

# RAIL & PUBLIC TRANSIT DIVISION

INTERMODAL TITLE VI PROGRAM

**2018-2020**



OREGON DEPARTMENT OF TRANSPORTATION  
*Matthew Garrett, Director*

The Oregon Department of Transportation (ODOT) is an Equal Opportunity and Affirmative Action employer. It is ODOT's policy to assure that no person shall, on the ground of race, color, or national origin, age, gender, income, or disability, as provided by Title VI of the Civil Rights Act of 1964 and related statutes, be excluded from participation in, be denied the benefit of, or otherwise be discriminated against under any of the programs or activities it administers.

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This document was prepared by the Oregon Department of Transportation, Office of Civil Rights in accordance with the FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients, dated October 1, 2012, and all subsequent FTA guidance.

## Table of Contents

1. Introduction.....	1
Oregon Department of Transportation.....	1
Rail and Public Transit Division.....	2
2. Title VI Nondiscrimination Statement.....	3
3. Purpose and Overview.....	4
4. Role of FTA And ODOT.....	6
4.1 Federal Transit Administration’s Role.....	6
4.2 Oregon Department of Transportation’s Role.....	7
5. Requirements for All Applicants.....	9
6. General Requirements.....	11
6.1 Title VI Assurances.....	11
6.2 First-Time Applicants.....	11
6.3 Prepare and Submit a Title VI Program.....	12
6.4 Notify Beneficiaries of Protection under Title VI.....	12
6.5 Develop Title VI Complaint Procedures and Complaint Form.....	13
6.6 Record and Report Transit Related Title VI Investigations, Complaints, or Lawsuits.....	14
6.7 Public Participation.....	15
6.8 Meaningful Access to LEP Individuals and Communities.....	17
6.9 Minority Representation on Transit-Related Advisory Bodies.....	17
6.10 Assistance to Subrecipients.....	18
6.11 Monitoring Subrecipients.....	19
6.12 Location of Facilities.....	20
6.13 Additional Information Available Upon Request.....	21

7. Requirements for States .....	22
7.1 Prepare and Submit and Title VI Program .....	22
7.2 Planning .....	23
7.3 Requirements for Program Administration .....	26
Appendices .....	27
A.1 Evidence of Approval.....	28
A.2 ODOT Title VI Complaint Process and Complaint Form .....	29
A.3 ODOT Nondiscrimination Statement .....	32
A.4 ODOT's LEP Plan & Environmental Justice Map.....	34
A.5 Demographic Profile and Maps .....	45
A.6 Org. Chart .....	51

## 1. INTRODUCTION

### **Oregon Department of Transportation**

**VISION:** The Oregon Department of Transportation was established in 1913 to provide a safe, efficient transportation system that supports economic opportunity and livable communities for Oregonians, ODOT develops programs related to Oregon's system of highways, roads, and bridges; railways; public transportation services; transportation safety programs; driver and vehicle licensing; and motor carrier regulation.

**MISSION:** To provide a safe, efficient transportation system that supports economic opportunity and livable communities for Oregonians.

**VALUES:** These are the values that guide our decision making and which we follow in implementing ODOT' mission and goals.

- Safety
- Customer Focus
- Efficiency
- Accountability
- Problem Solving
- Diversity
- Sustainability

### **GOALS:**

- Safety – Engineering, educating, and enforcing a safe transportation system.
- Mobility – Keeping people and the economy moving.
- Preservation – Preserving and maintaining infrastructure.
- Sustainability – Sustaining the environment and livable communities.
- Stewardship – Maximizing value from Transportation investments.

The Oregon Department of Transportation is dedicated to a well-qualified, diverse workforce representative of the public it serves. Diversity is an ODOT strategic business value taking advantage of diverse, creative thinking, collaboration, and problem solving toward common State and Federal transportation goals.

The Office of Civil Rights is committed to providing fair and equitable access to ODOT economic opportunities, programs and services. The Office of Civil Rights represents all modes of transportation including public transit and passenger rail. In 2014, ODOT added Intermodal Civil Rights to the Office of Civil Rights' responsibilities, which include the modes of public transportation and passenger rail. The ODOT Office of Civil Rights' vision is to be a leader in the development of

programs that increase opportunities for our workforce and small business stakeholders as well as ensure non-discrimination in the projects and services it funds.

### **Rail and Public Transit Division**

ODOT, through the Rail and Public Transit Division (RPTD), provides the leadership to develop a unified vision for public transportation planning and investment in the state of Oregon. To increase access to alternative modes of transportation by engaging communities at a grass root level in the future of transportation, the division will:

- Support mobility and choice for Older Adults and Persons with Disabilities,
- Connect transportation services throughout the state,
- Ensure equity and coordination in funding and services to all communities,
- Encourage better transportation choices for the environment,
- Provide leadership, tools and solutions for better access,
- Provide effective and efficient stewardship of state and federal funds, and
- Provide targeted and effective education and technical assistance.

## 2. TITLE VI NONDISCRIMINATION STATEMENT

The following Title VI nondiscrimination statement is posted in Oregon Department of Transportation (ODOT) facilities open to the public, listed on ODOT websites, and available in other languages and formats.

The Oregon Department of Transportation ensures compliance with Title VI of the Civil Rights Act of 1964, 49 CFR, part 21; dated October 1, 2012, and related statutes and regulations to the end that no person shall be excluded from participation in or be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance from the U.S. Department of Transportation on the ground of race, color, national origin, age, gender, income, or disability; including the denial of meaningful access for Limited English Proficient (LEP) persons. Moreover, the Oregon Department of Transportation (ODOT) complies with all requirements pertaining to Environmental Justice, (EJ) Executive Order 12898 by ensuring that Minority populations and Low-Income Populations are not subjected to disproportionately high and adverse environmental impacts and effects.

### 3. PURPOSE AND OVERVIEW

The purpose of this program is to enable the Oregon Department of Transportation, Rail and Public Transit Division (ODOT) and its subrecipients to comply with the guidance and instructions included in the Federal Transit Administration Circular 4702.1B and on the Federal Rail Administration website (<https://www.fra.dot.gov/Page/P0027>) that are necessary to carry out the requirements contained in the Title VI regulations issued by the Department of Justice (DOJ) (28 CFR Part 42, Subpart F) and the U.S. Department of Transportation (DOT) (49 CFR Part 21), and to administer programs, policies, and activities in a manner that is consistent with the DOT Order on Environmental Justice (Order 5610.2) and the DOT Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons (70 FR 74087, December 14, 2005).

The Federal Rail Administration (FRA) provides advice and assistance to FRA senior management and other FRA officials and employees on all matters relating to civil rights, including the Americans with Disabilities Act of 1990 (ADA), equal employment opportunity (EEO), Title VI of the Civil Rights Act of 1964 (Title VI) and Disadvantaged Business Enterprises (DBE).

FRA's mission includes:

- Ensuring non-discriminatory, equitable, accessible and safe inter-city rail transportation for all people, including individuals with disabilities,
- Non-discriminatory use of Federal funds by recipients of RA assistance, including their subrecipients and contractors.

FRA conducts compliance reviews and assessments to determine if the recipient's required efforts under Title VI, including Limited English Proficiency (LEP) are in compliance.

Extensive Title VI guidance can be found on the Federal Transit Administration (FTA) website at <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/civil-rightsada>. FTA has updated the Title VI Circular to 4702.1B. FTA's revised circular provides guidance to grantees on how to comply with Title VI regulations, as well as to ensure grantees provide meaningful language access to persons who are limited English proficient. The circular provides specific compliance information for each type of grantee and provides comprehensive appendices including additional guidance and examples to ensure recipients understand the requirements. Here information can be found on filing complaints, ensuring equity in fare and schedule changes, links to other Federal agencies and groups related to this issue, and links to the various regulations affecting the Title VI requirements.

Note that 49 CFR 21.9(b) requires that recipients record and retain certain information and submit information to FTA as necessary or required. ODOT fulfills this requirement by submitting a Title VI Program to FTA once every three years.

Subrecipients of FTA funding through ODOT submit Title VI Programs to ODOT Office of Civil Rights once every three years on a staggered schedule established by ODOT.

The Intermodal Civil Rights Program provides training and technical assistance, reviews, and approves subrecipient Title VI Programs. Working with the subrecipients to resolve issues and inconsistencies is an ongoing process and is not limited to Title VI compliance.

ODOT subrecipients of Federal Transit Administration funding range from a one-person-doing-it-all agency, to small and large urban transit and commuter rail providers.

The objectives of the Intermodal Title VI Program are:

- Ensure that the level and quality of transportation services are provided equitably and without regard to race, color, or national origin.
- Ensure that the Environmental Justice (EJ), Executive Order 12898 is complied with. Avoid, minimize, or mitigate any 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;
- Ensure 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; and ensure that persons with Limited English Proficiency (LEP) have meaningful access to programs and activities that are administered by recipient and subrecipients. And, finally, ensure that recipients and subrecipients are providing services in a non-discriminatory fashion and are informing the public of their rights.

## 4. ROLE OF FTA AND ODOT

### 4.1 Federal Transit Administration's Role

The FTA Office of Civil Rights conducts periodic discretionary compliance reviews of recipients and subrecipients of FTA funding, including transit providers, state Departments of Transportation, and Metropolitan Planning Organizations to determine their compliance with FTA Circular 4702.1B, "Title VI REQUIREMENTS AND GUIDELINES FOR FEDERAL TRANSIT ADMINISTRATION RECIPIENTS."

Compliance reviews also provide technical assistance and make recommendations regarding corrective actions, as deemed necessary and appropriate. Compliance reviews assess the recipient or subrecipient's efforts to meet the requirements under the "General Reporting" and "Program-Specific Reporting" sections of the Title VI Circular and any additional information that is necessary to make a determination that the grantee is in compliance with Title VI.

These reviews are conducted separately from the triennial, state management, or planning certification reviews. These reviews are conducted either as a desk audit or during an on-site visit. They may cover all or a portion of the recipient's or subrecipient's compliance with the Title VI requirements. Such reviews are conducted at the discretion of FTA, and their scope is defined on a case-by-case basis. The selection of recipients or subrecipients for compliance reviews is primarily based on the following factors:

- Lawsuits, complaints, or investigations conducted by organizations other than FTA alleging that the recipient or subrecipient is deficient or non-compliant with Title VI;
- Problems brought to the attention of FTA by other federal, state, or local civil rights agencies;
- Incomplete Title VI program submissions that were previously submitted to FTA by a recipient;
- Title VI findings or recommendations on prior triennial, state management, or planning certification reviews that have not been sufficiently resolved or implemented, or repeat findings in any FTA review concerning Title VI; and
- The length of time since the last compliance review.

After reviewing the recipient or subrecipient's efforts to meet the general requirements and guidelines reporting sections of the circular, FTA will issue findings in a draft report of no deficiencies, findings of deficiencies, or advisory comments. The recipient or subrecipient will have the opportunity to review and respond to the draft report. After FTA has received and reviewed the agency's response, it will publish a final report that will be provided to the recipient or subrecipient and will also be subject to requests from the public under the Freedom of Information Act (FOIA).

If findings of deficiencies remain in the final report, the recipient or sub -recipient will be required to take corrective action and report on its progress to FTA on a basis deemed appropriate. Once FTA determines that the recipient or subrecipient has satisfactorily responded to the review's findings, it will inform the agency that the review process has ended and release it from further progress reporting in response to the review. Compliance reviews may be followed up with additional reviews as necessary.

In a situation where the recipient or subrecipient fails to take appropriate corrective action in response to the findings of deficiency in the report, FTA may initiate enforcement proceedings that could result in the suspension, termination, refusal to grant or continued federal financial assistance to a recipient or subrecipient or a referral to the Department of Justice with a recommendation that appropriate proceedings be brought to enforce Title VI of the Civil Rights Act of 1964.

#### **4.2 Oregon Department of Transportation's Role**

ODOT is required to ensure that subrecipients are in compliance with Title VI requirements and demonstrate that subrecipients were selected for funding in a nondiscriminatory manner. The Intermodal Civil Rights Program ensures compliance with a variety of civil rights laws and executive orders that prohibit discrimination in programs and activities receiving direct or indirect federal financial assistance from the Federal Transit Administration (FTA) and/or the Federal Rail Administration (FRA).

Increasingly, ODOT uses multiple revenue sources to support highway, transit and rail activities.

The Intermodal Civil Rights Program collaborates with other programs in the Office of Civil Rights to optimize compliance with civil rights laws and policies in Oregon's transportation system.

ODOT must and will maintain and provide data and other relevant information as required, including all pertinent data obtained from subrecipients. Onsite compliance reviews are conducted every three years by the ODOT Rail and Public Transit Division. These reviews include compliance with Title VI with review of the following areas:

- Inspection of all materials pertaining to implementation of Title VI and verification that all services are being implemented consistent with the updated Title VI program;
- Review any and all Title VI complaints and their outcomes. Make comments and advise subrecipient of any needed follow-up action;
- Inquire about any problems involving service delivery to the minority, low-income, and LEP communities and their possible solution; and

- Review other information necessary for compliance with the Title VI program requirements consistent with FTA Circular 4702.1B, dated October 1, 2012.
- Upon conclusion of review, ODOT will issue a compliance report. This report will contain the subrecipient's state of compliance, including recommendations and corrective actions regarding the Title VI program. Failure to submit requested information might delay consideration of any pending grant or grant application. In addition to the periodic compliance reviews, ODOT will:
- Provide direction and technical assistance to ODOT subrecipients, cities, counties, metropolitan planning organizations (MPO), and contractors to ensure compliance with Title VI;
- Ensure that Title VI requirements are included in program area directives to prevent perceived or real discrimination;
- Attend ODOT public hearings and monitor for adequate participation of communities affected by ODOT activities;
- Investigate and resolve filed Title VI complaints;
- Develop and update ODOT's Intermodal Title VI Program to reflect organizational policy or implementation changes;
- Develop and periodically deliver trainings on civil rights topics, including Title VI, Environmental Justice, DBE, and ADA.

## 5. REQUIREMENTS FOR ALL APPLICANTS

All applicants for federal financial assistance shall follow procedures to comply with Title VI regulations. ODOT has and will continue to comply with all requirements for the submission of this Title VI Program and considers that agency implementation of all Title VI requirements is consistent with the FRA and the FTA Circular, 4702.1B, dated October 1, 2012. This submission was prepared in accordance with FTA Circular 4702.1B.

Every Subrecipient agreement for federal financial assistance from USDOT through ODOT Rail and Public Transit Division includes a requirement that the Subrecipient's, subrecipient(s), or contractor(s), or subcontractor(s), at any tier, if any, must comply with all applicable federal requirements contained in the Certifications and Assurances available at [www.transit.dot.gov](http://www.transit.dot.gov). The text of the Certifications and Assurances are by reference incorporated in Subrecipient grant agreements and this requirement is considered fulfilled when the Subrecipient signs the agreement.

For first time applicants, in addition to the certifications and assurances addressed above, entities applying for FTA funding shall provide information regarding their Title VI compliance history if they have previously received federal funding from another federal agency. This shall include a summary of any Title VI compliance review activities conducted in the last three years.

The summary should include:

- The purpose or reason for the review;
- The name of the agency or organization that performed the review;
- A summary of the findings and recommendations of the review; and
- A report on the status and/or disposition of such findings and recommendations. This information should be relevant to the organizational entity actually submitting the application, not necessarily the larger agency or department of which the entity is a part.

ODOT requires that all applicants address each of the following issues in the submission of their respective grant applications:

- List all active lawsuits or complaints against the transit provider alleging discrimination on the basis of race, color, or national origin with respect to service or other transit benefits.
- Describe all pending applications for financial assistance currently provided by other federal agencies to the applicant.
- Summarize all civil rights compliance reviews conducted by other local, state or federal agencies during the last three years.

ODOT submits its annual Title VI assurances as part of its annual Certification and Assurance Submission to FTA through the Transit Award Management System (TrAMS). ODOT's most recent submission was on 01/09/2017.

## 6. GENERAL REQUIREMENTS

The following section describes how ODOT fulfills the requirements that all FTA recipients must ensure that their programs, policies, and activities comply with DOT's Title VI regulations. ODOT complied with the FTA Circular 4702.1B dated October 1, 2012 in the preparation of this Title VI Program.

### 6.1 Title VI Assurances

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with DOT's Title VI regulations. This requirement is fulfilled when ODOT's Rail and Public Transit Division (RPTD) submits its annual certifications and assurances to FTA.

The Governor of the State of Oregon designated the Oregon Department of Transportation (ODOT) Rail and Public Transit Division (RPTD) as the administrative agent for the FTA programs, including, but not limited to:

- Statewide Planning (§5304)
- Increased Mobility for Seniors and Individuals with Disabilities (§5310),
- Small Cities and Rural Areas (§5311),
- Intercity Bus (§5311(f)), and
- Bus and Bus Facilities (§5339)

As a result of the 2010 Census, the Governor designated three new small urban areas: Josephine County and the Cities of Albany and Walla Walla, WA/Milton-Freewater, OR. They join the other small areas of the Cities of Bend, Corvallis, the Rogue Valley Transportation District and the large urban areas of the Tri County Metropolitan Transportation District, the Salem Area Mass Transit District and the Lane Transit District as direct recipients of FTA Formula §5307 funding.

The RPTD is also the Oregon state agency in charge of the state's Special Transportation Fund program which is currently a 2 cent per pack tax on cigarettes sold in Oregon. This revenue is dedicated to transportation services for older adults and people with disabilities.

### 6.2 First-Time Applicants

First-time applicants for federal funds must submit a Title VI Program that is compliant with Circular FTA C 4702.1B, and submit an assurance that it will comply with Title VI. In addition to, and consistent with Chapter 3-1 *Requirements for First-Time Applicants*, entities applying for FTA funding for the first time shall provide information regarding their Title VI compliance history if they have previously received funding from another Federal agency.

### **6.3 Prepare and Submit a Title VI Program**

Title 49 CFR section 21.9(b) requires recipients to “keep such records and submit to the Secretary timely, complete, and accurate compliance reports at such times, and in such form and containing such information, as the Secretary may determine to be necessary to enable him to ascertain whether the recipient has complied or is complying with this [rule].”

The Federal Transit Administration (FTA) requires that all direct and primary recipients document their compliance with DOT’s Title VI regulations by submitting a Title VI Program to their FTA regional civil rights officer once every three years or as otherwise directed by FTA.

ODOT has complied and will continue to comply with all requirements of Title 49 CFR, §21.9 (b). ODOT will provide FTA with updates or additional information as necessary. This program was approved by the Oregon Transportation Commission and evidence of this approval is attached in Appendix A-1.

All subrecipients approved to receive FTA-funded grants through ODOT RPTD, are required to submit a Title VI Program and subsequent updates to the Intermodal Civil Rights Manager. To date, all subrecipients have complied.

### **6.4 Notify Beneficiaries of Protection under Title VI**

Title 49 CFR Section 21.9(d) requires recipients to provide information to the public regarding the recipient’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. At a minimum, recipients shall disseminate this information to the public by posting a Title VI notice on the agency’s website and in public areas of the agency’s offices.

The approach ODOT takes to provide notice to beneficiaries consists of the following primary methods:

- Posting of ODOT’s policy statement to the public website,
- Disseminating notices through ODOT’s subrecipients for posting and further distribution to community groups and individuals who are known as the subrecipients or included on a subrecipient mailing list,
- Through structured outreach initiatives that ODOT, through the Office of Civil Rights, Public Transit and Rail Division, or other relevant departments conduct to provide notice of projects, grant opportunities and other information, and
- Ensuring that subrecipients of funds administered by ODOT also notify the public that is served by each transit provider.

ODOT and subrecipients of FTA, FRA, FHWA funds or any combination of these funds will disseminate and provide information to the public regarding their Title VI obligations and apprise the public of the protections against discrimination

afforded to them by Title VI. This information dissemination will be accomplished through measures that can include but shall not be limited to posting the information on the agency's website and in public areas of the agency's offices. The Title VI information will further be posted in all facilities of the subrecipients' establishments; office space, and facilities including vehicles.

ODOT makes available to participants, beneficiaries, and other interested persons the agency's nondiscrimination statement and notice that ODOT complies with Title VI. ODOT's nondiscrimination statement can be found in Chapter 1 of this document. ODOT will make the Title VI procedures available to the public upon request. Also, the Intermodal Title VI Program will be available on the Oregon Department of Transportation website and disseminated in other formats upon request. The websites where this is available include:

ODOT Office of Civil Rights: [http://www.oregon.gov/ODOT/CS/CIVILRIGHTS/Pages/intermodal\\_program.aspx](http://www.oregon.gov/ODOT/CS/CIVILRIGHTS/Pages/intermodal_program.aspx)

The Title VI Program will be translated into languages other than English, as needed, and consistent with the USDOT LEP Guidance and ODOT's language assistance plan (Appendix A-4).

Subrecipients may adopt the Title VI notice developed by ODOT; however, subrecipients will be responsible for notifying their beneficiaries that they may file discrimination complaints directly with the subrecipient. ODOT will provide assistance to subrecipients upon request or as ODOT deems necessary. A copy of the notice in English and Spanish is included in Appendix A-3.

## **6.5 Develop Title VI Complaint Procedures and Complaint Form**

In order to comply with the reporting requirements established in 49 CFR Section 21.9(b), all recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public. Recipients must also develop a Title VI complaint form, and the form and procedure for filing a complaint shall be available on the recipient's website.

FTA requires direct and primary recipients to report information regarding their complaint procedures in their Title VI Programs in order for FTA to determine compliance with DOT's Title VI regulations. ODOT is a primary recipient of FTA funding and in order to reduce administrative burden ODOT's subrecipients may adopt ODOT's Title VI complaint investigation, tracking procedures and complaint form or create their own.

It is ODOT policy and practice to use best efforts in ensuring that all programs, services, activities and benefits are implemented without discrimination and with the inclusion of minority and protected-class interests through its civil rights policies and procedures. ODOT policy, in accordance with Title VI of the

Civil Rights Act of 1964, ensures that no person or groups of persons shall, on the grounds of race, color or national origin, age, gender, gender identity, sexual orientation, income level or disability be excluded from participation in, denied benefits of, or otherwise subjected to discrimination under any and all programs, services or activities administered by its departments, agencies or subrecipient organizations. Additionally, related federal and/or state laws provide similar protections on the basis of a person's gender, religion, age, disability, sexual orientation, and other protected characteristics.

The following is a summary of ODOT policy and procedures in intake, response and monitoring of Title VI complaints.

### **Summary of ODOT Complaint Process**

Title VI of the Civil Rights Act of 1964 and related statutes, as amended prohibit discrimination on the basis of race, color or national origin for programs and activities receiving federal financial assistance. ODOT has adopted complaint procedures as part of its Title VI Program.

The purpose of the Title VI policy and procedures is to prevent the denial, reduction or delay of benefits to minority and low-income populations, to ensure full and fair participation by affected populations in transportation decisions, and to ensure that policies and programs of ODOT avoid disproportionately negative effects on minority and low-income populations.

Any individual or individuals, who believe they have been discriminated against on the basis of race, color, or national origin, may file a complaint to the subrecipient, ODOT, or FTA. A formal, signed, written Title VI complaint form must be filed within 180 days of the date of the alleged act of discrimination. Complaints must be filed in person or in writing. When public transportation-related complaints are submitted to ODOT, they should be directed to:

Oregon Department of Transportation  
Office of Civil Rights - MS 23  
Intermodal Civil Rights Manager  
3930 Fairview Industrial Dr. SE  
Salem, OR 97302  
503-986-3169  
[OCRIInfoRequest@odot.state.or.us](mailto:OCRIInfoRequest@odot.state.or.us)

### **6.6 Record and Report Transit Related Title VI Investigations, Complaints, or Lawsuits**

Over the course of the reporting period since ODOT's previous submission of a Title VI Program to the FTA, ODOT has received no Title VI investigations, complaints, or lawsuits filed with ODOT or that names the ODOT for alleged discrimination.

However, in 2016, ODOT was the subject of a class-action lawsuit regarding ADA discrimination. The plaintiffs in a class action case, Association of Oregon Centers for Independent Living, et al. v. Oregon Department of Transportation, et al, have reached a Proposed Class Action Settlement Agreement. Curb ramps, sidewalk and pedestrian signals at crosswalks. See below:

<http://www.oregon.gov/oha/Pages/ADA-Notice.aspx>

<http://www.oregon.gov/ODOT/About/HRDocuments/AAP2017-2019.pdf>

ODOT maintains a log of all complaints received whether by phone, email or letter. The log includes the date of any investigation, lawsuit, or complaint that was filed, a summary of the allegation(s); the status of the investigation, lawsuit or complaint; actions taken by the subrecipient in response to the investigation, lawsuit, or complaint, and a summary of all civil rights compliance review activities conducted over the past three years.

The Rail/Public Transit Division mainly receives complaints pertaining to service or the lack thereof, i.e. the bus passed me by, the driver was rude to me, why can't we get more service. These complaints usually come in by telephone and are logged in the complaint file.

The most frequent complaint is one related to the American with Disabilities ACT (ADA). Once again, the complaint is recorded, the transit agency is notified and given an opportunity to explain and rectify the situation. The complainant is always given information on how to file a complaint with the FTA. <http://www.oregon.gov/ODOT/Forms/20DOT/5008.pdf>

Federal Transit Administration  
Office of Civil Rights  
Attention: Complaint Team  
East Building, 5th Floor – TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590

ODOT Discrimination Form:  
<http://www.oregon.gov/ODOT/Forms/20DOT/5008.pdf>  
Oregon Department of Transportation  
Office of Civil Rights - MS 23  
3930 Fairview Industrial Dr. SE  
Salem, OR 97302

## **6.7 Public Participation**

The content and considerations of Title VI, Limited English Proficiency (LEP) Executive Order #13166 of August 11, 2000 and the USDOT LEP Guidance, <https://www.transportation.gov/civil-rights/civil-rights-awareness-enforcement/dots-lep-guidance> shall be integrated into each subrecipient's established public participation

plan or process Subrecipients may determine how, when, and how often specific public participation activities should take place, and which specific measures are most appropriate. ODOT and Subrecipients make these determinations based on a demographic analysis of the population(s) affected, the type of plan, program, and/or service under consideration, and the resources available.

Efforts to involve minority and LEP populations in public participation activities can include both comprehensive measures, such as placing public notices at all transit stations, stops, and vehicles, as well as targeted measures to address linguistic, institutional, cultural, economic, historical, or other barriers that may prevent minority and LEP persons from effectively participating in a recipient's decision-making process.

ODOT understands and will ensure that inclusive public participation is essential to having a successful and active Title VI program. Effective public involvement provides transportation officials with new and innovative ideas, while also alerting them to potential environmental justice concerns during the project planning phase.

Public participation provides a sense of individual and collective ownership in a project among the public, particularly those in the minority, low-income and LEP community that are often at the mercy of their surroundings. ODOT is committed to a public participation process for its comprehensive constituency and its subrecipients that will provide for early and continuous opportunities for participation by this segment of the population in the transportation decision making process. ODOT strives to employ a public involvement process that will comply with and exceed all requirements of the, FTA Circular, 4702.1B; in that it shall be a living document meeting the spirit and letter of the requirements.

In an effort to more fully integrate into community outreach activities the opinions of minority, low-income and LEP populations, ODOT's public participation program includes the following:

- Abide by all applicable state and federal laws and rules in implementing public involvement processes for the development and update of planning activities and the processes of selecting and awarding grants.
- Follow the requirements of the Oregon Public Meetings Law for all advisory committees and other public meetings, including requirements such as holding meetings at convenient and accessible locations and times.
- Maintain and utilize as appropriate a broad based statewide list of stakeholders.
- During public involvement processes seek out and consider the needs of those populations traditionally underserved by existing transportation systems, such as low- income and minority populations, who may face challenges accessing employment and other services.
- Employ visualization techniques such as maps, photographs, display boards, scenario building programs and other devices to the maximum extent practicable.

- Provide reasonable public access to technical and policy information used in the development and update of statewide transportation plans.

## **6.8 Meaningful Access to LEP Individuals and Communities**

Consistent with Title VI of the Civil Rights Act of 1964, DOT's implementing regulations, and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (65 FR 50121, Aug. 11, 2000), recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals without the ability to speak English proficiently.

On December 14, 2005, the USDOT published revised guidance for its recipients on the Implementation of Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency." According to USDOT guidance, Limited English Proficient (LEP) persons are defined as "individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English."

The ODOT serves a broad and diverse community. Providing practical access to information for all citizens who use ODOT's programs and services is a high priority for the agency. ODOT supports the goals of the USDOT LEP Guidance and is committed to taking reasonable steps to provide meaningful access for LEP individuals who use ODOT's services, facilities, and programs, and who attend ODOT's meetings and events.

To ensure that ODOT complies with the requirements of Title VI, Executive Order 13166, and the DOT LEP implementing guidance, ODOT developed and implemented a language access plan that incorporates the necessary elements that the federal guidance identifies for providing language assistance to LEP persons (A.4)

## **6.9 Minority Representation on Transit-Related Advisory Bodies**

Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.

In 2000, the Oregon Transportation Commission (OTC) established the Public Transit Advisory Committee (PTAC). The purpose of PTAC is to provide advice to the OTC and RPTD to assist in developing transit policies and programs, and to serve as a forum for discussing and identifying public transportation issues and solutions.

Members provide input on public transportation issues of regional and statewide significance. The division administrator determines the agenda for the PTAC.

The committee is a representation of public transportation stakeholders, including: general public providers in urban areas over 200,000 population, urban areas between 50,000 and 200,000, and small communities under 50,000 population; private for profit and intercity bus providers; Indian tribal governments; representatives of the Association of Oregon Counties; League of Oregon Cities; Statewide Independent Living Council; Transportation Options Group of Oregon; Oregon Department of Human Services – Vocational Rehabilitation; Oregon Disabilities Commission; Governor’s Commission on Senior Services; and the Oregon Passenger Rail Advisory Council.

PTAC’s voluntary self-identity questionnaire:

White (not of Hispanic Origin):	17
Asian or Pacific Islander:	2
Hispanic	1
Total	20

### **6.10 Assistance to Subrecipients**

ODOT complies with and ensures that all reporting requirements and assistance to the subrecipients is consistent with FTA guidance and Oregon policy. ODOT hired a dedicated Intermodal Civil Rights Manager (IMCR) to work on civil rights issues associated with FTA and FRA funding. The IMCR covers all elements of ODOT’s Title VI program, DBE program, ADA, and other Civil Rights compliance. The program covers the requirements, procedures, actions and sanctions through which ODOT enforces its adherence to Title VI.

The IMCR is responsible for developing, implementing, coordinating, monitoring and ensuring compliance with the regulations in day-to-day management as well as the annual reporting as required by law. The IMCR is involved with various stages of planning and project development to assist in preventing and/ or correcting discriminatory practices. The IMCR works with the subrecipients and ODOT Regional Transit Coordinators to develop a training program that both complies with federal requirements as well as tailors to the needs of the various agencies.

The IMCR in coordination with Rail and Public Transit Division staff assists subrecipients to meet Federal Title VI compliance. Since resources are generally limited for these subrecipient public transportation providers, ODOT provides templates and other documents for the subrecipients to use in order to develop a Title VI plan, conduct a self-assessment, develop a LEP plan and identify the LEP and low-income populations within their jurisdiction. ODOT will also organize, conduct and lead training efforts in order to provide more direct guidance and answer remaining questions that may be region-specific.

The Intermodal Civil Rights staff also works with the subrecipients to provide ongoing technical assistance and training on all aspects of Civil Rights compliance and monitoring in an effort to improve consistency throughout the state and to integrate the work of civil rights across all modes and funding sources provided via the Oregon Department of Transportation.

### **6.11 Monitoring Subrecipients**

In accordance with 49 CFR 21.9(b), and to ensure that subrecipients are complying with DOT Title VI regulations, primary recipients must monitor their subrecipients for compliance with the regulations. Importantly, if a subrecipient is not in compliance with Title VI requirements, then the primary recipient is also not in compliance.

The ODOT Intermodal Civil Rights Manager, in collaboration with the Rail and Public Transit Division, the FTA, FRA and/or the FHWA, will conduct these compliance reviews of all MPOs, and other transit providers that are subrecipients of USDOT funding through ODOT. ODOT staff will have ongoing review and documentation of subrecipient Title VI plans and other reports to determine if agencies are in compliance with Title VI.

### **Subrecipient Compliance Site Reviews**

The purpose of the on-site review is to assess how the agency's management is complying with Federal and state laws, rules, requirements, and regulations. The overall goal of the program is to improve the agency's compliance with applicable regulations while strengthening managements' abilities in these areas.

The Public Transit Division's Compliance Monitoring Program Field Guide is designed to assist the Division and public transportation providers assess how transit agencies in Oregon meet the varied compliance requirements imposed by the Federal Transit Administration and Oregon DOT. ODOT contracts with a private company to conduct compliance reviews of all subrecipients; reports are then issued to ODOT staff and the reviewed subrecipient indicating areas of concern and/or lack of compliance. The goal is to review each subrecipient every three years.

The site review checklist and compliance guide can be accessed at the following hyperlinks: ODOT's Site Review Checklist:

<http://www.oregon.gov/ODOT/RPTD/Pages/Agreement-Compliance.aspx>

ODOT's Compliance Field Guide: <http://www.oregon.gov/ODOT/RPTD/RPTD%20Document%20Library/Oregon-Compliance-Field-Guide.pdf>

## **6.12 Location of Facilities**

Title 49 CFR Section 21.9(b) (3) states, "In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin; or with the purpose or effect of defeating or substantially impairing the accomplishment of the objectives of the Act or this part."

ODOT shall comply with all requirements of determining any site or location of facilities in accordance with the requirements of Title VI and the guidance of the FTA circular. The location of projects requiring land acquisition and the displacement of persons from their residences and businesses will not be determined on the basis of race, color, or national origin.

ODOT fully understands that for the purpose of this requirement, "facilities" does not include bus shelters, as these are transit amenities and are covered in Chapter IV of the Circular, nor does it include transit stations, power substations, etc., as those are evaluated during project development and the NEPA process.

ODOT implements this requirement understanding that facilities included in this provision include, but are not limited to, storage facilities, maintenance facilities, and operations centers.

ODOT will comply with requirements by implementing the following initiatives with all contracted subrecipients.

ODOT requires all subrecipients to complete a Title VI equity analysis during the planning stage with regard to where a project is to locate or sited to ensure the location is selected without regard to race, color, or national origin. When necessary, needed, and required, ODOT and/or subrecipients will engage in outreach to persons potentially impacted by the placement of new facilities. The Title VI equity analysis will compare the equity impacts of various alternatives, and the analysis will occur before the selection of preferred sites.

ODOT will evaluate the location analysis of any new facilities for subrecipients; and give due attention to other facilities that may have similar adverse impacts in a particular area to determine if there are any cumulative impact. Additionally, analysis of Census Tract and block groups will take place to ensure that the proper evaluation is always given to possible localized impacts.

If ODOT determines that any project location will possibly result in a disparate impact on the basis of race, color, or national origin, the project will only be located in that particular location of legitimate justification can be assessed for such location; and where there are no alternative location that would have a less disparate impact on the basis of race, color, and national origin. ODOT will also demonstrate through conclusive analysis and consideration that the analysis of the alternative would have less of a disparate impact on the basis of race, color, or national origin, and will ensure implementation of the least discriminatory alternative.

### **6.13 Additional Information Available Upon Request**

FTA may request, at its discretion, information other than that required by the Circular in order for FTA to investigate complaints of discrimination or to resolve concerns about possible noncompliance with DOT's Title VI regulations.

ODOT shall comply with any and all requests from the FTA for any additional information required to resolve concerns about possible noncompliance with the DOT's Title VI regulations.

## 7. REQUIREMENTS FOR STATES

ODOT receives Federal Financial assistance from the FTA and will implement the general requirements and guidelines outlined in Chapter III of FTA Circular 4702.1B as noted and recorded. ODOT is not a provider of fixed route public transportation.

### **7.1 Prepare and Submit and Title VI Program**

ODOT will comply with Title 49 CFR Section 21.9(b) by submitting reports to the FTA in order to ascertain and establish compliance with the DOT Title VI regulation. Moreover, ODOT will establish, maintain, and have available “racial and ethnic data showing the extent to which members of minority groups are beneficiaries of programs receiving Federal financial assistance.

As a primary/designated recipient, ODOT will submit this updated Title VI program to the FTA regional civil rights officer every three years. As a State Department of Transportation (DOT), ODOT’s governing entity is the state’s Oregon Transportation Commission, and appropriate attached documentation is included. As a Direct and Primary Recipient, ODOT will comply with all requirements consistent with FTA Circular 4702.1B in monitoring, reporting, and submission of appropriate Title VI Programs from subrecipients.

ODOT is not a transit provider of fixed route public transportation services, therefore, Chapter IV of the Title VI Circular is not applicable; however, ODOT will ensure that fixed route subrecipients comply with these requirements.

ODOT has developed and will continue to update demographic profiles of minority and low income populations in aggregate.

ODOT has also developed demographic maps that overlay the percent of minority and non- minority populations that have been identified by data from the 2010 US Census and American Community Survey. For the best representation of the distribution of transit funds within Oregon, ODOT used county level data for this Title VI report; however ODOT has accessed and will use this data at other levels for ongoing, internal analysis.

ODOT did not identify any evidence of disparate impacts on the basis of race, color, or national origin. If further analysis or significant changes in population or policy occur, ODOT will re-analyze the data. If there are any possible, significant, perceived, or real disparate impacts,

ODOT will develop and employ alternatives that would have a less discriminatory impact.

The ODOT statewide transportation planning process includes, outreach, public involvement and participation, conducting outreach meetings and sessions to ensure that such sessions are accessible to those with disabilities, Limited English

Proficiency and Minority Populations. The Oregon Transportation Commission approved ODOT's Public Involvement Policy on May 28, 2009. This policy establishes the following policy and core implementation actions to assist in meeting state and federal public participation requirements for statewide planning processes and the Statewide Transportation Improvement Program (STIP) development. The updated policy includes the following regulation:

"Maintain and utilize as appropriate a broad based statewide list of stakeholders including but not limited to: individuals and organizations that are interested in or affected by transportation decisions such as members of the public; freight shippers; private providers of transportation; representatives of users of public transportation; representatives of users of pedestrian walkways and bicycle transportation facilities; representatives of the people with disabilities; providers of freight transportation services; other interested parties; and organizations who are interested in or affected by transportation decisions including, but not limited to, representatives of: Indian tribal governments; populations traditionally underserved by existing transportation systems such as low-income minority populations; and others who may face challenges accessing employment and other services."

The 2009 update to the policy is included in full in this document, along with specific requirement of the ODOT Public Transit and Rail Division. More information about the ODOT's public involvement policies and processes is available on the web at: <http://www.oregon.gov/ODOT/pages/involvement.aspx>.

The procedure utilized by ODOT to pass through FTA financial assistance includes, but is not limited to the following; the maximum extent possible without any regard to race, color, or national origin. ODOT's pass-through funding is based on funding availability, subrecipient's individual requests, and an individual evaluation and assessment of need based on ridership and population served. Moreover, ODOT selects a cross population representative of the community that will receive the funding to ensure equity and elimination of any perceived, real, bias or discrimination in the selection process.

The procedures and assistance used by ODOT to assist potential subrecipients in applying for funding, include efforts to assist applicants that would serve the minority population; include conducting individual and collective workshops, seminars, and training sessions to ensure that all interested applicants are provided needed and necessary training and information in a nondiscriminatory manner to the minority population; and that the assistance is provided to whomever makes a request for same.

## **7.2 Planning**

The following section discusses program-specific requirements to which ODOT adheres in its oversight of the administration of FTA-funded programs, including Enhanced Mobility for Seniors & Individuals with Disabilities (§5310) and the Formula for Rural Areas (§5311).

ODOT understands and complies with planning consistent with 49 U.S.C Section 5304, Statewide Transportation Planning, as well as subpart B of 23 CFR part 450, Statewide Transportation Planning and Programming. ODOT further understands and complies with the requirement to collect Title VI Programs from subrecipient transit providers as appropriate.

Title VI Programs are collected electronically. ODOT maintains records of all approved Title VI programs and the status of all Title VI Programs under review or revision. Among the steps that ODOT has taken to comply with all applicable Federal requirements include:

ODOT analyzed regional demographic data to identify minority populations within the non-urbanized areas of the state.

When needed, ODOT provides local service providers and agencies with data to assist them in identifying minority populations in their respective areas or other technical assistance.

ODOT strives to ensure that members of minority communities are provided with the full opportunities to engage in the statewide transportation planning processes.

ODOT will provide ongoing monitoring of activities and technical assistance as needed to subrecipients in regard to ensuring comprehensive Title VI compliance when there are transfers of FTA, FHWA, FRA or other federal funds.

### **Demographic Profile**

To aid in its statewide oversight of FTA funded programs, ODOT developed a set of demographic maps and summary statistics using data from the 2010 U.S. Census, the American Community Survey, and the Oregon Public Transportation Information System (OPTIS).

These data have been used to illustrate the distribution of transit funds in Oregon, in relation to the distribution of populations as minority, low-income, or both minority and low-income. For the purposes of the maps and charts, minority areas are defined in accordance with the FTA Title VI Circular 4702.1B as areas where the percentage of minority residents exceeds the percentage minority population for the area as a whole.

In order to analyze any potential impacts of the distribution of State and Federal funds in the aggregate to support public transportation in Oregon, ODOT staff chose to present the analysis in this Title VI Program at the county level, rather than census tract. This decision was made because for the majority of public transit providers in Oregon, county or multi-county populations most closely align with the population served by the providers. For the purpose of the chart and maps, the minority population includes in the aggregate: African Americans, Asians, American Indians and Alaskan Natives, Pacific Islanders, people of Hispanic or Latino origin, other non-white races, and persons of two or more races.

In the analysis of any potential impacts identified in the charts and maps, ODOT does not identify any evidence of disparate impacts on the basis of race, color, or national origin. If further analysis or significant changes in population or policy occur, ODOT will re-analyze the data. If there are any possible significant perceived or real disparate impacts, ODOT will develop and employee alternatives that would have a less discriminatory impact.

### **Statewide Transportation Planning Process**

The Oregon Transportation Plan (OTP), adopted September 20, 2006, is the state's long-range multimodal transportation plan. The plan addresses the future needs of Oregon's airports, bicycle and pedestrian facilities, highways and roadways, pipelines, ports and waterway facilities, public transportation and railroads through 2030. It establishes a vision of a balanced, multimodal transportation system and provides a framework for policy objectives.

The OTP emphasizes maintaining the assets in place, optimizing the existing system performance through technology and better system integration, creating sustainable funding and investing in strategic capacity enhancements. The OTP provides the framework for prioritizing transportation improvements based on varied future revenue conditions, but it does not identify specific projects for development.

The transit modal plan, called the Oregon Public Transportation Plan (OPTP), develops the OTP goals and objectives related to the public transportation system, including public transit, special needs transportation, transportation options and intercity bus. The Rail and Public Transit Division's programs are designed to implement the OPTP. The OPTP was originally adopted in 1997, and is currently being updated.

The FTA requires that each state adopt policies and procedures to be used in administering the FTA Sections 5310, 5311, 5307 grant programs. The document describing the adopted policies and procedures is referred to as the "State Management Plan". This document is the State Management Plan adopted by the Oregon Department of Transportation Public Transit Division for the FTA programs.

The current edition of the State Management Plan for Public Transportation Programs was updated and made available in July 2015. The 2015 Edition updates the 2012 publication and incorporates policy changes or program additions made in partnership with the Public Transportation Advisory Committee and other stakeholders since the last edition. The plan is available for download on ODOT's website: <http://www.oregon.gov/ODOT/RPTD/Pages/Transit-Rules.aspx>

### **7.3 Requirements for Program Administration**

In accordance with 49 CFR Section 21.5, the general nondiscrimination provision; ODOT shall document that FTA funds are passed through to subrecipients without regards to race, color, or national origin and will ensure that minority populations are not denied the benefits of or excluded from participation in the programs. Additionally, ODOT shall prepare and maintain the following information and other records, all of which can be provided to FTA upon request.

A record of funding requests received from private non-profit organizations, state or local governmental authorities, and Indian tribes. The record shall identify those applicants that would use grant programs funds to provide assistance to predominantly minority population. The record shall also indicate which applications were rejected and accepted for funding.

A description of how ODOT develops its competitive selection process or annual program of projects submitted to FTA as part of its grant applications. This description shall emphasize the method used to ensure the equitable distribution of funds to subrecipients that serve predominantly minority populations, including Native Americans tribes, where present. Equitable distribution can be achieved by engaging in outreach to diverse stakeholders regarding the availability of funds, and ensuring the competitive process is not itself a barrier to selection of minority applicants. Also available is a description of the agency's criteria for selecting entities to participate in an FTA grant program.

Furthermore, when a subrecipient is also a direct recipient of FTA funds, that is, applies for funds directly from FTA in addition to receiving funds from the state, the subrecipient/direct recipient reports directly to FTA and the state as designated recipient is not responsible for monitoring compliance of that subrecipient/direct recipient. Where there is a supplemental agreement signed by both entities in their roles as designated recipient and direct recipient relieves the State as designated recipient of this oversight responsibility.

ODOT administers Federally-funded grant programs, i.e. Section 5310, Enhanced Mobility of Seniors & Individuals with Disabilities and Section 5311 Formula Grants for Rural Areas. Applications to each of these programs are treated equitably and reviewed using the same procedures, described in the following sections.

Through grant agreements, each subrecipient agrees to comply with all applicable civil rights statutes and regulations. These include Title VI of the Civil Rights Act, Equal Employment Opportunity, the Americans with Disabilities Act and the Disadvantaged Business Enterprise (DBE) Program and FTA Certifications and Assurances.

The goals of these programs are to improve mobility and provide connections for citizens in all areas: urban, small city, and rural.

## APPENDICES

The following appendices provide supporting documentation and reference materials for the ODOT Intermodal Title VI Program.

A.1 Evidence of Approval.....	28
A.2 ODOT Title VI Complaint Process and Complaint Form .....	29
A.3 ODOT Title VI Nondiscrimination Statement .....	32
A.4 LEP Plan and Environmental Justice Map .....	34
A.5 Demographic Profile and Maps .....	45
A.6 Organizational Chart .....	51

## A.1 EVIDENCE OF APPROVAL

Approval of the ODOT Intermodal Title VI Program is pending. This document was prepared and reviewed by ODOT Office of Civil Rights staff and will be considered for approval by the Oregon Transportation Commission at their meeting on July 20, 2017 at ODOT Headquarters.

When approved, appropriate documentation of approval will be included in the final submission of this document.

### Introduction

Approval of the ODOT Intermodal Title VI Program is pending. This document was prepared and reviewed by ODOT Office of Civil Rights staff and will be considered for approval by the Oregon Transportation Commission at their meeting on July 20, 2017 at ODOT Headquarters.

When approved, appropriate documentation of approval will be included in the final submission of this document. Introduction

The Title VI and related statutes discrimination complaint procedures are intended to provide aggrieved persons an avenue to raise complaints of discrimination regarding the Oregon Department of Transportation's (ODOT) programs, activities and services as required by statute.

### Purpose

The purpose of the discrimination complaint procedures is to describe the process used by Intermodal Civil Rights (IMCR). These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Civil Rights Restoration Act of 1987, the Americans with Disabilities Act of 1990, Executive Order 12898 Environmental Justice, Executive Order 13166 Limited English Proficiency and applicable ODOT policies. Any person who feels that he or she has been subjected to discrimination on the basis of race, color, national origin, gender, gender identity, sexual orientation, age, disability, or because they are low income, has the right to file a complaint with ODOT's Intermodal Civil Rights.

Title VI Complaints must be filed within 180 of the alleged discriminatory event or practice. Complaints must be filed in person or in writing. They should be directed to:

Oregon Department of Transportation  
Office of Civil Rights - MS 23  
Attn. Intermodal Civil Rights Manager  
3930 Fairview Industrial Dr. SE  
Salem, OR 97302  
503-986-3169  
[OCRIInfoRequest@odot.state.or.us](mailto:OCRIInfoRequest@odot.state.or.us)

These procedures do not deny or limit the right of a complainant to file a formal complaint with an outside enforcement agency (BOLI, EEOC, U.S. Dept. of Transportation, FHWA, FTA, or U.S. Dept. of Justice) or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest possible level.

## **Filing of Formal Complaints**

### **1. Applicability**

The complaint procedures apply to the beneficiaries of the Oregon Department of Transportation's programs, activities, and services, including but not limited to the public and other subrecipients of Federal and State funds.

### **2. Eligibility**

Any person who believes that he/she has been excluded from participation in, or has been denied benefits or services of any program or activity administered by ODOT or its subrecipients, consultants, and contractors on the basis of race, color, national origin, gender, gender identity, sexual orientation, income level, age, or disability may bring forth a complaint of discrimination under Title VI and related statutes.

### **3. Time Limitations and Filing Option**

Title VI complaints of discrimination may be filed with:

- The Office of Civil Rights of ODOT
- Federal Highway Administration
- Federal Transit Administration
- U.S. Department of Transportation

Complaints/Concerns must be filed no later than 180 days after:

- The date of the alleged act of discrimination; or
- The date when the person(s) became aware of the alleged discrimination; or
- Where there has been a continuing course of conduct, the date on which the conduct was discontinued.

### **4. Type of Complaints**

All formal Title VI and related statute complaints must be in writing and signed by the complainant. Complaints must include the complainant's name, address and phone number and be detailed to specify all issues and circumstances of the alleged discrimination.

### **5. Complaint Basis**

Allegations must be based on issues involving race, color, national origin, gender, gender identity, sexual orientation, age, disability, or income. The term "basis" refers to the complainant's protected group status, i.e. Race, Color, National Origin, Gender, Gender Identity, sexual orientation, Age, Disability, or Socio-Economic.

## **Complaint Processing**

### **1. Initial Contact**

The Office of Civil Rights Manager, Intermodal Civil Rights Manager and the Rail & Public Transit Division (RPTD) Regional Transit Coordinators serve as ODOT's public transit and passenger rail resources for members of the public who wish to file a discrimination complaint under Title VI and related statutes. As resources, they provide complainants with an explanation of their filing options and the discrimination complaint process.

### **2. The Complaint Review Process**

The Office of Civil Rights reviews the complaint upon receipt to ensure that relevant information is provided, the complaint is timely, and meets jurisdiction.

- The complaint will be investigated unless:
- The complaint is withdrawn.
- The complainant fails to provide required information after numerous requests.
- The complaint is not filed timely.
- Any issues that do not involve discrimination, or are not based on a protected basis will be directed to the appropriate entity.
- Under no circumstance is the complainant discouraged from filing a complaint.

Upon determination that the complaint warrants an investigation: The complainant is sent a letter or email, acknowledging receipt of the complaint, the name of the investigator, and is provided with his/her rights under Title VI and related statutes.

The respondent is notified by mail that he/she has been named in a complaint is provided with his/her rights under Title VI and related statutes. The letter or email also reveals the investigator's name and informs the respondent that he/she will be contacted for an interview.

The Intermodal Civil Rights Manager is responsible for the overall Title VI Program implementation as it relates to public transit and passenger rail.



Oregon

Kate Brown, Governor

Department of Transportation

Office of the Director

355 Capitol St NE

Salem, OR 97301

TITLE VI AND RELATED STATUTES  
NONDISCRIMINATION STATEMENT

September 9, 2016

It is the Oregon State Department of Transportation's (ODOT) policy to assure that no person shall, on the grounds of race, color, national origin, age, sex, or disability, as provided by Title VI of the Civil Rights Act of 1964 and related statutes, be excluded from participation in, be denied the benefit of, or be otherwise discriminated against under any of the programs or activities it administers.

Matthew L. Garrett  
Director

The Oregon Department of Transportation ensures compliance with Title VI of the Civil Rights Act of 1964; 49 CFR, part 21; related statutes and regulations to the end that no person shall be excluded from participation in or be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance from the U.S. Department of Transportation on the ground of race, color, gender, gender identity, sexual orientation, age, disability, income level, or national origin.

**Any person who believes he or she has been discriminated against should contact:**

Oregon Department of Transportation  
Office of Civil Rights – MS 23  
3930 Fairview Industrial Drive, SE  
Salem, OR 97302  
503-986-3169

[http://www.oregon.gov/ODOT/CS/CIVILRIGHTS/Pages/intermodal\\_titleVI.aspx](http://www.oregon.gov/ODOT/CS/CIVILRIGHTS/Pages/intermodal_titleVI.aspx)

El Departamento de Transporte de Oregon asegura el cumplimiento del Título VI de la Ley de Derechos Civiles de 1964; 49 CFR, parte 21; A fin de que ninguna persona sea excluida de la participación o se le nieguen los beneficios de, o ser objeto de discriminación bajo cualquier programa o actividad que reciba asistencia financiera federal del Departamento de Transporte de los Estados Unidos por motivos de raza, color , Género, identidad de género, orientación sexual, edad, discapacidad, nivel de ingreso u origen nacional.

**Cualquier persona que cree que ha sido discriminado debe ponerse en contacto con:**

Departamento de Transporte de Oregon  
Oficina de Derechos Civiles – MS 23  
3930 Fairview Industrial Drive, SE  
Salem, OR 97302  
503-986-3169

[http://www.oregon.gov/ODOT/CS/CIVILRIGHTS/Pages/intermodal\\_titleVI.aspx](http://www.oregon.gov/ODOT/CS/CIVILRIGHTS/Pages/intermodal_titleVI.aspx)

### INTRODUCTION

Most individuals living in the United States read, write, speak, and understand English. There are many individuals, however, for whom English is not their primary language. The 2010 census shows that the U.S. population age 5 years and older includes over 37 million individuals that speak Spanish and well over 9 million individuals that speak an Asian or Pacific Island language at home. If these individuals have a limited ability to read, write, speak, or understand English, they are limited English proficient, or "LEP." Of the 37 million Spanish speakers 44.7% reported that they spoke English less than "very well." Among those that speak Asian or Pacific Island languages 47.9% reported that they spoke English less than "very well."

Language for LEP individuals can be a barrier to accessing important benefits or services, understanding and exercising important rights, complying with applicable responsibilities, or understanding other vital information. The Oregon Department of Transportation (ODOT) is committed to improving the accessibility of its programs, services and activities to eligible LEP persons, a goal that reinforces its overall commitment to promoting equitable access to all its programs, services, and activities to all segments of the population and particularly to those that may be the most vulnerable.

Oregon is home to millions of individuals from different cultures and backgrounds. A significant number are limited English proficient (LEP).<sup>1</sup> 2010 census data shows that among those 5 years and older in Oregon, 6.1%, or 219,778 individuals, reported that they spoke English less than "very well." Analysis of census data reveals that 66% of those that reported that they spoke English less than "very well" reside in an adjoining 3 county area representing Marion, Multnomah, and Washington counties.

The Oregon Department of Transportation, as a recipient of funding from the United States Department of Transportation (USDOT), must assure that Limited English Proficient (LEP) people have meaningful language assistance by reasonable means when using ODOT services, or services provided by recipients of federal funds through ODOT. Funding assistance from the USDOT agencies, the Federal Highway Administration (FHWA) and the Federal Transit Administration (FTA) require a plan for providing this meaningful access in accordance with Title VI of the Civil Rights Act of 1964 and implementing regulations.

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1 According to the 2010 U.S. Census American Community Survey it is estimated that nationwide 8.7% of the population 5 years and older Speak English less than "very well." In Oregon 6.1% of the State's population is considered to be LEP.

## **Authority**

Executive Order (EO) 13166 – Improving Access to Services for Persons with Limited English Proficiency, August 2000 is directed at implementing the protections afforded by Title VI of the Civil Rights Act of 1964 and related regulations. Accordingly, it prohibits recipients of federal financial assistance from discriminating based on national origin by failing to provide meaningful access to services to individuals who are LEP. This protection requires that LEP persons be provided an equal opportunity to benefit from or have access to services that are normally provided in English.

## **FOUR FACTOR ANALYSIS**

Following are factors to consider when determining what reasonable steps to take to provide LEP individuals with meaningful access to its programs, activities and services.

Determine the **number or proportion of people** served or likely to be encountered who would potentially be excluded from the program or activity absent efforts to remove language barriers; the “reasonableness” of a program’s/division’s efforts should correspond to this analysis.

Consider the **frequency of contact**. Title VI obligations will differ for programs/divisions and local agencies who have little contact with LEP individuals compared to an entity who serves a large LEP population and whose core business is to provide projects, products, and services to the general public.

Assess the **nature and importance of the program**, activity, or service provided by the agency or organization to the LEP community; the more important the activity, information, service or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely language services will be needed.

Consider the **available resources and costs**. “Reasonable steps” may cease to be reasonable where available resources and the costs imposed substantially exceed the benefits in light of the factors outlined in the U.S. Department of Justice (DOJ), LEP Guidance.

## **Number or Proportion of People**

Analysis of 2010 U.S. Census data and the American Community Survey 2008-2010 for the State of Oregon identifies those areas within the state that have proportionally higher numbers of individuals that are categorized as LEP. Not surprisingly, these geographies fall within several of the State’s larger urban centers. Analysis was conducted using data obtained at the county level. Current American Community Survey data shows that Oregon statewide has an estimated

6.1% of the population that is considered as LEP. Oregon is comprised of 36 counties of which the most populace (population over 100,000) are:

Multnomah	730,140
Washington	532,620
Clackamas	381,775
Lane	348,550
Marion	320,640
Jackson	207,745
Deschutes	172,050
Linn	111,355
Douglas	105,240

Following is data extracted from the 2008-2010 American Community Survey showing those Oregon counties that have the highest concentrations (exceeding 5%) of individuals 5 years and over that reported that they speak English "less than very well." These 6 counties represent 43.9% of the state's population. They are:

Marion	11.6%
Washington	9.8%
Multnomah	9.4%
Umatilla	8.3%
Yamhill	6.8%
Polk	5.2%

There are 6 Oregon counties with populations over 100,000 with estimated LEP populations less than 5%. They are:

Clackamas	4.4%
Lane	3.2%
Jackson	3.0%
Deschutes	2.5%
Linn	2.6%
Douglas	0.9%

Based on American Community Survey 2008-2010 data, Oregon has 30 counties with LEP populations of less than 5%.

ODOT and those agencies and organizations that are federal aid subrecipients of ODOT, are required to analyze data to determine the needed actions to respond to those LEP populations within their service area or jurisdiction. The number and proportion of LEP individuals within these geographies should be used to determine the level of required response to ensure access to programs, services, and activities by these vulnerable populations. Further analysis of census track and detailed identification of specific community language data needs to be conducted to more accurately determine where LEP populations exist at the community level to aid in comprehensive transportation planning and design of services and projects inclusive of the needs of those that are language challenged.

ODOT divisions, regions, programs, and project teams, as well as ODOT sub recipient business units, have a responsibility to analyze the demographic data of each specific geographic area that a program maintains operations or in which a project may have an impact. Frequency of contact is going to vary based on a specific geographic area or region. The design of LEP services should be based on this analysis. Some regions, communities, or neighborhoods may not have significant levels of LEP populations, while other geographical areas may have a high number of LEP individuals. Language diversity is another consideration – In certain high density urban areas it is possible that language assistance to multiple languages may be needed. By understanding where the LEP populations reside and what languages are spoken, a concise plan can be developed to establish the necessary language assistance. Whether the language assistance need is interpretation services or translation services, or both, these services can be applied with more accuracy if basic analysis has been conducted. In some instances assistance could be in the form of both services, as well as the potential for multiple languages, to effectively provide access to LEP individuals.

There are two main ways to provide language services: 1) oral interpretation either in person or via telephone interpretation services; 2) written translation services. Oral interpretation can range from on-site interpreters for critical services provided to a high volume of LEP persons, to access through commercially available telephonic interpretation services. Written translation can range from translation of an entire document to translation of a short description of the document. In some cases, language services should be made available on an expedited basis while in other cases, the LEP individuals may be referred to another office of the Agency for language assistance. The correct mix of interpretation and translation services should be based on what is both necessary and reasonable in light of the four factor analysis.

A person's inability because of language barriers to effectively utilize public transportation may adversely affect their ability to obtain health care, education, or access to employment. It is necessary for each ODOT program to identify activities and services which would have serious consequences to individuals if language barriers prevented access to information or the benefits of those programs.

An assessment of what programs, activities and services are most critical should include contact with community organizations that serve LEP persons, as well as contact with LEP persons themselves to obtain information on the importance of the modes or the types of services that are provided to the LEP populations. Each ODOT program that has contact with LEP populations should seek this input as they identify these needs and as they make decisions on what are the appropriate actions necessary to ensure access.

### **Available Resources and Cost**

It is necessary to identify the resources available to ensure that an organization will be able to provide language assistance to LEP persons participating in programs

or activities. The particular demographics, and frequency and importance of contacts, will dictate the level of services that should be committed. Some language services can be provided at little or no cost, such as using community volunteers or bilingual staff as interpreters. Using a telephone language line is less expensive than hiring an interpreter. An organization should carefully explore the most cost-effective means of delivering competent and accurate language services before deciding to limit services due to resource concerns.

Along with all State agencies, ODOT has its external internet site available on the State of Oregon site. The State internet allows a user to access agency web content in 26 different languages. This represents an excellent example of a readily available resource that has relatively little associated cost. Web-based LEP solutions can provide LEP individuals access to vital information and also provide a resource to access contacts or other resources within an agency.

The availability of web-based language services provides only a portion of the language accessibility needs of the LEP public. Each Division, Region, program, and organization is required to apply the four factor analysis, and based on the outcome of the analysis, be prepared to design appropriate responses to ensure program accessibility. In general, any vital communication that is made available to the general public has to be made accessible to those that are language challenged. Providing translation of documents on a "by request" basis is one approach that is reasonable. Including a statement in the document informing people that the document is available for translation "by request" can provide sufficient notice and access to LEP persons. Also, providing only summaries of large documents can help minimize strain on resources and contain costs.

It is important to develop a strategy and ultimately decide what resources are made available for front-line staff when, and if, they need to respond to an LEP person that is making direct contact by phone or in person. Using bi-lingual staff to interpret and translate is widely-used and has minimal cost impact. There is a caution with using staff or other "uncertified" translation services or interpreters. If the importance of the information that needs to be translated or interpreted is high and there is a need for absolute accuracy then a certified translator or interpreter should be used.

As a result of conducting the four factor analysis it may become evident that it is necessary to provide LEP services at a public involvement event. It can be a challenge and often requires additional coordination and expense to include both translation of documents and interpretation services at the event. Using volunteers from a stakeholder group or from the community to act as interpreters is a viable approach to fill part of this need.

Various translation and interpretation services are available on ORPIN, the state procurement website. These resources for language assistance are under contract (price agreements) to provide on-demand services to state agencies and local

governments without having to establish a competitive bid process or enter into a complex contract.

The State of Oregon ORPIN website is at: <http://orpin.oregon.gov>

## **LANGUAGE ASSISTANCE MEASURES**

Executive Order (EO) 13166 directs recipients of Federal financial assistance to take reasonable steps to provide LEP individuals with meaningful access to their programs, activities, and services.

Because the various needs of LEP populations vary throughout Oregon, the definition of meaningful access to ODOT services is also varied. As such, each division within ODOT or recipient of federal funds through ODOT will determine the extent of obligation a project or federal funding recipients has to people with Limited English Proficiency by using this plan as a guide.

### **1. Needs Assessment**

Each Division and Program is to continuously assess language assistance needs of the population to be served by identifying the following:

- Languages likely to be encountered and number of persons with LEP in the eligible population likely to be directly affected by its program
- Public contact where languages assistance is needed
- Resources needed to provide effective language assistance, including location, availability and arrangements necessary for timely use

### **2. Oral Language Assistance**

Providing persons with LEP with oral language assistance at public service counters or when telephone contact is appropriate. Such assistance may take the form of bilingual staff, contracting with an outside interpreter service or the use of voluntary community interpreters who are skilled and competent in interpreting. Employment of bilingual staff in divisions and programs is recommended, when feasible.

ODOT Headquarters' main telephone lines are housed in the Director's office. The "Ask ODOT" toll free line is highly published and receives a high volume of phone calls. The main receptionist in the Director's office also receives a fair amount of calls based on the publication of this number as an alternative to the toll free "ask ODOT" line. A phone triage for language assistance is being established to respond to callers with LEP.

### **3. Notification of Availability of Language Assistance Services**

Persons with LEP have the right to free language assistance in their spoken language. Divisions and Programs are responsible for informing the public of this right. Language identification cards or posting signs in public areas are methods that can be used to provide notice.

Published and distributed notices of public involvement activities and events should have information available on how LEP individuals can obtain translated material or how they can request an interpreter at the event. This should always be applied if LEP analysis shows that LEP populations are stakeholders in the subject matter that will be presented.

### **4. Translation of Written Materials**

It is appropriate to have written materials that are routinely provided in English to applicants, customers, and the general public translated into languages that are regularly encountered. The translation of vital documents into languages other than English is particularly important where a significant number or percentage of the customers served or eligible to be served have limited English proficiency. Written materials include electronic documents and web-sites. "Vital Documents" are documents that convey information that critically affects the ability of the recipient/customer to make decisions about his/or her participation in the program.

### **5. Training**

Training staff on policies and procedures of language assistance and how to determine whether a customer needs language assistance services is essential to bridging the gap between policies and actual practices. Training should include how to obtain language assistance services and communication with interpreters and translators. Because persons with LEP can file a complaint on the basis of national origin, staff should be trained on how to properly handle a Title VI complaint. Refer to Office of Civil Rights Title VI website for the Title VI Complaint Process for reference.

### **6. Development of Written Procedures**

To implement a successful language assistance program, provide guidance to employees through written procedures that address the following:

- Identifying and assessing language needs
- Oral language assistance; including vendor charges for services, procedures on how to access and to request Department translation assistance
- Written translation of materials and publications
- Oral and written notification of the availability of language assistance

- Staff training on language service provision
- Monitoring access to language assistance

## **7. Monitoring and Evaluation**

Monitoring and evaluating accessibility and quality of language assistance needs of persons with LEP ensures that people can meaningfully access programs and activities and is the responsibility of the divisions. One mechanism for monitoring is to seek feedback from customers and advocates. At a minimum, divisions should conduct an annual assessment to determine:

## **8. Responding to a Complaint**

It is always necessary to notify the appropriate senior manager if an issue over LEP services has occurred. The senior manager's first responsibility is to attempt to provide the needed services in the most expedient manner. ODOT's Title VI Program manager shall be apprised of the issue as soon as possible and consulted with to determine the effectiveness of the response and what potential next steps need to be taken.

## **STATUS OF LEP EFFORTS**

The highest potential frequency of LEP contact with ODOT is likely going to occur with the Department of Motor Vehicles (DMV). DMV serves 2.9 million Oregon residents each year in 62 field offices spread throughout the State. DMV has established a policy in its field office to have bi-lingual personnel on staff in those locations that have high LEP contact. DMV utilizes targeted recruitments specifying bi-lingual position description requirements to fill these specialized jobs. In addition, DMV headquarters utilizes bi-lingual staff assigned to their call centers. DMV has developed policy and procedures to provide guidance for front line staff as they encounter and respond to customers. DMV core program documents, such as the driver instruction manual, are provided in Spanish and made available in other languages as requested. Licensing testing is available in Spanish as well as other languages.

A high frequency of contact with individuals who speak very little English is in the area of public transportation. ODOT and its transportation partners are meeting the requirements of EO 13166 through a variety of accommodations for the public.

The largest provider of public transportation in the State of Oregon is TriMet. TriMet serves a population base in a tri-county region that covers 570 square miles and serves approximately 1.5 Million people or close to 40% of the state's population.

In a December 2009 publication from the National Cooperative Highway Research Program titled, "Research Results Digest - State DOT Best Practices for Title VI," TriMet's LEP program is highlighted as an example of a LEP program that represents best practice.

The research document says:

*“TriMet in Portland, Oregon, is another large urban system with a thoroughly developed LEP program that states could look to for guidance in developing a more comprehensive state plan. In 2006, TriMet developed a Language Implementation Plan that was phased in over 4 years. The list of goals is broken into six categories:*

- *Capital Projects and Facilities,*
- *Legal/Human Resources,*
- *Marketing and Customer Service,*
- *Operations,*
- *Diversity and Transit Equity, and*
- *Additional Services.*

*States can take a look at the items covered in TriMet’s Language Implementation Plan for their own LEP plans on the FTA website... Again, these items can be phased in, but regardless of how a plan is implemented, the process should be documented.”*

In 2006 TriMet received a grant from the Federal Transit Administration’s Civil Rights Division to create and implement a Limited English Proficiency (LEP) Plan to better serve communities with primary languages other than English. Four percent of TriMet’s riders meet the U.S. Department of Transportation definition of Limited English Proficiency, meaning they do not speak English well or at all. For sixty-five percent of this group Spanish is their primary language. Russian, Chinese, Vietnamese and Korean are the other largest LEP populations in the region.

As a demonstration project, TriMet launched a targeted outreach campaign and developed new culturally appropriate rider information to assist Spanish-speaking LEP riders.

TriMet has outlined a program that would assist all LEP populations by:

- Translating vital documents and replacing text with universal icons whenever possible;
- Notifying populations of the availability to have non-vital documents translated;
- Establishing guidelines for interpretive services to aid LEP populations;
- Developing an employee training curriculum so employees are better equipped to serve the unique needs of LEP customers;
- Expanding community partnerships that serve LEP populations.

Making the system accessible and easy has been made an agency priority. To aid riders who have limited English proficiency, TriMet produces customer information

in Spanish, Chinese, Vietnamese, Korean and Russian, and provides interpreters for the agency's customer service call center, 503-238-RIDE. The automatic stop announcements on all bus and MAX vehicles are provided in English and Spanish.

Serving the urban communities of Marion County is the Salem-Keizer Transit Mass (SAMTD) which provides transit and para-transit service to the Salem-Keizer area and Marion and Polk counties. All Salem-Keizer Transit services operate Monday through Friday. Cherriots provides fixed route bus service within Salem and Keizer with connections to Wilsonville and Grand Ronde. Chemeketa Area Regional Transportation System (CARTS) provides service to rural communities in Marion and Polk counties including Woodburn, Silverton, the Santiam Canyon, Dallas and more. Other Salem-Keizer Transit services include CherryLift ADA service, travel training and rideshare information including carpool and vanpool matching. In fiscal year 2010 SKATS provided service for over 4.2 million passengers.

SAMTD has bi-lingual audio stop notification on all fixed route stops and provides bus schedules, service announcements, and other vital communication in Spanish. Their internet website is provided in full in Spanish.

## **COMPLIANCE AND ENFORCEMENT**

ODOT Directors, Program Managers, and Region and Area Managers are responsible for ensuring that meaningful services to LEP persons are provided in their respective divisions, programs and regions. Additionally, designated Title VI Program Title VI Liaisons will be identified to continuously monitor their respective divisions, programs, and regions to ensure LEP requirements are fulfilled and report annual accomplishments and upcoming goals relating to LEP activities to the Civil Rights Title VI Program. Within each region the assigned Civil Rights Specialist will monitor compliance and provide guidance on LEP requirements.

In determining whether LEP compliance is met, the Title VI Program will assess whether the division's procedures allow LEP persons to overcome language barriers and participate in a meaningful way in the division's programs, activities and services. The division's appropriate use of methods and options detailed in this LEP Guidance document including analysis and documentation will be viewed as evidence of intent to comply with LEP requirements and Title VI of Civil Rights Act of 1964.

## GUIDANCE/RESOURCES

The following guidance documents and resources are provided to assist ODOT Divisions and Programs with implementing LEP requirements and may be used in conjunction with this LEP Guidance Document.

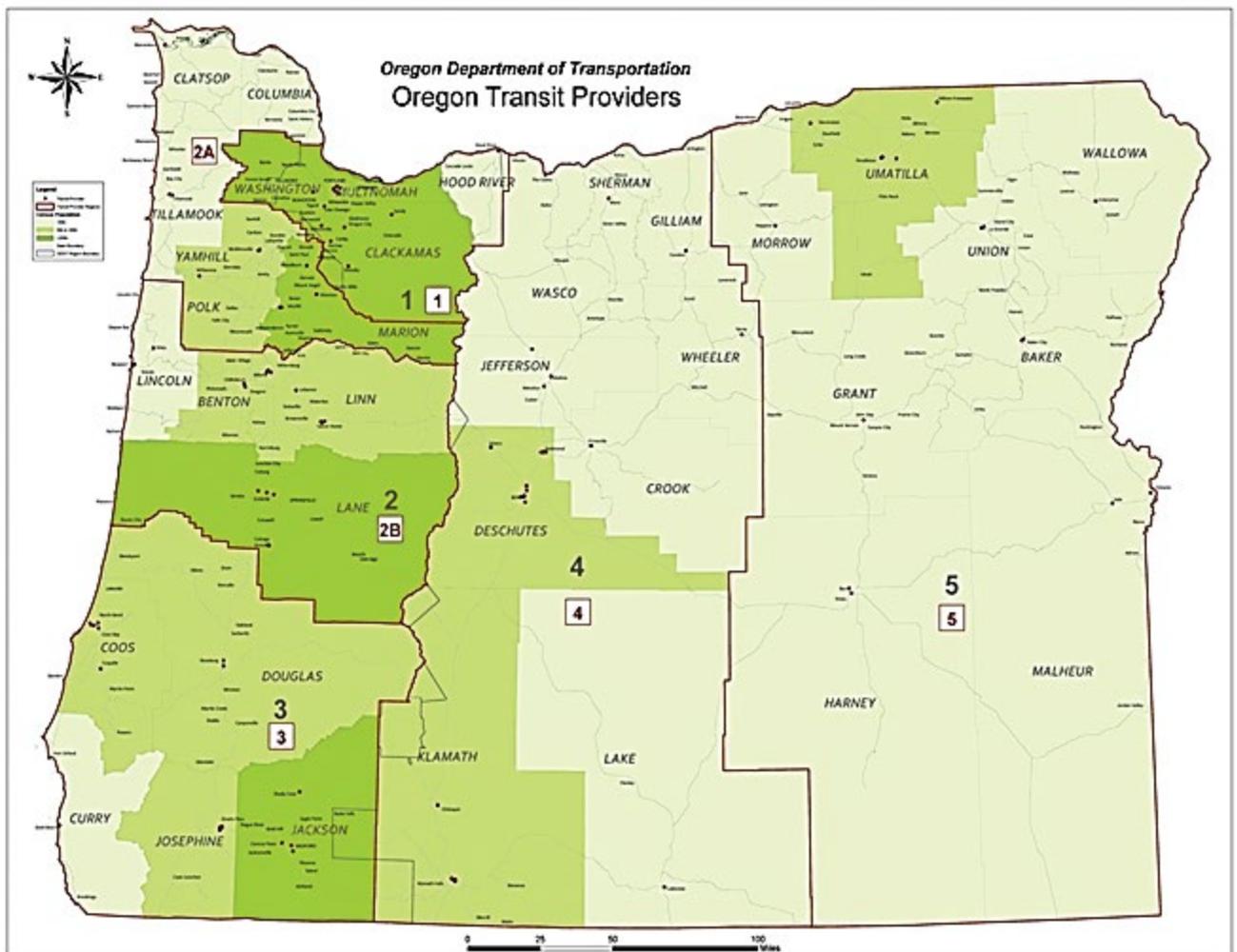
The U.S. Department of Transportation Guidance to Recipients on Special Language Services to Limited English Proficient Beneficiaries, Federal Register/Vol. 66, No. 14/Monday, January 22, 2001 (Civil Rights Title VI Program Resource Directory, Tab 29).

The U.S. DOJ Policy Guidance, Enforcement of Title VI of the Civil Rights Act of 1964-National Origin Discrimination Against Persons With Limited English Proficiency, Federal Register/Vol. 65, No. 159/Wednesday, August 16, 2000.

U.S. Department of Justice Clarifying Memorandum, dated October 26, 2001

State Personnel Board, Bilingual Services Program (916) 651-9017

United States Census 2000 Language Identification Flashcard.



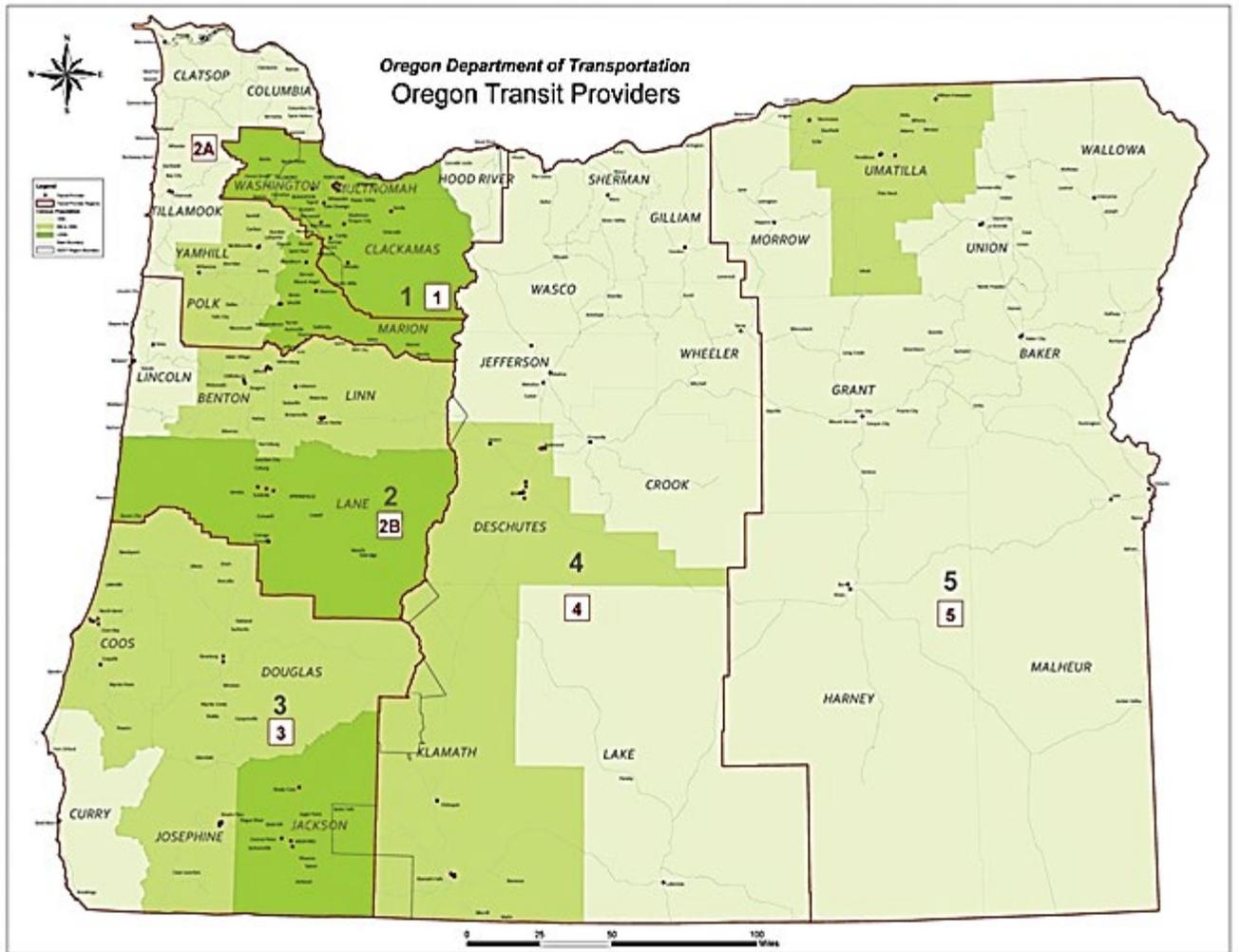
## A.5 DEMOGRAPHIC PROFILE AND MAPS

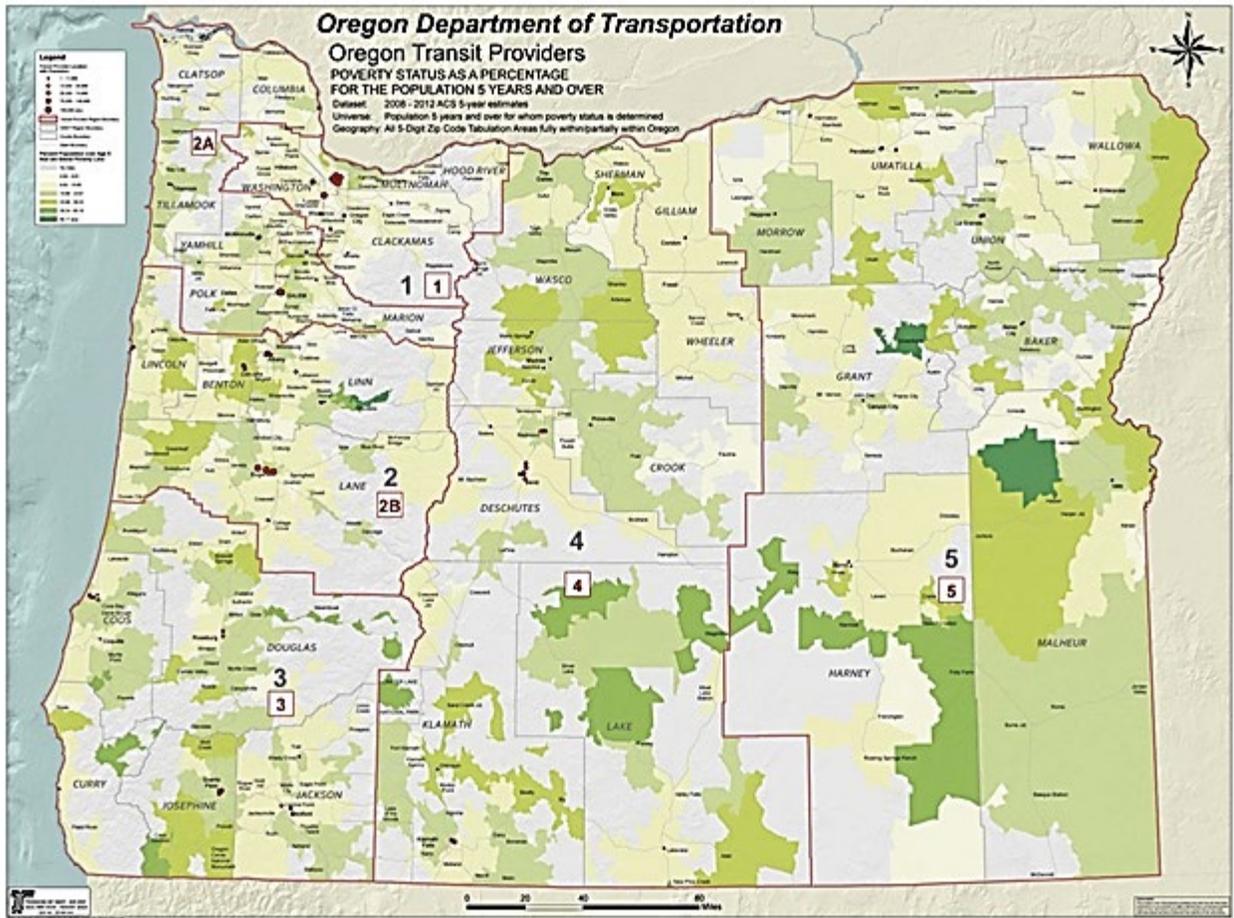
The population data represented on the following chart was gathered from the 2010 Census; the data on funding and transportation providers are from the Oregon Public Transportation Information System.

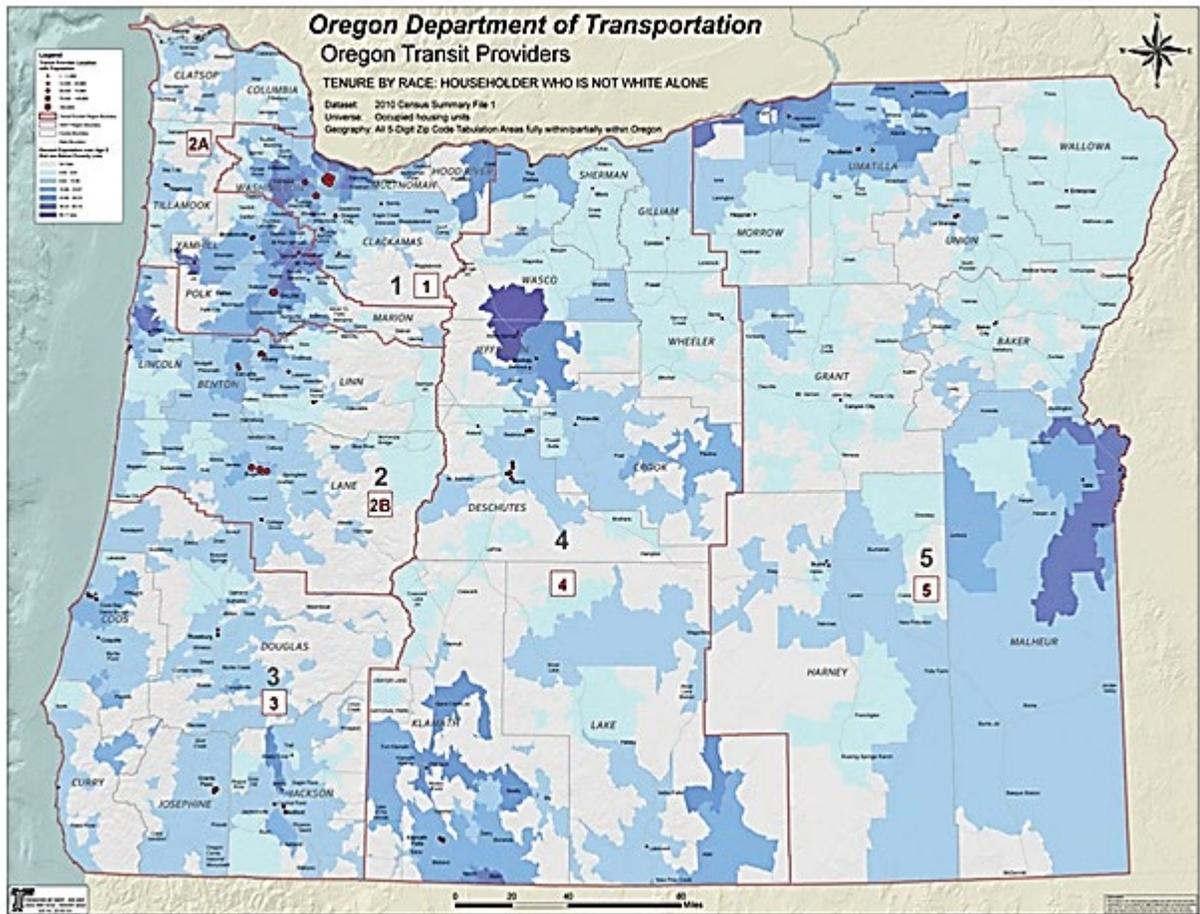
Table 1	Oregon Pop. 2,899,353	County		Providers				Federal Funding \$			TOTAL Federal Funding
		Minority Population	% Minority Population	Poverty	% Below Poverty - Families	TOTAL State Funding \$	53-10	53-11			
Baker County	Pop. 16,134	626,460	16.35%	964,274	25.17%	\$ 80,000	\$ -	\$ 670,131	\$ 670,131		
Benton County	Pop. 85,501	870	5.39%	3,059	10.96%	\$ 268,179	\$ 76,857	\$ -	\$ 76,857		
Clackamas County	Pop. 375,982	11,073	12.95%	3,797	4.44%	\$ 1,286,368	\$ -	\$ -	\$ -	\$ 2,451,063	
Clatsop County	Pop. 37,068	44,421	11.81%	37,206	9.90%	\$ 369,942	\$ 412,972	\$ 2,038,091	\$ 2,038,091	\$ 455,656	
Columbia County	Pop. 3,700	3,359	9.06%	5,930	16.00%	\$ 187,162	\$ -	\$ 455,656	\$ 455,656	\$ -	
Coos County	Pop. 63,043	3,700	7.50%	13,440	27.23%	\$ 340,271	\$ -	\$ -	\$ -	\$ 351,780	
Crook County	Pop. 20,978	6,425	10.19%	16,171	25.65%	\$ 110,000	\$ -	\$ 351,780	\$ 351,780	\$ 623,922	
Curry County	Pop. 22,364	1,537	7.33%	6,050	28.84%	\$ 110,000	\$ -	\$ -	\$ -	\$ 623,922	
Deschutes County	Pop. 157,733	1,790	8.00%	6,298	28.16%	\$ 542,610	\$ -	\$ -	\$ -	\$ 1,029,425	
Douglas County	Pop. 107,667	12,359	7.84%	43,686	27.70%	\$ 572,355	\$ 487,530	\$ 541,895	\$ 487,530	\$ 114,675	
Gilliam County	Pop. 1,871	90	4.81%	543	29.02%	\$ 110,000	\$ 114,675	\$ -	\$ 114,675	\$ -	
Grant County	Pop. 7,445	375	5.04%	2,213	29.72%	\$ 110,000	\$ -	\$ 182,355	\$ 182,355	\$ 182,355	

Table 1	County	Providers	Minority Population	% Minority Population	Poverty	% Below Poverty - Families	TOTAL State Funding \$	53-10	53-11	TOTAL Federal Funding
	Harney	Harney County	603	8.12%	2,119	28.55%	\$ 110,000	\$ -	\$ 128,507	\$ 128,507
	Hood River	Hood River County, Hood River Transportation District	3,778	16.91%	5,341	23.90%	\$ 110,000	\$ -	\$ 160,282	\$ 160,282
	Jackson	Jackson County, Living Opportunities, Inc., Retired Senior Volunteer Program, Rogue Valley Transportation District, Upper Rogue Community Center, Inc., Ashland Supportive Housing and Community Outreach	23,034	11.34%	53,966	26.56%	\$ 697,538	\$ -	\$ -	\$ -
	Jefferson	Jefferson County, City of Madras, Confederated Tribes of Warm Springs, Crooked River Ranch Seniors, City of Metolius	6,724	30.96%	5,604	25.80%	\$ 220,000	\$ 273,218	\$ -	\$ 273,218
	Josephine	Josephine Community, City of Grants Pass, Options for Southern Oregon, Inc., Handicap Awareness & Support League, Inc., Josephine Community Transit, Southern Oregon ASPIRE	6,264	7.57%	22,211	26.85%	\$ 290,445	\$ -	\$ -	\$ 502,162
	Klamath	Klamath Basin Senior Citizens Center, Inc., Klamath County, The Klamath Tribes, Basin Transit Service Transportation District	9,361	14.10%	18,411	27.74%	\$ 641,746	\$ 502,162	\$ 1,051,580	\$ 1,506,809
	Lake	Lake County, Lake County Mental Health, Lake County Senior Citizens	765	9.69%	2,228	28.22%	\$ 110,000	\$ -	\$ -	\$ -
	Lane	City of Cottage Grove, Lane Transit District, Lane County, City of Eugene, Lane Council of Governments	41,030	11.67%	86,939	24.72%	\$ 2,326,045	\$ -	\$ 210,116	\$ 210,116
	Linn	Confederated Tribes of Siletz Indians, Linn County Transportation Service District, Linn County	5,641	12.25%	12,725	27.64%	\$ 336,855	\$ 553,316	\$ 497,746	\$ 1,051,062
	Linn	Chamberlin House, Inc, City of Albany, City of Lebanon, City of Sweethome, Co-Opportunity, Inc., Senior Citizens of Sweethome, Inc., Sunshine Industries Unlimited, Inc., Linn County	3,820	3.27%	30,389	26.05%	\$ 401,150	\$ -	\$ -	\$ 863,308
	Malheur	Malheur Council on Aging and Community, Nysa Senior Citizens, Inc., City of Ontario, Vale Senior Citizens, Inc., Malheur County	7,041	22.49%	6,971	22.26%	\$ 131,283	\$ 506,988	\$ 356,320	\$ 610,783
	Marion	City of Silverton, City of Woodburn, Salem Area Mass Transit District, Silverton Hospital Wheels of Joy, Association of Oregon Counties	68,679	21.78%	78,115	24.77%	\$ 1,077,763	\$ 329,826	\$ 280,957	\$ 2,790,323
	Morrow	Morrow County	2,493	22.31%	2,737	24.50%	\$ 110,000	\$ -	\$ -	\$ -
	Multnomah	Portland State University, City of Portland, Speciality Mobility Services, Tri County Metro Transportation District, Multnomah County, Cogan Owens Cogan, LLC, Metro NW Ministries, Inc.	172,913	23.51%	164,793	22.41%	\$ 16,160,266	\$ -	\$ -	\$ -
	Polk	Polk County, Confederated Tribes of Grand Ronde Community of Oregon, West Valley Hospital Association	2,869	3.80%	19,244	25.52%	\$ 376,429	\$ -	\$ -	\$ -
	Sherman	Sherman County	117	6.63%	476	26.97%	\$ 110,000	\$ -	\$ -	\$ -

Table 1	County	Providers	Minority Population	% Minority Population	Poverty	% Below Poverty - Families	TOTAL State Funding \$	53-10	53-11	TOTAL Federal Funding
	Tillamook Pop. 25,250	Marie Mills Center, Inc., Tillamook County Transportation District	2,148	8.51%	6,990	27.68%	\$ 112,526	\$ 212,863	\$ 644,236	\$ 857,099
	Umatilla Pop. 75,889	City of Milton-Freewater, City of Pendleton, Confederated Tribes of Umatilla Indians, Good Shepard Health Care Systems, Hermonston Senior Center, Community Action Program of East Central, Umatilla County Enterprises, Inc.	15,894	20.94%	18,553	24.45%	\$ 268,326	\$ 282,877	\$ 727,571	\$ 1,010,448
	Union Pop. 25,748	Union County, Community Connection of NE Oregon, New Day Enterprises, Inc.	1,780	6.91%	6,852	26.61%	\$ 113,534	\$ 1,231,750	\$ 436,001	\$ 1,667,751
	Wallowa Pop. 7,008	Wallowa Valley Center for Wellness, Wallowa County, New Day Enterprises, Inc., Community Connection of NE Oregon (Wallowa)	277	3.95%	1,824	26.03%	\$ 110,000	\$ -	\$ -	\$ -
	Wasco Pop. 25,213	Wasco County, Mid-Columbia Council of Governments, Wamic Senior Citizens, Inc.	3,513	13.93%	6,546	25.96%	\$ 111,472	\$ 391,525	\$ 136,588	\$ 528,113
	Washington Pop. 529,710	Washington County, Oregon Transit Association, Westside Transportation Alliance	124,068	23.42%	134,176	25.33%	\$ 1,802,438	\$ -	\$ -	\$ -
	Wheeler Pop. 1,441	Wheeler County	109	7.56%	397	27.55%	\$ 110,000	\$ 137,782	\$ -	\$ 137,782
	Yamhill Pop. 99,193	Yamhill County, Mid Valley Rehabilitation, Inc., Yamhill Community Action Partnership	14,435	14.55%	24,862	25.06%	\$ 341,178	\$ 1,399,286	\$ 824,023	\$ 2,223,309







## A.6 ORG. CHART

