protection rights by posting of a Title VI Notice to the Public and providing bilingual complaint procedures, as shown in Exhibits A, B and C. The Title VI Notice to the Public is posted at several locations, including the City's Downtown Civic Center Transit Administrative Office, at bus stops and bus shelters, on Chowchilla Area Transit Express/CATX buses, and on the City's website, www.cityofchowchilla.org.



City of Chowchilla Title VI Program





EXHIBIT A

NOTICE TO THE PUBLIC – ENGLISH

CITY OF CHOWCHILLA Transit Services Title VI Notice & Complaint Process

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

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

City Clerk

Title VI Compliance Coordinator

City of Chowchilla

130 S. Second Street

Chowchilla, CA 93610

A copy of the Title VI Complaint Form (in English or Spanish) and additional information may be obtained from the City's website at "www.cityofchowchilla.org" (under "Transportation") or by calling (559) 665-8615. The City will provide appropriate assistance to complainants who are limited in their ability to communicate in English.



EXHIBIT B

NOTICE TO THE PUBLIC - SPANISH

**LA CIUDAD DE CHOWCHILLA
Servicios de Transito
Título VI Noticia y Proceso de Quejas**

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

Las quejas pueden presentarse ante la Ciudad por escrito y pueden dirigirse a:

City Clerk
Coordinadora de Conformidad Título VI
Ciudad de Chowchilla

130 S. Second St.

Chowchilla, CA 93610

Una copia del Título VI Formulario de Queja (en inglés o español) y la información adicional se puede obtener desde el sitio web de la Ciudad en "www.cityofchowchilla.org" (en "Transportación") o llamando al 559-665-8615. La Ciudad proveerá asistencia apropiada para los denunciantes que sean limitados en su capacidad de comunicarse en inglés.



City of Chowchilla Title VI Program

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

City of Chowchilla Locations Where Title VI Notice is Posted

The following is a list of locations where transit-related bilingual Title VI Public Notices are posted:

- CATX buses
- CATX bus stops/bus shelters
- City of Chowchilla website: www.cityofchowchilla.org
- Chowchilla Downtown Civic Center Transit Administrative Office (130 S. Second Street)

3. **Requirement to Develop Title VI Complaint Procedures and Complaint Form.** The City is required to develop procedures for investigating and tracking Title VI complaints filed against the City and to make these procedures for filing a complaint available to the general public.

City of Chowchilla Title VI Complaint Procedures

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

The complaint shall be in writing and signed by the complainant(s). Written complaints shall include:

- Date of the alleged discrimination.
- Date when the complainant(s) became aware of the alleged act of discrimination; or
- Date that conduct was discontinued or the latest instance of conduct.
- Detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint.



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The complaint can be mailed to:

City of Chowchilla – City Clerk
Title VI Compliance Coordinator
130 S. Second St.
Chowchilla, CA 93610

The complaint can be phoned to:

559-665-8615

The complaint may be made in person at:

City of Chowchilla
130 S. Second St.
Chowchilla, CA 93610

Ciudad de Chowchilla, Título VI, Procedimientos de Queja.

Presentación de la queja: si un cliente cree que ha recibido un trato discriminatorio por parte del sistema de tránsito de la ciudad de Chowchilla en base a su raza, color u origen nacional, el cliente tendrá derecho a presentar una queja ante el Coordinador de cumplimiento de tránsito Título VI.



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La queja será por escrito y firmada por el (los) denunciante (s). Las quejas por escrito deberán incluir:

- Fecha de la supuesta discriminación.
- Fecha en que el (los) autor (es) se enteraron del presunto acto de discriminación; o
- Fecha en que se interrumpió la conducta o la última instancia de conducta.
- Descripción detallada de los problemas, incluidos los nombres y los cargos de las personas que se perciben como partes en la queja.

La queja se puede enviar por correo a:

City of Chowchilla
130 S. Second St.
Chowchilla, CA 93610

Investigation of Complaints

Upon receipt of the complaint, the Compliance Coordinator will review it to determine if the City of Chowchilla has jurisdiction. As appropriate, the complaint will be investigated and a determination made. Formal investigation will be confidential and will include, but is not limited to, details of the specific incident, frequency and dates of occurrences and names of any witnesses. The complainant will be notified in writing of the resolution.

The complainant has ten business days from the date of the letter to send requested information to the Compliance Coordinator. If the Coordinator is not contacted by the complainant or does not receive the additional information within ten (10) business days, the City of Chowchilla can administratively close the case.



City of Chowchilla Title VI Program

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

A case can be administratively closed if the complainant no longer wishes to pursue their case. Following the investigation, the Title VI Compliance Coordinator will issue one of two letters to the complainant: (1) a closure letter, or (2) a letter of finding. A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A letter of finding summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.

- Appeals Process

If the complainant is not satisfied with the resolution, he or she may appeal it to:

City of Chowchilla – City Clerk

Title VI Compliance Coordinator

130 S. Second St.

Chowchilla, CA 93610

Phone: 559-665-8615

Fax: 559-665-7418

- Submission of Complaint to the Department of Transportation

The complainant may also file a complaint directly to:

FTA Office of Civil Rights

Title VI Program Coordinator

East Building, 5th Floor – TCR, 1200

New Jersey Avenue, S.E.



City of Chowchilla Title VI Program

Washington, D.C. 20590.

In accordance with FTA Circular 4702.1B, Chapter 9, Complaints, such a complaint must be filed within 180 calendar days after the date of the alleged discrimination.

EXHIBIT C

CITY OF CHOWCHILLA TRANSIT SERVICES

TITLE VI COMPLAINT FORM

Section I: (Please write legibly)

1. Name: _____
2. Address: _____
3. Telephone: _____ 3.a. Secondary Phone (Optional): _____
4. Email Address: _____
5. Accessible Format Requirements?

Large Print Audio Tape TDD Other

Section II:

6. Are you filing this complaint on your own behalf? Yes* _____ No _____

*If you answered "yes" to #6, go to Section III.

7. If you answered "no" to #6, what is the name of the person for whom you are filing this complaint?

Name: _____

8. What is your relationship with this individual: _____



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9. Please explain why you have filed for a third party: _____

10. Please confirm that you have obtained permission of the aggrieved party to file on their behalf. Yes _____ No _____

Section III:

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

Race Color National Origin

12. Date of alleged discrimination: (mm/dd/yyyy) _____

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

Section IV:

14. Have you previously filed a Title VI complaint with the City of Chowchilla?

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 _____



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[] State Court _____

16. If you answered "yes" to #15, provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Title: _____

Agency: _____

Address: _____

Telephone: _____ Email: _____

Section VI:

Name of Transit Agency complaint is against: _____

Contact Person: _____

Telephone: _____

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

Signature and date are required below to complete form:

Signature _____ Date _____

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

City of Chowchilla – City Clerk



City of Chowchilla Title VI Program

Title VI Compliance Coordinator

130 S. Second Street

Chowchilla, CA 93610

EXHIBIT D

LA CIUDAD DE CHOWCHILLA SERVICIOS DE TRANSITO

TITULO VI FORMULARIO DE QUEJA

Sección I: (Favor de escribir en forma legible)

1. Nombre: _____
2. Dirección: _____
3. Teléfono: _____ 3.a. Teléfono Secundario (Opcional): _____
4. Correo Electrónico: _____
5. Requisitos en formato accesible?

Letra Grande Cinta de Audio TDD Otra Forma

Sección II:

7. Está presentando esta queja en su propio nombre? Si* _____ No _____

*Si contesto "si" al # 6, baje a la Sección III.

8. Si contesto "no" al #6, cual es el nombre de la persona por cual usted esta representando la queja? Nombre: _____



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9. Cual es la relación con este individuo: _____

Favor de explicar porque usted esta representando a una tercera persona: _____

10. Favor de confirmar que usted obtuvo permiso de someter una queja con la persona afectada.

Si _____ No _____

Sección III:

11. Yo creo que la discriminación por la que pase fue basada por (Marque la que pertenezca):

Raza Color Origen Nacional

12. Fecha de la presunta discriminación: (mm/dd/aaaa) _____

13. Explique lo mas claro posible lo que paso y porque cree que fue discriminado. Describe todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la persona(s) que lo discriminó (si se conoce), así como los nombres y la información de los testigos en contacto. Si se necesita mas espacio, por favor use el reverso de este formulario.

Sección IV:

14. Ha presentado anteriormente una queja del Titulo VI con la Ciudad de Chowchilla?

Si _____ No _____

Sección V:

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



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Si _____ No _____

Si contesto si, marque el que aplique:

[] Agencia Federal _____ [] Agencia Estatal _____

[] Corte Federal _____ [] Agencia Local _____

[] Corte Estatal _____

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

Nombre: _____

Titulo: _____

Agencia: _____

Dirección: _____

Teléfono: _____ Email: _____

Sección VI:

Nombre de la Agencia de Transito cual se inicio su queja: _____

Persona de Contacto: _____

Teléfono: _____

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

Firma y fecha es requerida para someter esta forma:



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Firma _____

Fecha _____

Favor de someter esta forma en persona o por correo a la siguiente dirección:

City of Chowchilla – City Clerk

Title VI Compliance Coordinator

130 S. Second St. Chowchilla, CA 93610

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

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

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



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EXHIBIT E

CITY OF CHOWCHILLA CATX PUBLIC PARTICIPATION PLAN

Public Outreach Activities

The City of Chowchilla posts transit schedules and rider information on its website in English and Spanish. The City also provides easy access to bilingual (English and Spanish) administrative staff and drivers during operating hours to answer questions during their regular shift schedules for CATX LEP passengers.

The City reaches out to the community directly through meetings with agency and community staff and their clients, as needed. Information regarding the City's transit services is disseminated at these meetings. Information is also made available at various locations throughout the community and on the City's transit's systems.

Public Meetings

The City of Chowchilla transit staff participates in the Madera County Transportation Commission (MCTC) Social Services Transportation Advisory Council (SSTAC) quarterly meetings that are open to the general public. The SSTAC is composed of diverse public citizens of the community and is open to taking public testimony prior to initiation of each meeting.

The City also collaborates with the MCTC, the Metropolitan Planning Organization (MPO), in its annual Unmet Transit Needs process. MCTC is required by statute to conduct a formal hearing process that solicits information about transit needs. This allows MCTC to make a determination as to whether there are unmet transit needs and whether they are transit needs that can be reasonably met. The Unmet Transit Needs hearings are accessible to the general public, offer bilingual translation, and are consistent with the MCTC Public Participation Plan and process that ensures meaningful access to LEP throughout the Madera County region.



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This Unmet Transit Needs process involves inviting testimony through a wide array of mailing lists and agency contacts and receiving testimony either in-person at the hearing and by mail or by email where a name and local address are provided. Comments pertaining to Chowchilla's transit services every year are reviewed and responded to appropriately in close coordination with the MCTC Social Services Transportation Advisory Council (SSTAC), a committee composed of diverse representatives from throughout the community.

Transit staff also participates in the development of the MCTC "Public Participation Plan" and "Public Transit Human Services Transportation Coordination Plan." A series of meetings are conducted with participants from throughout the community. Recommendations to maximize community involvement are reflected in these plans and adopted by the MCTC Board.

General Awareness Surveys

The City, in cooperation with the MCTC, conducts bilingual (English and Spanish) on-board rider and general awareness surveys in conjunction with updates to the Short-Range Transit Plan. These personal one-on-one surveys allow riders to convey any concerns or comments they have regarding the City's transit services.

Bilingual Outreach

CATX provide Spanish-speaking clients with bilingual information on public transit services. Staff assistance is utilized in outreach programs and offered for programs and public meetings.

Telephone Access

Transit staff is available to answer questions in Spanish during normal working hours, weekdays 8:00 a.m. to 5:00 p.m.



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Participation in Community Activities

The City coordinates with community agencies whenever feasible to promote its transit services. This includes participation in senior center and civic events where promotional materials are distributed and where staff is available to interact with residents.

Staff Training

CATX works to instill in staff an awareness of and sensitivity to the needs of LEP residents. Staff is trained on LEP guidance from U.S. Department of Transportation on procedures for accommodating LEP populations.

Summary of Outreach Efforts

Outreach locations and activities include:

- Community Events – The City participates in community or civic events, as appropriate, to raise awareness of its transit services.
- Senior Center – The City participates in senior center events, as appropriate, to ensure participants are aware of CATX services.
- MCTC Annual Unmet Transit Needs Process – The City actively participates in the unmet transit needs public hearings conducted by the MCTC Board.
- Updates to the “Public Participation Plan” and “Public Transit Human Services Transportation Coordination Plan for Madera County” – As part of the MCTC’ update process, staff actively participates in transit workshops. Members of the public as well as human and social service agency representatives are invited to attend to share transit needs and discuss projects that may address these needs.



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

EXHIBIT F

CITY OF CHOWCHILLA CATX

Limited English Proficiency (LEP) Plan

Introduction

This Limited English Proficiency (LEP) Plan has been prepared to address the City's 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, indicates that differing treatment based upon a person's inability to speak, read, write, or understand English is a type of national origin discrimination. It directs each 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, including City of Chowchilla departments receiving federal grant funds.

Safe Harbor Provision

The City of Chowchilla Transit will comply with the Safe Harbor Provision which outlines circumstances that can provide a "safe harbor" for recipients regarding translation of written materials for LEP populations. The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. These safe harbor provisions apply to the translation of written documents only. *Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.*



These safe harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. A recipient may determine, based on the Four Factor Analysis, that even though a language group meets the threshold specified by the Safe Harbor Provision, written translation may not be an effective means to provide language assistance measures. For example, a recipient may determine that a large number of persons in that language group have low literacy skills in their native language and therefore require oral interpretation. In such cases, background documentation regarding the determination shall be provided to FTA in the Title VI Program."

Background

The City's Administration administers CATX services in-house employees. The Chowchilla City Council is the policymaking body for the system. The City's transit services consist of CATX which is operated weekdays from 7:30 a.m. to 3:30 p.m. providing service throughout the City limits and adjacent unincorporated areas identified by service area zones.

The City has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by CATX. As defined by 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, and how to notify LEP persons that assistance is available. In order to prepare this plan, the City 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 the City's transit activities or services.
2. The frequency with which LEP persons come in contact with the City's transit activities or services.
3. The nature and importance of programs, activities, or services provided by the City to the LEP population.
4. The interpretation services available to CATX riders and overall cost to provide LEP assistance.

A summary of the results of the City's four-factor analysis is reflected in the following section.



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Meaningful Access: Four-Factor Analysis

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter the City's transit activities, or services.

The City's current population is approximately 19,039. The 2020 U.S. Census reports that Chowchilla's population is 49.4% White, 6.9% African American, 2.0% American Indian, 5% Asian, 0.1% Pacific Islander, Native Hawaiian and other Pacific Islander .1%, and 9.1% from two or more races. Hispanic or Latino of any race comprised 49.5% of the City's population.

The City reviewed the 2021 ACS 5-Year Estimates Data Profiles. Census, American Community Survey, and determined that 15,852 persons or 91% of the 17,413 persons speak only English while an estimated 7,300 persons or 41.2% speak a language other than English. Of the total population surveyed, 27.7% are Spanish with 90.7% who speak English "very well." An estimated 9.3% of this group indicated that they speak English "less than very well."

A small percentage or 3.5% of the population is American Indian and Alaska Native 100% of these groups indicating that they speak English very well. Other Asian groups, including Asian Indian, Chinese, Filipino, Japanese, Korean, and Vietnamese comprise approximately 5% of the City's population with 87% indicating that they speak English very well.

2. The frequency with which LEP come in contact with Chowchilla transit services.

City staff reviewed the frequency with which transit administrative staff, dispatchers, and bus drivers could have contact with LEP persons. To date, the City has had no requests for interpreters and no requests for translated transit program documents.

Transit drivers are in regular contact with LEP persons on CATX trips, of which the majority is Spanish or Hispanic, and all transit information is available in Spanish. Transit dispatchers have Spanish proficiency or access to Spanish-speaking staff at all times.

3. The nature and importance of programs, activities, or services provided by the City's transit services to the LEP population.



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Demographic and survey data show that the City's transit riders are primarily White, with Hispanic comprising the next largest group of riders. The most recent on-board ridership survey data show that a majority or 51% of respondents were less than 29 years of age; 25% 40 to 54; 5% 55 to 64; and 24% 65 or older.

The majority or 73% of passengers surveyed indicated that they could not have made their trip by another means showing a high dependence on public transportation. This emphasizes the importance of the City's CATX services. The City's outreach efforts must therefore ensure that transit information and other key documents are translated and user-friendly, and that bilingual staff are readily available.

4. The resources available to CATX and overall cost to provide LEP assistance.

City staff has access to a variety of services and resources that can help in outreach and providing LEP assistance at low or no cost. Community and regionally-based resources include:

- City of Chowchilla Senior Center
- Madera County Transportation Commission (MCTC) website
- Madera County Social Services Agencies
- MCTC Social Services Transportation Advisory Council (SSTAC)
- MCTC Board Unmet Transit Needs Process
- MCTC Public Participation Committee
- Translation Services

The above resources will be used on a regular basis or as needed to assist in identifying needs of the City's LEP population. They will also serve as a means to widely disseminate bilingual transit service information and announcements and to notify the LEP population of planned workshops and outreach efforts.

Based on the four-factor analysis, the City will develop its LEP Plan as outlined in the following section.



City of Chowchilla Title VI Program

Identification of LEP Population

The City has developed several possible ways to assist in identifying LEP populations within the City, including:

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 City-sponsored transit events. By informally engaging participants in conversation it is possible to gauge each attendee's ability to speak and understand English.
3. Survey vehicle operators and other front-line staff, such as CATX dispatchers and drivers, on their experience concerning any contacts with LEP persons.
4. Network with local human services organizations to assist in identifying LEP groups and individuals most in need of LEP assistance and to further facilitate dissemination of information about the City's transit services.

Language Assistance Measures

There are plans for a number of language assistance options available to LEP persons, including both oral and written language services. There are also various ways in which transit staff can respond to LEP persons, whether in person, by telephone, or in writing.

- Provide a bilingual transit representative at community events and public hearings.
- Placement of statements in notices and publications that interpreter services are available for these meetings.



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- Survey bus drivers, dispatchers, and other front-line staff on their experience concerning any contacts with LEP persons during the previous year.
- Post City of Chowchilla Title VI Policy and LEP plan on the City's website, www.cityofchowchilla.org.
- 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.

Outreach Techniques

When staff prepares a document or schedules a meeting, for which the target audience is expected to include LEP individuals, 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. The City currently uses a variety of outreach approaches, as described below.

Public Outreach Activities

The City website posts transit information. The City provides easy access to bilingual (English and Spanish) administrative staff and drivers during operating hours to answer questions during their regular shift schedules for those LEP passengers who use the City's bus system.

The City reaches out to the community directly through meetings with agency and community staff and their clients, as needed. Information regarding the City's transit services is disseminated at these meetings, including schedules and appropriate fliers. Transit information also is made available at a variety of locations throughout the community and on CATX.

Public Meetings

The City conducts and participates in transit meetings that are open to the general public. The City collaborates with the Madera County Transportation Commission (MCTC), the Metropolitan Planning Organization (MPO), in its Unmet Transit Needs process. The Unmet Transit Needs hearings are



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accessible to the general public, offer bilingual translation, and are consistent with the MCTC Public Participation Plan and process that ensures meaningful access to LEP throughout the Madera County region. The MCTC public hearing is accessible by public transit services.

The City's transit staff also participates in the development of the MCTC "Public Participation Plan" and "Public Transit Human Services Transportation Coordination Plan." A series of meetings are conducted with participants from throughout the community. Recommendations to maximize community involvement are reflected in this plan and adopted by the MCTC Board.

Participation in Community Activities

The City engages in community activities that promote its transit services. These activities and sites include:

- City of Chowchilla Community/Civic Events
- City of Chowchilla Senior Center
- MCTC Annual Unmet Transit Needs Process
- Participation in updates to the "Public Participation Plan" and "Public Transit Human Services Transportation Coordination Plan for Madera County"

Assurances

The City of Chowchilla's transit services will ensure that no person, on the grounds of race, color, national origin, as provided by Title VI of the Civil Rights Act of 1964, will be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination. Further, CATX will notify the public of protections against discrimination afforded them by Title VI regulations and will take preventive corrective and disciplinary action necessary to stem behavior that violates the rights and privileges the regulations are designed to protect.

The City will post information on its website and ensure that it reflects current information consistent with the requirements of 49 CFR Section 21.9(d).



Monitoring and Updating the LEP Plan

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

Documentation of LEP Personal Contacts

- 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 the City's financial resources are sufficient to fund language assistance resources needed.
- Determine whether the City has fully complied with the goals of this LEP Plan.
- Determine whether complaints have been received concerning the City's failure to meet the transit needs of LEP individuals.

Availability of Title VI Plans and Procedures

The City's LEP Plan and the Title VI procedures are included in the City's website at www.cityofchowchilla.org. Any person or agency with internet access will be able to access and download the plan from the City's website. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail, or in person. LEP individuals may request copies of the plan in translation which the City of Chowchilla will provide, if feasible.

Questions or comments regarding the LEP Plan may be submitted to City of Chowchilla City Clerk:



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City of Chowchilla
130 S. Second St.
Chowchilla, CA 93610
Phone: (559) 665-8615
Fax: (559) 665-7418

7. **Minority Representation on Planning and Advisory Bodies.** The City must describe efforts to encourage participation of minorities on committees, board, councils, or other bodies. City must provide a table of transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by the City, and must indicate the racial breakdown of the membership of such committees or councils.

The City has no planning and/or transit advisory committees or non-elected committees.

A facility has not been constructed and a Title VI equity analysis is not required.

8. **Requirement to Develop System-Wide Standards and Policies.** FTA requires all fixed-route transit providers to develop quantitative service standards and policies for their fixed-route service. Individual public transportation providers may set standards that best reflect their local environment.

This requirement is not applicable to the City of Chowchilla as it operates demand-response services only.