

# Ukiah Senior Center Title VI Program & Limited English Proficiency Plan

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*Ukiah Rider Bus*

*2020*







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## **Ukiah Senior Center Title VI Program Ukiah Rider Bus System**

### **Introduction:**

Ukiah Senior Center Inc. was formed in 1972 as a non-profit agency with the initial emphasis on providing a location for seniors to gather and socialize with peers. It is a membership-based organization with 400 current members. Anyone over the age of 18 may join as a member. The membership elects the Board of Directors. There is a maximum of eleven board members, comprised of community-oriented individuals. Professionals with banking, accounting, marketing, brokerage, law experience and other administrative skills make up the team of board members. The board meetings are open to the public and meet monthly. Board terms are a maximum of two consecutive three-year terms.

The Ukiah Senior Center has evolved over the 45 years of being in operation to change with the needs of the senior population. There is a monthly newsletter that provides a listing of our services and activities to members. Copies of the newsletter for distribution to the public are delivered to doctor's offices, clinics, restaurants, grocery stores, newspaper offices and the County administrative office. There are a multitude of services designed to enable seniors to remain independent by living in their own home. And there are activities which are provided to enhance the lives of active seniors.

The services include a Lunch Bunch Activity which provides respite to caregivers providing 24/7 care to loved ones inflicted with Alzheimer's or dementia. Seniors attending this program are provided transportation to and from the Center as well as a meal, social activities and light exercise. This is a private pay service which is also supported by grants and donations of sponsorship for those whom cannot afford the service. The Lunch Bunch serves over 2,100 visit days to seniors attending the program. There is an Outreach Program which is funded through a contract with Mendocino County Human Services. Outreach services provided include Representative Payee services for seniors at risk of financial abuse, insurance research assistance, application assistance for low income housing, caregiver referrals, transportation to medical appointments and meal deliveries to home bound seniors in the Outreach program. The Center provides over 1,500 annual visits to isolated seniors. A Transportation Program provides a para transit service with funding from a contract with Mendocino Transit Authority. This bus service provides on call door-through-door service four days a week; Monday, Tuesday, Thursday and Friday. Seniors over the age of 55 and individuals with disabilities qualify to use this service. There are three buses which were procured through CalTrans 5310 grants. All three are equipped with wheel chair lifts that can transport a maximum of nine passengers. Referrals are received for this service from nursing homes, hospitals, physical therapy, doctor's offices, Social Services and any other agency in the community serving seniors or those with disabilities. The Center transports over 6,000 rides annually. A Dining Room Program which serves a meal on-site, five days a week. For many this is their substantial meal of the day as well as their opportunity to engage socially with others. Over 8,500 meals are served annually. A Senior Peer Counseling Program which has six trained counselors that provide over 450 annual home visits to seniors suffering from isolation, loss of family, physical disabilities and other issues requiring counseling support.



Activities for seniors and all of the community include exercise programs such as Aerobics, Tai Chi, Line Dancing, and Square Dancing. Card games including Bingo, Pinochle, Duplicate Bridge. Educational and lifelong learning activities include a computer lab, a caregiver support series, Friday Movie Matinees and informational seminars.

We also have a Thrift Store which receives donations from the community and recycles the items. There are over 10,300 visits annually from shoppers.

#### **Plan Statement:**

The Ukiah Senior Center operates the Ukiah Rider Bus service in the Greater Ukiah area. As a condition of receiving Federal Transit Administration (FTA) financial assistance from the U.S. Department of Transportation (DOT) to operate this service, the Ukiah Senior Center must ensure that their programs, policies, and activities comply with DOT's Title VI regulations. The following program was developed to guide the Ukiah Senior Center in its administration and management of Title VI-related activities, and details how the Ukiah Senior Center meets the requirements as set forth in FTA Circular 4702.1B.

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

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

#### **Policy:**

The Ukiah Senior Center is committed to ensuring that no person on the basis of race, color, or national origin will be excluded from participation or subjected to discrimination in the level and quality of transit services or related benefits provided by the Ukiah Senior Center's employees, affiliates, and contractors.

#### **Governing Board:**

The governing board for Ukiah Senior Center's transit system is made up of eleven members that are elected by the Center's membership.

#### **General Reporting Requirements:**

Chapter III of FTA Circular 4702.1B addresses the general reporting requirements for recipients and sub-recipients of Federal Transit Administration (FTA) funding to ensure that their activities comply with DOT Title VI regulations. Below are summaries of each requirement and how the Ukiah Senior Center's Title VI Program fulfills that requirement.

1. **REQUIREMENT TO PROVIDE 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 shall be fulfilled when the applicant/recipient submits its annual certifications and assurances to FTA.*



**The Ukiah Senior Center submits its Certifications and Assurances to Caltrans when they receive a grant.**

**2. REQUIREMENT TO PREPARE AND SUBMIT A TITLE VI PROGRAM.**

*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. For all recipients (including sub-recipients), the Title VI Program must be approved by the recipient's board of directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA. Sub-recipients shall submit Title VI Programs to the primary recipient from whom they receive funding in order to assist the primary recipient in its compliance efforts.*

**Ukiah Senior Center's Board of Directors will approve this Title VI Program by resolution. The effective date will be the date of the resolution.**

**3. REQUIREMENT TO NOTIFY BENEFICIARIES OF PROTECTION UNDER TITLE VI**

*The Title VI Program shall include recipient's Title VI notice to the public that indicates the recipient complies with Title VI, and informs members of the public of the protections against discrimination afforded to them by Title VI. Include a list of locations where the notice is posted.*

**The Ukiah Senior Center has developed a public Title VI Notice to Beneficiaries following the guidelines of Circular FTA C 4702.1B, Appendix B. A copy of this notice is found in Appendix A of this Title VI Program. The notice is displayed in the lobby of the Ukiah Senior Center and on the bus. The notice is also posted on the following website:**

**<http://www.ukiahseniorcenter.org/about-us/title-vi-information/>.**

**4. REQUIREMENT TO HAVE TITLE VI COMPLAINT PROCEDURES AND A COMPLAINT FORM**

*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.*

**The Ukiah Senior Center has developed a Title VI complaint procedure and form. In this Title VI Program, Appendix B outlines the Center's Title VI Complaint Procedures, and Appendix C is a copy of the Center's Title VI Complaint form.**

**The complaint procedures and form are available in English and Spanish on the bus, at the Center's front desk, and on the Center's transit webpage, <http://www.ukiahseniorcenter.org/about-us/title-vi-information/>. Individuals who do not have access to the internet may request that the Center mail them a paper copy of the procedures and form.**



5. REQUIREMENT TO RECORD AND REPORT TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS

*In order to comply with the reporting requirements of 49 CFR Section 21.9(b), FTA requires all recipients to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin: active investigations conducted by entities other than FTA; lawsuits; and complaints naming the recipient. This list shall include the date that the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to, the investigation, lawsuit, or complaint.*

**The Ukiah Senior Center will maintain a list of all investigations, lawsuits and complaints naming Ukiah Senior Center according to the guidelines of Circular FTA C 4702.1B, Appendix E. A copy of this list is provided in Appendix F of this Title VI Program. In addition, the Center will maintain permanent records of all related documents. The Ukiah Senior Center has not received any Title VI complaints of discrimination and therefore does not have any investigations or lawsuits to report; however, the processes are in place in the instance that complaints are made.**

6. REQUIREMENT TO PROMOTE INCLUSIVE PUBLIC PARTICIPATION

*The content and considerations of Title VI, the Executive Order on LEP, and the DOT LEP Guidance shall be integrated into each recipient's established public participation plan or process (i.e., the document that explicitly describes the proactive strategies, procedures, and desired outcomes that underpin the recipient's public participation activities).*

**The Ukiah Senior Center's public participation policy is shown in Appendix G of this Title VI Program. The Ukiah Senior Center ensures that minority and LEP populations, as with all members of the Center, will be empowered to participate in decisions involved with the Ukiah Senior Center's transit system.**

7. REQUIREMENT TO PROVIDE MEANINGFUL ACCESS TO LEP PERSONS.

*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 who are limited-English proficient (LEP).*

**Please see the Ukiah Senior Center Limited English Proficiency Plan attached to this Title VI Program. The Ukiah Senior Center's Four Factor Analysis and action plan are contained therein.**

8. MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES.

*Title 49 CFR Section 21.5(b)(1)(vii) states that a recipient may not, on the grounds of race, color, or national origin, "deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program." 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.*

**The Ukiah Senior Center does not have a non-elected transit board or advisory council, however in the event that one were established, the Center would ensure proper minority representation on such board or council.**

**9. REQUIREMENT TO PROVIDE ASSISTANCE TO SUBRECIPIENTS**

*Title 49 CFR Section 21.9(b) states that if "a primary recipient extends Federal financial assistance to any other recipient, such other recipient shall also submit such compliance reports to the primary recipient as may be necessary to enable the primary recipient to carry out its obligations under this part." Primary recipients should assist their subrecipients in complying with DOT's Title VI regulations, including the general reporting requirements. Assistance shall be provided to the subrecipient as necessary and appropriate by the primary recipient.*

**Caltrans only.**

**10. REQUIREMENT TO MONITOR SUBRECIPIENTS**

*In accordance with 49 CFR 21.9(b), and to ensure that subrecipients are complying with the 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.*

**Caltrans only.**

**11. DETERMINATION OF SITE OR 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." Title 49 CFR part 21, Appendix C, Section (3)(iv) provides, "The location of projects requiring land acquisition and the displacement of persons from their residences and businesses may not be determined on the basis of race, color, or national origin." For the purposes of this requirement, "facilities" does not include bus shelters, as these are transit amenities and are covered in Chapter IV, nor does it include transit stations, power substations, etc. as those are evaluated during project development and the NEPA process. Facilities included in this provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc.*

**The Ukiah Senior Center does not construct transit facilities.**

**12. REQUIREMENT TO PROVIDE ADDITIONAL INFORMATION UPON REQUEST.**

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

**The Ukiah Senior Center will fully cooperate with any FTA investigation of discrimination complaints to the extent required by Title VI regulations.**



# **Ukiah Senior Center Limited English Proficiency Plan**

## **Introduction**

The purpose of this Language Assistance Plan is to clarify the responsibilities of the Ukiah Senior Center, as a recipient of federal financial assistance from the U.S. Department of Transportation (DOT), to persons with limited English proficiency (LEP), pursuant to Title VI of the Civil Rights Act of 1964 and implementing regulations. It was prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., and its implementing regulations provide that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives federal financial assistance.

Executive Order 13166 "Improving Access to Services for Persons With Limited English Proficiency," reprinted at 65 FR 50121 (August 11, 2000), directs each Federal agency that is subject to the requirements of Title VI to publish guidance for its respective recipients clarifying that obligation. Executive Order 13166 further directs that all such guidance documents be consistent with the compliance standards and framework detailed in the Department of Justice's (DOJ's) Policy Guidance entitled "Enforcement of Title VI of the Civil Rights Act of 1964--National Origin Discrimination Against Persons With Limited English Proficiency." (See 65 FR 50123, August 16, 2000 DOJ's General LEP Guidance). Different treatment based upon a person's inability to speak, read, write, or understand English may be a type of national origin discrimination.

Executive Order 13166 applies to all federal agencies and all programs and operations of entities that receive funding from the federal government, including state agencies, local agencies and governments, private and non-profit entities (such as Ukiah Senior Center), and sub-recipients.

## **Plan Summary**

The Ukiah Senior Center has developed this Limited English Proficiency (LEP) plan to help identify reasonable steps to provide language assistance for LEP persons who seek meaningful access to Ukiah Senior Center services as required by Executive Order 13166. As defined by this order, a person with Limited English Proficiency is one who does not speak English as their primary language and who has a limited ability to read, write, speak, or understand English.

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

## **Four Factor Analysis**

*The U. S. Department of Transportation (DOT) issued its Policy Guidance Concerning Recipient's Responsibilities to Limited English Proficient (LEP) Persons [Federal Register: December 14, 2005 (Volume 70, Number 239)]. This policy states that DOT recipients are required to take reasonable steps to ensure meaningful access to programs by LEP persons. This coverage extends to the recipient's entire program.*



*There are four factors for agencies to consider when assessing language needs and determining what steps they should take to ensure access for LEP persons, regardless of whether or not the agency chooses not to prepare a written LEP plan. A brief description of the self-assessment undertaken in each of these areas follows.*

In developing the plan, the Ukiah Senior Center undertook a Four Factor Analysis as required by U.S. DOT. This considers the following factors:

- 1) The number or proportion of LEP persons eligible to be served or likely to be encountered by the Ukiah Senior Center.
- 2) The frequency with which LEP persons come into contact with Ukiah Senior Center programs, activities, or services;
- 3) The nature and importance of the programs, activities or services provided by the Ukiah Senior Center to the population; and
- 4) The resources available to the Ukiah Senior Center for LEP outreach, as well as the costs associated with that outreach.

A summation of these considerations is provided in the following section.

**1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the Ukiah Senior Center's transit service.**

In order to understand the proportion of LEP persons eligible to be served or likely to be encountered by the Ukiah Senior Center's transit service, the total population served by the Center's transit service must first be defined. The Ukiah Senior Center's transit system serves anyone that is 55 years of age or older and anyone that is disabled. The range of the Center's transit system is the Greater Ukiah Area, including the communities of Calpella and Redwood Valley. Based on the geographic locations available within the American Community Survey, data for the Ukiah CCD<sup>1</sup>, Calpella CDP<sup>2</sup>, and Redwood Valley CDP were examined. To calculate the total potential population, the following tables from the 2011-2015 and 2013-2017 American Community Survey 5-Year Estimates were used:

1. B16001 – Age by Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over

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<sup>1</sup> Census County Division (CCD) – A subdivision of a county or equivalent entity that is a relatively permanent statistical area established cooperatively by the Census Bureau and state, tribal, and local government authorities. Used for presenting census and survey data in those states that do not have well-defined and stable minor civil divisions.

<sup>2</sup> Census Designated Place (CDP) – Statistical counterpart of incorporated places, delineated to provide data for settled concentrations of population identifiable by name but not legally incorporated under the laws of the state in which they are located. CDPs are delineated cooperatively by state and local officials and the Census Bureau, following Census Bureau guidelines.



2. DP02 – Selected Social Characteristics in the United States
3. S0101 – Age and Sex

Using data from the three tables listed above, the total potential population served by the Ukiah Senior Center’s transit system can be split into three categories: everyone 65 years of age and older, everyone with a disability under the age of 65, and everyone between the ages of 55 and 64 without a disability. Table B16001 provides the number of people age 65 and older and Table DP02 provides the number of people with a disability under the age of 65. The only piece of data that needs to be calculated is the number of people without a disability between the ages of 55 and 64.

Table DP02 does not provide data on the specific age bracket of 55 to 64 however table S0101 does provide the percentage of the population between these ages. With this data, the number of people between these ages without a disability can be calculated. One important difference to note between these two tables is the difference in total population for Ukiah CCD. S0101 shows a total population of 27,165 whereas table DP02 uses a total “Civilian Noninstitutionalized Population<sup>3</sup>” of 26,844. Table B16001 only shows a population of 26,000 but the parameters for this table are all people age 5 and over. As a result, an assumption has been made in all calculations that the population percentage breakdown found in table S0101 is the same as in tables DP02 and B16001.

To calculate the number of people without a disability between the ages of 55 and 64, simply take the difference between total population and the number of people who have a disability, found in table DP02, and multiply it by the percent of the population that is between the ages of 55 and 64, found in S0101.

The following table shows the total potential population to be served by the Ukiah Senior Center’s transit system based on the three categories and geographic areas discussed above.

<b>Potential Population Served by the Ukiah Senior Center Transit Service</b>			
<b>Group</b>	<b>Ukiah CCD</b>	<b>Calpella CDP</b>	<b>Redwood Valley CDP</b>
Age 65+	4,307	133	129
Under 65 w/ a Disability	2,320	15	62
Between 55 and 64 w/o a disability	2,830	27	215
Subtotal:	9,457	175	406
Total Potential Population:	<b>10,038</b>		

Based on the total potential population, the number or proportion of LEP persons eligible to be served can now be calculated. Executive Order 13166 defines a LEP person as one who does not speak English

<sup>3</sup> All U.S. civilians not residing in institutional group quarters facilities such as correctional institutions, juvenile facilities, skilled nursing facilities, and other long-term care living arrangements.



as their primary language and who has a limited ability to read, write, speak, or understand English. The data found in table B16004 is separated into three age groups: 5 to 17 years, 18 to 64 years, and age 65 plus. The data in each age group is broken down by the language spoken at home. Finally, for each language spoken at home, the data is separated into four categories based on how well the person speaks English: “very well”, “well”, “not well”, and “not at all”. For the purpose of identifying a LEP person, the Ukiah Senior Center examined data for those who speak English “well”, “not well”, or “not at all”.

The table in Appendix M shows the language breakdown for the three geographic areas served by the Ukiah Senior Center’s transit service. This table will be instrumental for calculating the number of LEP who may be served or are likely to require the Center’s transit service. The table shows that for all people age 65 and over, there are 260 people who speak a language other than English at home and are not very proficient with the English language. It also provides the data necessary to calculate the number of LEP persons who have a disability and are under the age of 65 as well as those who are between ages 55 and 64 who do not have a disability.

The table below shows disability data from table DP02 that the Ukiah Senior Center was able to use to calculate the percentage of the population under the age of 65.

<b><u>Population Under Age 65 With a Disability</u></b>			
<b><u>Geographic Region</u></b>	<b><u>Total Pop &lt;65</u></b>	<b><u>Pop &lt;65 w/Disability</u></b>	<b><u>% Pop &lt;65 w/Disability</u></b>
Ukiah CCD	22,858	2,320	10.1%
Calpella CDP	210	15	7.1%
Redwood Valley CDP	1,618	62	3.8%

To calculate the number of LEP people with a disability under the age of 65, the Ukiah Senior Center used the percentages from the table above and multiplied them by the total number of LEP persons under the age of 65 (found in Appendix M) with respect to each geographic region. The table below reflects these calculations:

<b><u>Population Under Age 65 With a Disability</u></b>			
<b><u>Geographic Region</u></b>	<b><u>Total LEP Pop &lt;65</u></b>	<b><u>% Pop &lt;65 w/Disability</u></b>	<b><u># LEP &lt;65 w/Disability</u></b>
Ukiah CCD	2,876	10.1%	290
Calpella CDP	0	7.1%	0
Redwood Valley CDP	104	3.8%	4
<b>Total LEP Persons &lt;65 w/Disability:</b>			294

The last piece of data that needs to be calculated is the number of LEP people without a disability who are between the ages of 55 and 64. To do this, the Center multiplied the percentage of the populations



between those ages (found in table S0101) by the total number of LEP people (found in table B16004). The table below reflects these calculations for the three geographic regions.

<b>Population Between Ages 55 and 64 Without a Disability</b>			
<b>Geographic Region</b>	<b>Total LEP Pop</b>	<b>% Pop Ages 55 to 64</b>	<b># LEP Ages 55 and 64 w/o Disability</b>
Ukiah CCD	3,136	13.1%	410
Calpella CDP	0	10.5%	0
Redwood Valley CDP	104	13.1%	14
<b>Total LEP Persons Between Ages 55 and 64 w/o Disability:</b>			<b>424</b>

The following table depicts the total number of LEP persons in the service area who may be served or are likely to require the Ukiah Senior Center's transit services.

<b>Total LEP Population Potentially Served by the Ukiah Senior Center Transit Service</b>				
<b>Group</b>	<b>Ukiah CCD</b>	<b>Calpella CDP</b>	<b>Redwood Valley CDP</b>	<b>Subtotal</b>
Age 65+	260	0	0	260
Under 65 w/ a Disability	290	0	4	294
Between 55 and 64 w/o a disability	410	0	14	424
Total LEP Population:				<b>978</b>
% LEP of the Total Potential Population:				<b>9.7%</b>

DOT has adopted Department of Justice's Safe Harbor Provision, which outlines circumstances that can provide a "safe harbor" for recipients regarding translation of written materials for LEP populations.

*"The 'Safe Harbor Provision' as defined by Department of Justice, stipulates that if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations."*

The Ukiah Senior Center further examined specific languages using the 2011-2015 American Community Survey 5-Year Estimates: Language spoken at Home by Ability to Speak English for the Population 5 Years and Over (Table B16001). This data allowed the Center to determine whether or not those speaking languages other than Spanish fall under the 'Safe Harbor Provision'. Please refer to Appendix N: 2011-15 American Community Survey 5-Year Estimates: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over.

All language groups other than Spanish have estimated populations of less than 1,000 persons and 5% of the total population. There are no languages that may approach the Safe Harbor Provision threshold in the foreseeable future.



## **2. The frequency with which LEP persons come into contact with Ukiah Senior Center programs, activities, or services.**

According to the *2013-2017 American Community Survey 5-Year Estimates*, the largest geographic concentration of LEP individuals in the Ukiah Senior Center's service area is Spanish-speaking. This population is approximately 18.6% of the population over 5 years of age, or an estimated population of 2,050. Those that speak English less than "very well" are 8.9% of the population or an estimated 979 people. The Ukiah Senior Center regularly assesses the frequency at which staff and drivers have or could possibly have contact with LEP persons. This includes documenting phone inquiries and verbally surveying drivers. The Ukiah Senior Center staff and drivers have infrequent interactions with Spanish speaking passengers on the Ukiah Rider Bus. But when they do, there is communication between family members, drivers, the Outreach and dispatch Managers to enable transportation.

## **3. The nature and importance of the programs, activities or services provided by the Ukiah Senior Center to the population.**

The Ukiah Rider Bus is an essential service for members of Ukiah Senior Center. The Center's 'transit-dependent' population includes elderly persons and people with disabilities. The Ukiah Rider Bus provides these people with access to shopping, healthcare, and other facilities in and around the Greater Ukiah Area.

## **4. The resources available to the Ukiah Senior Center for LEP outreach, as well as the costs associated with that outreach.**

The Ukiah Senior Center has assessed its available resources that could be used for providing LEP assistance. Because a small percentage of the riders have been identified as Spanish speaking, the Ukiah Senior Center has a Spanish-speaking volunteer who is usually available to translate in-person and over the phone. Google translate is also used as a tool to communicate. If a volunteer is unavailable, the Center has a working agreement with Nuestra Casa for interpretive services. Language interpretation may be available for other languages in cooperation with Mendocino County Social Services and the City of Ten Thousand Buddhas. In addition, the Center's Title VI Notice, Complaint Procedures and Form, Passenger Conduct Guidelines, and transit brochure (Appendices A – E) are available in both English and Spanish and can be found at the Center's main office, on the bus, and on the website.

## **Language Assistance Plan**

A person who does not speak English as their primary language and who has a limited ability to read, write, speak, or understand English may be a Limited English Proficient person and may be entitled to language assistance with respect to the Ukiah Senior Center's services. Language assistance can include interpretation, which means oral or spoken transfer of a message from one language into another language and/or translation, which means the written transfer of a message from one language into another language.

How the Ukiah Senior Center Staff may identify an LEP person who needs language assistance:

- Post notice of LEP Plan and the availability of interpretation or translation services free of charge



in languages LEP persons would understand

- All Ukiah Senior Center staff is provided with “I Speak” cards to assist in identifying the language interpretation needed if the occasion arises.
- All Ukiah Senior Center staff is informally surveyed periodically on their experience concerning any contacts with LEP persons during the previous year.
- When the Ukiah Senior Center sponsors an informational meeting or event, an advanced public notice of the event is published and includes special needs related to offering a translator (LEP) or interpreter (sign language for hearing impaired individuals), if requested. The Center has a Title VI survey (See Appendix K) available to collect LEP data. Additionally, a staff person greets participants as they arrive. By informally engaging participants in conversation, it is possible to gauge each attendee’s ability to speak and understand English. Although translation may not be able to be provided at the event, it helps identify the need for future events.

### **Language Assistance Measures**

Although there is a very low percentage in the Ukiah Senior Center of LEP individuals, that is, persons who speak English “not well” or “not at all”, it will strive to offer the following measures:

1. The Ukiah Senior Center staff takes reasonable steps to provide the opportunity for meaningful access to LEP clients who have difficulty communicating in English.
2. The following resources are available to accommodate LEP persons:
  - a. If an individual is a Spanish-speaker, the Ukiah Senior Center has a Spanish-speaking volunteer that is usually available to translate. If this volunteer is unavailable, the Center has an agreement with Nuestra Casa for interpretive services.
  - b. Language interpretation is available for other languages in cooperation with Mendocino County Health and Human Services Agency and the City of Ten Thousand Buddhas.
3. The Ukiah Senior Center publishes meeting notices and minutes in both English and Spanish and they are posted in the Center’s lobby and on their website. These documents are available in other languages upon request.

### **Staff Training**

Ukiah Senior Center staff receives refresher training on a semi-annually. The following is covered during these trainings:

- Information on the Title VI policy and LEP responsibilities.
- The policy and procedures for interaction with LEP persons
- Description of language assistance services offered to the public.
- Use of the “I Speak” cards.
- Documentation of language assistance requests.
- How to handle a Title VI/LEP complaint.

See Appendix L for Training Materials.





## **Monitoring and Updating**

The Ukiah Senior Center's Language Assistance Plan is designed to be easily updated. At a minimum, the Ukiah Senior Center will follow the Title VI Program update schedule of submission every 3 years.

Each update of the LEP Plan will examine plan components including:

- The number of documented LEP person contacts encountered annually.
- How the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determination as whether the need for translation services has changed.
- Determine whether local language assistance programs have been effective and sufficient to meet the need.
- Determine whether the Ukiah Senior Center fully complies with the goals of this LEP Plan.
- Determine whether complaints have been received concerning the agency's failure to meet the needs of LEP individuals.
- Maintain a Title VI complaint log, including LEP to determine issues and basis of complaints.

## **Dissemination of the Ukiah Senior Center Language Assistance Plan**

The Ukiah Senior Center will include the Language Assistance Plan along with the Title VI Program on the Ukiah Senior Center transit website (<http://www.ukiahseniorcenter.org/about-us/title-vi-information/>). Any person, including social service, non-profit, and law enforcement agencies and other community partners with internet access will be able to access the plan. Copies of the Language Assistance Plan will be provided, on request, to any person(s) requesting the document via phone, in person, by mail or email. LEP persons may obtain copies/translations of the plan upon request.

Any questions regarding this plan should be directed to the Ukiah Senior Center Title VI Coordinator:

Ukiah Senior Center Title VI Coordinator  
499 Leslie Street  
Ukiah, CA 95482  
Phone: (707) 462-4343



## **Appendix A: Title VI Notice to Beneficiaries**

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

For more information on the Ukiah Senior Center's civil rights program and the procedures to file a complaint, contact (707)462-4343; go online at <http://www.ukiahseniorcenter.org/about-us/title-vi-information/> ; or visit our administrative office at 499 Leslie Street, Ukiah, CA 95482.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Federal Transit Administration Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington DC 20590.

If information is needed in another language, contact (707)462-4343.

Si se necesita información en otro idioma, llame al (707) 462-4343.



## **Appendix A: Título VI Aviso a los beneficiarios**

El Senior Center Ukiah opera sus programas y servicios sin tener en cuenta raza, color y origen nacional, de conformidad con el Título VI del Acta de Derechos Civiles. Cualquier persona que cree que él o ella ha sido agraviada por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja ante el Centro de Ancianos de Ukiah.

Para obtener más información sobre el programa de derechos civiles del Senior Center Ukiah y los procedimientos para presentar una queja, contacte a (707) 462-4343; ir en línea en <http://www.ukiahseniorcenter.org/about-us/title-vi-information/>, o visite nuestra oficina administrativa en 499 Leslie Street, Ukiah, CA 95482.

Un demandante puede presentar una queja directamente con la Administración Federal de Tránsito mediante la presentación de una queja ante la Oficina de Tránsito Administration Federal de Derechos Civiles, Atención:. Coordinador del Programa del Título VI, East Building, 5th Floor-TCR, 1200 New Jersey Ave., NW, Washington DC 20590.

Si se necesita información en otro idioma, llame al (707) 462-4343.



## **Appendix B: Title VI Complaint Procedures**

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Ukiah Senior Center Transit System may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The Ukiah Senior Center investigates complaints received no more than 180 days after the alleged incident. The Ukiah Senior Center will process complaints that are complete.

All Title VI and related statute complaints are considered formal- there is no informal process. Complaints must be in writing and signed by the complainant on the form provided. Complaints must include the complainant's name, address and phone number and be detailed to specify all issues and circumstances of the alleged discrimination. Allegations must be based on issues involving race, color or national origin. Title VI Complaints of discrimination may be filed with:

Ukiah Senior Center  
Attn: Title VI Coordinator  
499 Leslie Street  
Ukiah, CA 95482

Once the complaint is received, the Ukiah Senior Center will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the Ukiah Senior Center.

The Ukiah Senior Center has 30 days to investigate the complaint. If more information is needed to resolve the case, the Ukiah Senior Center may contact the complainant. The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 15 business days, the Ukiah Senior Center can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.



## **Appendix B: Procedimientos de Quejas del Título VI**

Cualquier persona que cree que él o ella ha sido víctima de discriminación en base a raza, color, u origen nacional por el sistema de tránsito de Ukiah Senior Center puede presentar una queja del Título VI, completando y enviando el Formulario de Quejas del Título VI de la agencia. El Senior Center Ukiah investiga las quejas recibidas no más tardar 180 días después del supuesto incidente. El Senior Center Ukiah procesará las denuncias que son completos.

Todos Título VI y las quejas de estatutos relacionados son considerados formales-no existe un proceso informal. Las quejas deben ser por escrito y firmado por el demandante en la forma proporcionada. Las quejas deben incluir el nombre del autor, dirección y número de teléfono y se detalla para especificar todas las cuestiones y circunstancias de la supuesta discriminación. Las denuncias deben basarse en cuestiones relacionadas con la raza, el color o el origen nacional. Quejas del Título VI de discriminación se pueden presentar con:

Ukiah Senior Center  
Attn: Title VI Coordinator  
499 Leslie Street  
Ukiah, CA 95482

Una vez recibida la denuncia, el Senior Center Ukiah lo revisará para determinar si nuestra oficina tiene jurisdicción. El demandante recibirá una carta de acuse de recibo informando a él / ella si la queja será investigada por el Senior Center Ukiah.

El Senior Center Ukiah tiene 30 días para investigar la denuncia. Si se necesita más información para resolver el caso, el Senior Center Ukiah puede ponerse en contacto con el demandante. El demandante tiene 15 días hábiles desde la fecha de la carta a enviar la información solicitada para el investigador asignado al caso. Si el investigador no está en contacto con el reclamante o no reciba la información adicional dentro de los 15 días hábiles, el Senior Center Ukiah puede cerrar administrativamente el caso. Un caso puede ser cerrado administrativamente también si el autor ya no desea seguir su caso.

Después de que el investigador revisa la queja, él / ella va a emitir una de las dos cartas a la denunciante: una carta de cierre o una carta de la búsqueda (LOF). Una carta de conclusión resume los hechos denunciados, y afirma que no hubo una violación del Título VI, y que el caso se cerrará. Un LOF resume los hechos denunciados y las entrevistas sobre el supuesto incidente y explica si alguna acción disciplinaria, la formación adicional del miembro del personal, u otra acción ocurrirá. Si el demandante desea apelar la decisión, él / ella tiene 30 días después de la fecha de la carta o el LOF para hacerlo.

Una persona también puede presentar una queja directamente con la Administración Federal de Tránsito, al TLC Oficina de Derechos Civiles, Atención: Coordinador de Programa del Título VI, Edificio Este, 5 ° Piso-TCR, 1200 New Jersey Avenue NW, Washington, DC 20590.



## Appendix C: Title VI Complaint Form

Section 601 under Title VI of the Civil Rights Act of 1964 states that "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." **If you feel you have been discriminated against, please provide the following information in order to assist the Ukiah Senior Center in processing your complaint.**

### **SECTION 1** (Please print clearly):

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City, State, Zip Code: \_\_\_\_\_  
Telephone Number: \_\_\_\_\_ (Home) \_\_\_\_\_ (Work)  
Accessible format requirements? \_\_\_\_ (Large print) \_\_\_\_ (Audiotape) \_\_\_\_ (TDD) \_\_\_\_ (Other)

### **SECTION 2**

Are you filing this complaint on your own behalf? \_\_\_\_ (Yes) \_\_\_\_ (No)

If you answered yes to this question, go to Section 3.

If not, please supply the name and relationship of the person for whom you are complaining:

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Please explain why you have filed for a third party: \_\_\_\_\_

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of the third party. \_\_\_\_ (Yes) \_\_\_\_ (No)

### **SECTION 3**

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

\_\_\_\_ Race \_\_\_\_ Color \_\_\_\_ National Origin

Date and Place of Occurrence: \_\_\_\_\_

Name (s) and Title(s) of the person (s) who I believe discriminated against me:

\_\_\_\_\_  
\_\_\_\_\_

The action or decision which caused me to believe I was discriminated against is as follows:

*(Please include a description of what happened and how your benefits were denied, delayed or affected):*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please list any and all witnesses' names and phone numbers:

\_\_\_\_\_



\_\_\_\_\_  
\_\_\_\_\_  
What type of corrective action would you like to see taken?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**SECTION 4**

Have you previously filed a Title VI complaint with this agency? \_\_\_\_ (Yes) \_\_\_\_ (No)

**SECTION 5**

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State Court? \_\_\_\_ (Yes) \_\_\_\_ (No)

If yes, check all that apply:

Federal Agency \_\_\_\_ Federal Court \_\_\_\_ State Agency \_\_\_\_ State Court \_\_\_\_ Local Agency \_\_\_\_

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Agency: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

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

I believe the above information is true and correct to the best of my knowledge.

Signature and date required below:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

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

Ukiah Senior Center Title VI Coordinator  
499 Leslie Street  
Ukiah, CA 95482



## Appendix C: Formulario de Quejas del Título VI

Sección 601 del Título VI del Acta de Derechos Civiles de 1964 establece que "Ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional, ser excluida de participar en, ser negado los beneficios de, o ser sometido a la discriminación bajo cualquier programa o actividad que reciba asistencia financiera federal. **"Si usted siente que ha sido discriminado, por favor proporcione la siguiente información con el fin de asistir al Centro de Ancianos Ukiah en el procesamiento de su queja.**

### **SECCIÓN 1 (Por favor escriba claramente):**

Nombre: \_\_\_\_\_  
Dirección: \_\_\_\_\_  
Ciudad, Estado, Código Postal: \_\_\_\_\_  
Número de teléfono: \_\_\_\_\_ (Casa) \_\_\_\_\_ (Trabajo)  
Requisitos de formato accesible? \_\_\_\_ (Tipografía grande) \_\_\_\_ (Cinta de audio) \_\_\_\_ (TDD) \_\_\_\_ (Otros)

### **SECCION 2**

¿Está usted presentando esta queja en su propio nombre? \_\_\_\_ (Sí) \_\_\_\_ (No)  
Si usted contestó sí a esta pregunta, pase a la Sección 3.  
Si no es así, por favor proporcione el nombre y la relación de la persona a la que usted se queja:  
Nombre: \_\_\_\_\_ Relación: \_\_\_\_\_  
Por favor, explique por qué usted ha presentado para un tercero: \_\_\_\_\_  
Por favor, confirme que ha obtenido el permiso de la parte perjudicada, si usted está presentando en nombre de la tercera parte. \_\_\_\_ (Sí) \_\_\_\_ (No)

### **SECCIÓN 3**

Creo que la discriminación que experimenté fue basada en (marque todo lo que corresponda):  
\_\_\_\_\_ Raza \_\_\_\_\_ Color \_\_\_\_\_ Origen Nacional  
Fecha y lugar del accidente: \_\_\_\_\_

Nombre (s) y cargo (s) de la persona (s) que creo que me discriminó:

\_\_\_\_\_  
\_\_\_\_\_

La acción o decisión que me hizo creer que fui discriminado es el siguiente:  
(Por favor, incluya una descripción de lo que pasó y cómo se les negaba sus beneficios, retraso o afectados):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Por favor escriba los nombres de todas y todos los testigos y los números de teléfono:





¿Qué tipo de acción correctiva le gustaría que se tomar?

#### **SECCIÓN 4**

¿Ha presentado anteriormente una queja del Título VI con esta agencia? \_\_\_\_ (Sí) \_\_\_\_ (No)

#### **SECCIÓN 5**

¿Ha presentado esta queja con cualquier otro federal, estatal o local, o ante cualquier tribunal federal o estatal? \_\_\_\_ (Sí) \_\_\_\_ (No)

En caso afirmativo, marque todo lo que corresponda:

Agencia Federal \_\_\_\_ Tribunal Federal \_\_\_\_ Agencia Estatal \_\_\_\_ Tribunal Estatal \_\_\_\_ Agencia Local \_\_\_\_

Sírvanse proporcionar información acerca de una persona de contacto en la agencia / tribunal donde se presentó la queja.

Nombre: \_\_\_\_\_ Título: \_\_\_\_\_

Agencia: \_\_\_\_\_

Dirección: \_\_\_\_\_

Teléfono: \_\_\_\_\_

Puede adjuntar cualquier material escrito o cualquier otra información que usted considere relevante para su queja.

Creo que la información anterior es verdadera y correcta a lo mejor de mi conocimiento.

Firma y fecha requerida a continuación:

\_\_\_\_\_  
Firma

\_\_\_\_\_  
Nombre Impreso

\_\_\_\_\_  
Fecha

**Por favor, envíe este formulario en persona en la dirección indicada más abajo o envíe por correo este formulario a:**

Ukiah Senior Center Title VI Coordinator  
499 Leslie Street  
Ukiah, CA 95482



## Appendix D

### Ukiah Senior Center Passenger Conduct Guidelines

#### Transportation Program

##### Safety Restraints Policy

We, the of Ukiah Senior Center in keeping with Safety for (passenger, clients and volunteers) do hereby adopt the following policy to assure the utmost safety of those we provide service for, as well as our employees. This policy is to insure that no accident, or incidents, will be the result of not properly securing a (passenger, client or volunteer. The policies and procedures adopted by The Ukiah Senior Center is deemed to be the safest to insure the passengers, clients and volunteers safety while being transported in a moving vehicle.

##### Policy

The vehicle operator of The Ukiah Senior Center's transportation program has the authority to refuse a ride, if the passenger, client or volunteer refuses to allow the operator to secure them according to the safety policies and practices of The Ukiah Senior Center. The vehicle operator will advise dispatch of the ride denial, which will be documented.

##### Passenger Conduct Guidelines and Policy

The Ukiah Senior Center is dedicated to maintaining a pleasant environment for all of our passengers. To assure the safety and comfort of all our passengers, we ask that all riders abide by the following passenger conduct guidelines.

##### Passengers shall:

1. Not evade payment of correct fare.
2. Not misuse any bus pass with the intent to evade the payment of any fare.
3. Not play sound equipment on, or in, any Ukiah Senior Center transportation vehicle unless headphones are used and the volume does not disturb other passengers or the driver.
4. Not smoke or drink alcoholic beverages or ask for transportation from any bars.
5. Not eat food or drink beverages in open containers on trips less than one hour in duration unless proof is provided from a doctor that it is necessary because of a serious health condition.
6. Not willfully disturb others by engaging in boisterous or unruly behavior.
7. Not carry any potential harmful concentration or quantities of any toxic or hazardous material including flammable liquid.
8. Not block the free movement of another person in any Ukiah Senior Center bus.
9. Not physically or verbally assault or intimidate the driver or passengers.
10. Not steal property or panhandle from the driver or passengers.
11. Not carry weapons of any type onto a Ukiah Senior Center Bus.
12. Not offend other passengers through unacceptable personal hygiene.  
For the health and safety of the driver and passengers, expelling bodily excrements, either voluntarily or involuntarily, is prohibited.

The Ukiah Senior Center transports passengers in accordance with these passenger conduct guidelines to ensure that Ukiah Senior Center complies with all pertinent State and Federal regulations governing general public transportation; and, general public riders and The Ukiah Senior Center employees experience safe, comfortable and reliable service. It is The Ukiah Senior Center's intent to require all passengers to abide by these passenger conduct guidelines. In all cases, our drivers maintain full discretion in the application and enforcement of these guidelines.

Enforcement of these passengers conduct guidelines may include, but is not limited to:

- ❖ Requesting a passenger follow all applicable guidelines
- ❖ Removing a passenger from the vehicles
- ❖ Temporarily suspending a passenger's privileges\*
- ❖ Revoking a passenger's privileges indefinitely\*

\* Offenders will be notified by letter, if possible, detailing the offense and the action (s) taken.

##### Safe Operations Policies

##### Mobility device securement

All passenger mobility devices (wheelchairs, scooters, portable oxygen) must be secured to the floor of the vehicle before passenger and/or mobility device will be transported. This policy is for the safety of all passengers.

Drivers shall never transport a mobility device that has not been properly secured in accordance with documented procedure of The Ukiah Senior Center. Improper securement of mobility devices for any reason will result in disciplinary action up to and including termination.

If a device cannot be secured, a passenger refused the securement of their device, or otherwise refused to cooperate resulting in the driver's estimation of an unsafe situation, the driver shall contact dispatch or the Transportation Manager for instruction.

**Passenger transfers/lifting**

Drivers are not allowed to physically transfer any passenger that is not able to stand briefly and hold their own weight during transfer from wheelchair to a seat.

Drivers are not allowed to lift wheelchairs over thresholds, curbs or sidewalks. A ramp must be in place to transport a person in a wheelchair from the residence to the bus lift and vice-versa.

Drivers are not allowed to lift or transport packages for passengers that weigh thirty or more pounds in weight.

**Escorts**

Escorts are required with care facilities. Caregivers and escorts may ride with the disabled passenger for free if actively assisting the passenger in and out of the bus.

**Service Animals and Pets**

Any service animal aiding in the mobility of a disabled passenger will be allowed to ride in the vehicle with the passenger. Pets must be contained in a carrier for transport. It is solely up to the driver to not allow animals on the bus if they are aggressive, have hygiene issues or disrupting the safe operations of the driver doing his job.

Please note: We are not a personal limousine service. We provide service within the time restraints or needs of all passengers we serve.

## Appendix D

### Ukiah Senior Center Pautas de Conducta del Pasajero

#### Programa de transporte

**Política de restricciones de seguridad**

Nosotros, los de Ukiah Senior Center en consonancia con seguridad para (pasajeros, clientes y voluntarios) se adopta la siguiente política para asegurar la seguridad máxima de los proporcionamos servicio para, así como de nuestros empleados. Esta política es asegurar que ningún accidente o incidentes, será el resultado de no conseguir una (pasajero, cliente o voluntario. Las políticas y procedimientos adoptados por el centro Ukiah es considerado como el más seguro asegurar que los pasajeros, seguridad de clientes y voluntarios mientras son transportados en un vehículo en movimiento.

**Política**

El operador del vehículo de programa del centro de transporte Senior Ukiah la tiene la autoridad para rechazar un paseo, si el pasajero, cliente o voluntarios se niega a permitir al usuario garantizar según las políticas de seguridad y prácticas de la Ukiah Senior Center. El operador del vehículo asesorará a despacho de la negación del paseo, que será documentada.

**Política y pautas de conducta de pasajeros**

El Ukiah Senior Center está dedicado a mantener un ambiente agradable para todos nuestros pasajeros. Para asegurar la seguridad y comodidad de nuestros pasajeros, pedimos que todos los pasajeros cumplan con las siguientes pautas de conducta de pasajeros.

**Pasajeros deberán:**

1. No evadir el pago de la tarifa correcta.
2. No abusar de cualquier pase de autobús con la intención de evadir el pago de cualquier tarifa de.
3. No juega el equipo de sonido, o en cualquier vehículo de transporte Ukiah Senior Center a menos que se utilizan los auriculares y el volumen no moleste a otros pasajeros o el conductor.
4. Fume o tome bebidas alcohólicas ni solicitar transporte desde cualquier.
5. No comer alimentos o tomar bebidas en envases abiertos en viajes de menos de una hora de duración salvo que la prueba es de un médico que es necesario debido a una condición de salud seria.
6. No intencionalmente perturbar otros por involucrarse en el comportamiento bullicioso o indisciplinado.
7. No lleva ninguna potencial perjudicial concentración o cantidades de materiales tóxicos o peligrosos como líquidos inflamables.
8. No obstruya la libre circulación de otra persona en cualquier autobús de Ukiah Senior Center
9. No físicamente o verbalmente asalto o intimidar al conductor o pasajeros.
10. no robar la propiedad o panhandle del conductor o pasajeros.
11. no llevar armas de cualquier tipo en un autobús del centro superior de Ukiah.
12. no ofender a otros pasajeros a través de la higiene personal inaceptable. Para la salud y seguridad del conductor y pasajeros, expulsando excrementos corporales, ya sea voluntariamente o involuntariamente, está prohibido.



El Senior Center de Ukiah transporta pasajeros con arreglo a estas pautas de conducta de pasajeros para garantizar que Ukiah Senior Center cumple con todas las pertinentes estatales y regulaciones federales que rigen el transporte público general; y jinetes públicos general y el centro Ukiah empleados servicio seguro, cómodo y confiable. Es intención de la Ukiah centro exigir que todos los pasajeros a seguir estas pautas de conducta de pasajeros. En todos los casos, nuestros conductores mantengan completa discreción en la aplicación y cumplimiento de estas directrices.

Aplicación de estas pautas de conducta de pasajeros puede incluir, pero no se limita al:

- ❖ Solicitando un pasajero siga todas las directrices aplicables
- ❖ Eliminación de un pasajero de los vehículos
- ❖ Suspensión temporal de privilegios \* un pasajero
- ❖ Revocar un pasajero privilegios indefinidamente \*

\* Los infractores serán notificados por carta, si es posible, detalles de la ofensa y la acción (s).

#### **Políticas de seguridad de su operación**

##### **Sujeción del dispositivo de movilidad**

Todos los dispositivos de movilidad de pasajeros (sillas de ruedas, scooters, oxígeno) deben fijarse al piso del vehículo antes de que se transportará el dispositivo pasajero o movilidad. Esta política es por la seguridad de los pasajeros.

Conductores serán no transporte nunca un dispositivo de movilidad que no ha sido correctamente asegurado con arreglo a un procedimiento documentado del Ukiah Senior Center. Sujeción incorrecta de dispositivos de movilidad por cualquier razón resultará en acción disciplinaria hasta e incluyendo terminación.

Si un dispositivo no puede ser asegurado, un pasajero negó el aseguramiento de su dispositivo, o de lo contrario se negó a cooperar dando como resultado una estimación del conductor de una situación insegura, el conductor deberá comunicarse con despacho o el Gerente de transporte para la instrucción.

##### **Pasajeros trasladados y elevación**

Conductores no se permiten transferir físicamente el pasajero que no es capaz de pararse brevemente y sostener su propio peso durante transferencia de silla de ruedas a un asiento.

Conductores no se permiten para levantar sillas de ruedas sobre los umbrales, bordillos o aceras. Debe ser una rampa en el lugar para el transporte de una persona en silla de ruedas desde la residencia a la elevación de bus y viceversa.

Conductores no se permiten para levantar o transportar paquetes para los pasajeros que pesan treinta o más libras de peso.

##### **Escorts**

Escorts con son necesarias los centros de atención. Cuidadores y acompañantes podrán viajar con el pasajero con discapacidad gratis si activamente ayudando a los pasajeros dentro y fuera del autobús.

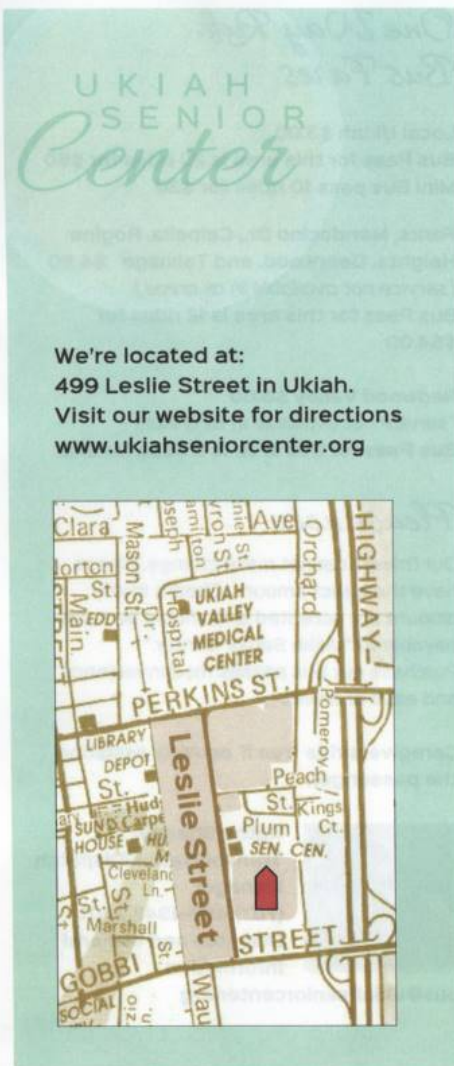
##### **Mascotas y animales**

Cualquier animal de servicio en la movilidad de un pasajero con discapacidad podrá viajar en el vehículo con los pasajeros. Animales deben estar contenidos en un portador para el transporte. Corresponde exclusivamente al conductor que no permite animales en el autobús si son agresivos, tienen problemas de higiene o interrumpir las operaciones de seguras del conductor haciendo su trabajo.

Nota: no somos un servicio de limusina personal. Ofrecemos servicio dentro de las restricciones de tiempo o necesidades de todos los pasajeros que servimos.



## Appendix E: Transit Brochure



We're located at:  
499 Leslie Street in Ukiah.  
Visit our website for directions  
[www.ukiahseniorcenter.org](http://www.ukiahseniorcenter.org)

Ukiah Senior Center  
499 Leslie St.  
Ukiah, CA 95482

Address Service Requested



## Transportation Bus Service



Call  
(707)462-4343



## Appendix E: Transit Brochure

*For 40 years, The Ukiah Senior Center has provided specialized transportation for the elderly and disabled, featuring door-through-door ADA wheelchair accessible service and client assistance.*

### **Who is eligible for Ukiah Rider Bus services?**

Any disabled person or adult 55 or older qualifies to use our transportation service.

### **Do you have to be a disabled senior or need assistance to ride?**

No. However if you **do** need assistance our drivers will escort you from your front door and into the bus. On your return trip home we also carry your groceries or packages in for you at your request.

### **Isn't use of the bus limited for activities located at the Ukiah Senior Center?**

To the contrary, we gladly transport our passengers to the doctor, shopping, beauty appointments, visits with friends and family, and recreational outings.



### **How can I arrange a ride?**

Just call **462-4343** and ask for transportation or bus service. For important appointments please call at least one day before to make sure we can accommodate you on our schedule. However, **always** give us a call. We will try to be of service to you if we can. You may see one of our buses parked while dropping off a passenger. You can also ask the driver for a ride and they will gladly try to accommodate you!

### **What is the cost to ride the Bus?**

Please see our fares on the opposite page. Transportation costs increase when the bus must travel out of town. You will find our fares very reasonable and we are committed to providing the best service at a low cost.

## *Hours of Operation*

**Monday, Tuesday, Thursday, Friday**

**First pick up time 8:00 am**

**Last drop off time 4:00 pm**

(pick up/drop off times apply to local area only)

**NO BUS SERVICE ON WEDNESDAY**

## *Just to be Sure...*

For important appointments, Please call several days in advance to assure availability. Service may not be available in some areas.

## *One Way Ride Bus Fares*

**Local Ukiah \$3.00**

**Bus Pass for this area is 20 rides for \$60**

**Mini Bus pass 10 rides for \$30**

**Forks, Mendocino Dr., Calpella, Rogina Heights, Deerwood, and Talmage \$4.50**

*(service not available in all areas)*

**Bus Pass for this area is 12 rides for \$54.00**

**Redwood Valley \$6.00**

*(service not available in all areas)*

**Bus Pass for this area is 8 rides for \$48**

## *Please note:*

Our Drivers cannot make change. Please have the **exact** amount. Checks in any amount are accepted and should be made payable to "Ukiah Senior Center." Purchase our bus passes for convenience and ease of travel.

**Caregivers ride free if actively assisting the passenger.**



**Kathy Sheehy,**  
Transportation/Dispatch  
Manager  
(707) 462-4343 x 101  
Dispatch and General  
Information

[bus@ukiahseniorcenter.org](mailto:bus@ukiahseniorcenter.org)





## Appendix E: Transit Brochure



**Estamos ubicados en:**  
**499 Leslie Street en Ukiah.**  
**Visite nuestro sitio web para**  
**las direcciones**  
**[www.ukiahseniorcenter.org](http://www.ukiahseniorcenter.org)**





# Transporte

## Servicio de autobús



## Llamada

### (707)462-4343

Ukiah Senior Center  
 499 Leslie St.  
 Ukiah, CA 95482

Address Service Requested



## Appendix E: Transit Brochure

Por más de 45 años, El Senior Center Ukiah ha proporcionado transporte especializado para los ancianos y los discapacitados, que ofrece de puerta a puerta de servicio accessible ADA silla de ruedas y Asistencia al Cliente. Nuestra reputación se erige como un servicio de confianza, compasiva y amable que se esfuerza al máximo.

### ¿Quién es elegible para los servicios de Ukiah Rider Bus?

Cualquier persona con discapacidad o adultos mayores de 55 años califica para utilizar nuestro servicio de transporte.

### ¿Tiene que ser un discapacitado necesidad superior o asistencia a montar?

No. Sin embargo, si usted necesita ayuda para nuestra conductores le acompañará desde su puerta principal y en el autobús. En su viaje de regreso a casa también se llevan sus alimentos o paquetes en por usted en su solicitud.

### ¿No es el uso del autobús limitado para las actividades situado en el Senior Center Ukiah?

Por el contrario, con mucho gusto transportamos nuestra pasajeros al médico, ir de compras, la belleza citas, visitas a amigos y familiares, y salidas recreativas.



### ¿Cómo puedo organizar un viaje?

Acabo de llamar **462-4343** y pregunte por el servicio de transporte o bus. Para citas importantes por favor, llame por lo menos un día antes para asegurarse de que podemos alojarle en nuestro horario. Sin embargo, **siempre** llámenos. Vamos a intentar estar de servicio a usted si es posible.

Se puede ver uno de nuestros autobuses estacionados mientras que dejar a un pasajero. También puede preguntar al conductor por un paseo y alegre tratarán de acomodarlo.

### ¿Cuál es el costo de viajar en el autobús?

Consulte nuestras tarifas en la página opuesta. Los costos de transporte aumentan cuando el bus tiene que viajar fuera de la ciudad. Usted encontrará nuestras tarifas muy razonables y estamos comprometidos a proporcionar el mejor servicio a un bajo costo.

### Horas de operación

Lunes, el martes, el jueves, el viernes  
En primer lugar recoger tiempo de 8:00  
Última gota tiempo 4:00

(recoger/dejar tiempos se aplican al área local solamente)  
**NO HAY AUTOBÚS SERVICIO MIÉRCOLES**

### Sólo para estar seguro...

Para citas importantes, por favor llame al varios días de anticipación para asegurar disponibilidad. Servicio puede no estar disponible en algunas áreas.

## Una forma de viaje Tarifas de autobús

**Ukiah local \$3.00**

**Pase de autobús para esta área es 20 paseos por \$60**

**Mini Bus pass 10 paseos por \$30**

**Horquillas, Dr. Mendocino, Calpella, alturas Rogina, Deerwood y Talmage \$4.50**

*(servicio no disponible en todas las áreas)*

**Pase de autobús para esta área es 12 paseos para \$54.00**

**Redwood Valley \$6.00**

*(servicio no disponible en todas las áreas)*

**Pase de autobús para esta área es 8 paseos por \$48**

### Tenga en cuenta:

Nuestros conductores no pueden hacer cambiar. Por favor tenga la **exacta** cantidad. Cheques en cualquier cantidad son aceptados y deben hacerse pagaderos a "Ukiah Senior Center." Comprar nuestros pases bus para mayor comodidad y facilidad de los viajes.

**Los cuidadores paseo libre si activamente ayudando a los pasajeros.**



Kathy Sheehy,  
transporte/envío Manager  
(707) 462-4343 x 101

Envío e Información General  
[Bus@ukiahseniorcenter.org](mailto:Bus@ukiahseniorcenter.org)





## Appendix F: List of Transit-Related Title VI Investigations, Complaints, and Lawsuits

Per FTA Circular 4702.1B, “all recipients are required to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin”:

- Active investigations conducted by FTA and entities other than FTA
- Lawsuits; and
- Complaints naming the recipient

Thus far, the Ukiah Senior Center has not received Title VI Investigations, Complaints or Lawsuits. Below is the list that will be used for tracking these incidents:

### Investigations, Lawsuits and Complaints

	Date (Month, Day, Year)	Summary (Include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
<b>Investigations</b>				
1.	N/A			
2.	N/A			
<b>Lawsuits</b>				
1.	N/A			
2.	N/A			
<b>Complaints</b>				
1.	N/A			
2.	N/A			



## **Appendix G: Public Participation Plan**

### **Summary of Outreach Efforts Made**

In an effort to reach out to as many potential clients as possible, the Ukiah Senior Center promotes itself in the following ways:

- Their [Facebook](#) page
- Their website (<http://www.ukiahseniorcenter.org/>)
- The phone book
- Word of mouth
- Their monthly newsletter
- Placement of brochures in places such as:
  - Nursing homes
  - Doctors' offices
  - Hospitals
  - Social Services
  - Restaurants
- Referrals from other agencies such as:
  - Nursing homes
  - Doctors' offices
  - Hospitals
  - Social Services

The Ukiah Senior Center also distributes their monthly newsletter to a local Spanish newspaper to reach out to potential LEP clients.

### **Outreach Plan to Engage Minority and LEP Populations**

The Ukiah Senior Center reviewed the population data for the areas that it serves and found that the only statistically significant minority, and LEP, population is the Hispanic community. As such, the Center plans to increase their outreach efforts to further engage the Hispanic community. The Ukiah Senior Center will ensure that their Spanish brochures are placed in the various places listed above. They will also place their brochures in places often frequented by the Hispanic community such as:

- Local markets
  - Super Chavez Market
  - Contreras Meat Market
- Joyeria Angelica
- Video Tepa Musica
- Ceja Tires
- Saint Mary of the Angels Catholic Church
- Mexican Restaurants



## **Appendix H: Letter Acknowledging Receipt of Title VI Complaint**

Today's Date

Ms. Jane Doe  
1234 Main St.  
Ukiah, CA 95482

Dear Ms. Doe:

This letter is to acknowledge receipt of your complaint against the Ukiah Senior Center alleging

---

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by telephoning (707) 462-4343, or write to:

Ukiah Senior Center  
Attn: Title VI Coordinator  
499 Leslie Street  
Ukiah, CA 95482

Sincerely,

Ukiah Senior Center Title VI Coordinator



## Appendix I: Letter of Finding (Notifying Complainant that Complaint Is Substantiated)

Today's Date

Ms. Jane Doe  
1234 Main St.  
Ukiah, CA 95482

Dear Ms. Doe:

The matter referenced in your letter of \_\_\_\_\_ (date) against the Ukiah Senior Center alleging a Title VI violation has been investigated.

(An/Several) apparent violation(s) of Title VI of the Civil Rights Act of 1964, including those mentioned in your letter (was/were) identified. Efforts are underway to correct these deficiencies.

Thank you for calling this important matter to our attention. You were extremely helpful during our review of this matter. ***(If a hearing is requested, the following sentence may be appropriate.)*** You may be hearing from this office, or from Federal authorities, if your services should be needed during the administrative hearing process.

Sincerely,

Ukiah Senior Center Title VI Coordinator



## **Appendix J: Closure Letter (Notifying Complainant that the Complaint Is Not Substantiated)**

Today's Date

Ms. Jane Doe  
1234 Main St.  
Ukiah, CA 95482

Dear Ms. Doe:

The matter referenced in your complaint of \_\_\_\_\_ (date) against the Ukiah Senior Center alleging \_\_\_\_\_ has been investigated.

The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964, have in fact been violated. As you know, Title VI prohibits discrimination based on race, color, or national origin in any program receiving Federal financial assistance.

The Ukiah Senior Center has analyzed the materials and facts pertaining to your case for evidence of the Ukiah Senior Center's failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated.

I therefore advise you that your complaint has not been substantiated, and that I am closing this matter in our files.

You have the right to appeal this decision within thirty calendar days of receipt of this final written decision from the Ukiah Senior Center.

Thank you for taking the time to contact us. If I can be of assistance to you in the future, do not hesitate to contact me.

Sincerely,

Ukiah Senior Center Title VI Coordinator



## Appendix K

### Caltrans Public Participation Survey

**Participating Agency:** Ukiah Senior Center

The following information is being collected by the California Department of Transportation (Caltrans) in order to comply with Title VI of the Civil Rights Act of 1964, *Nondiscrimination in Federally Assisted Programs*. Please take a few moments to complete the following questions. The data you provide will enable Caltrans to identify residents and communities impacted by federally funded projects/or activities. Please check the appropriate boxes with an "X" that best describes you and return the completed survey to the event coordinator. Submittal of this information is *voluntary*.

#### Sex

☐ Male      ☐ Female

#### Ethnicity

☐ Hispanic or Latino      ☐ Not Hispanic or Latino

#### Race

☐ American Indian or Alaska Native  
☐ Black or African American  
☐ Native Hawaiian or other Pacific Islander  
☐ Asian  
☐ White  
☐ Other: \_\_\_\_\_

#### Disability

☐ Yes      ☐ No

#### Age

☐ Under 40      ☐ Over 40

#### Income

☐ \$22,050 or Less  
☐ Over \$22,051

#### Language

What language is primarily spoken in your household? \_\_\_\_\_



## Categories and Definitions

The minimum categories for data on race and ethnicity for federal statistics, program administrative reporting, and civil rights compliance reporting are defined as follows:

- a. **American Indian or Alaska Native:** A person having origins in any of the original peoples of North and South America (including Central America), and who maintains tribal affiliation or community attachment.
- b. **Asian:** A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
- c. **Black or African American:** A person having origins in any of the black racial groups of Africa.
- d. **Hispanic or Latino:** A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
- e. **Native Hawaiian or other Pacific Islander:** A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
- f. **White:** A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.



## Appendix K

### Caltrans Encuesta de Participación Pública

**Agencia participante:** Ukiah Senior Center

La siguiente información está siendo recopilada por el Departamento de Transporte de California (Caltrans) con el fin de cumplir con el Título VI del Acta de Derechos Civiles de 1964, No discriminación en los programas de asistencia federal. Por favor tómese unos minutos para completar las siguientes preguntas. Los datos que proporcione permitirá Caltrans para identificar los residentes y las comunidades afectadas por los proyectos financiados por el gobierno federal / o actividades. Por favor, marque las casillas correspondientes wiht una "X" que mejor te describes y devuelva la encuesta completada a la coordinadora del evento. La presentación de esta información es voluntario.

#### Sexo

☐ Hombre    ☐ Mujer

#### Etnicidad

☐ Hispano or Latino    ☐ No Hispano or Latino

#### Raza

- ☐ Indio Americano o Nativo de Alaska
- ☐ Americano Negro o Africano
- ☐ Hawaiano Nativo o otra Isla del Pacifico
- ☐ Asiático
- ☐ Blanco
- ☐ Otro: \_\_\_\_\_

#### Discapacidad

☐ Sí    ☐ No

#### Edad

☐ Menos de 40    ☐ Más de 40

#### Ingresos

- ☐ \$22.050 o Menos
- ☐ Más de \$22.051

#### Idioma

¿Qué idioma se habla principalmente en su hogar? \_\_\_\_\_





## Categorías y Definiciones

Las categorías mínimas para datos de raza y origen étnico de las estadísticas federales, informes administrativos del programa, y los informes de cumplimiento de los derechos civiles se definen como sigue:

- a. **Indio Americano o Nativo de Alaska:** Una persona que tiene orígenes en cualquiera de los pueblos originales de Norte y Sudamérica (incluyendo América Central), y que mantiene una afiliación tribal o de comunidad.
- b. **Asiático:** Una persona que tiene orígenes en cualquiera de los pueblos originales del Lejano Oriente, Sureste de Asia o el subcontinente indio, incluyendo, por ejemplo, Camboya, China, India, Japón, Corea, Malasia, Pakistán, las Filipinas, Tailandia y Vietnam.
- c. **Americano Negro o Africano:** Una persona que tiene orígenes en cualquiera de los grupos raciales negros de África.
- d. **Hispano or Latino:** Una persona de origen Cubano, Mexicano, Puertorriqueño, Centro o Sudamericano o de otra cultura u origen Español, sin importar la raza.
- e. **Hawaiano Nativo o otra Isla del Pacífico:** Una persona que tiene orígenes en cualquiera de los pueblos originales de Hawai, Guam, Samoa u otras Islas del Pacífico.
- f. **Blanco:** Una persona que tiene orígenes en cualquiera de los pueblos originales de Europa, el Medio Oriente o África del Norte.



## Appendix L

### Training Materials



## **POLICY AND PROCEDURES FOR INTERACTIONS WITH LEP PERSONS**

### **POLICY:**

The Ukiah Senior Center will take reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access and an equal opportunity to participate in our services, activities, programs and other benefits. The policy of the Ukiah Senior Center is to ensure meaningful communication with LEP clients and their representatives. All interpreters, translators and other aids needed to comply with this policy shall be provided without cost to the person being served, and clients will be informed of the availability of such assistance free of charge.

Language assistance will be provided through use of competent bilingual staff and arrangements with local organizations providing interpretation or translation services. All staff will be provided notice of this policy and procedure, and staff that may have direct contact with LEP individuals will be trained in effective communication techniques.

### **PROCEDURES:**

#### **1. IDENTIFYING LEP PERSONS AND THEIR LANGUAGE**

The Ukiah Senior Center will promptly attempt to identify the language and communication needs of the LEP person. If necessary, staff will use a language identification card (the "I Speak" cards). In addition, when records are kept of past interactions with clients the language used to communicate with the LEP person will be included as part of the record.

#### **2. OBTAINING A QUALIFIED INTEPRETER**

Ukiah Senior Center staff is responsible for maintaining an accurate and current list showing the name, language, phone number and hours of availability of bilingual resources (including staff). Staff is also responsible for contacting the appropriate bilingual resource to interpret, in the event that an interpreter is needed;

If the LEP person's native language is Spanish, utilize the Center's Spanish speaking volunteer for any communication needs. If the volunteer is unavailable, call Nuestra Casa for assistance.

If the LEP person's native language is not English or Spanish, contact the Mendocino County Social Services for available resources.

#### **3. DOCUMENTING INTERACTIONS WITH LEP PERSONS**

When Ukiah Senior Center staff interacts with a LEP person, they must document the encounter using the LEP Documentation Form. This will help the Center track which languages may be needed in the future to assist LEP clients.



## **LEP Documentation Form**

Date of Contact: \_\_\_\_\_

Location of Contact: \_\_\_\_\_

Name of staff member filling out form: \_\_\_\_\_

Indicate language of LEP person: SPANISH    Other: \_\_\_\_\_

How were the LEP language needs met? \_\_\_\_\_

\_\_\_\_\_

Please describe the nature of the LEP person's visit: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Were their needs met by the end of the visit?    ☐ Yes    ☐ No

2004 Census Test		2010 Census	
LANGUAGE IDENTIFICATION FLASHCARD			
<input type="checkbox"/>	ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.	1. Arabic	
<input type="checkbox"/>	Խոսքով կամ գրավոր լեզուստեղծե՞լ, կընտրե՞մ:	2. Armenian	
<input type="checkbox"/>	যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।	3. Bengali	
<input type="checkbox"/>	លុយមបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។	4. Cambodian	
<input type="checkbox"/>	Motka i kahhon ya yangin untungnu' manaitai pat untungnu' kumentos Chamorro.	5. Chamorro	
<input type="checkbox"/>	如果你能读中文或讲中文, 请选择此框。	6. Simplified Chinese	
<input type="checkbox"/>	如果你能读中文或讲中文, 请选择此框。	7. Traditional Chinese	
<input type="checkbox"/>	Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.	8. Croatian	
<input type="checkbox"/>	Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.	9. Czech	
<input type="checkbox"/>	Kruis dit vakje aan als u Nederlands kunt lezen of spreken.	10. Dutch	
<input type="checkbox"/>	Mark this box if you read or speak English.	11. English	
<input type="checkbox"/>	اگر خواندن و نوشتن فارسی، بلد هستید این مربع را علامت بزنید.	12. Farsi	

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<input type="checkbox"/> Cocher ici si vous lisez ou parlez le français.	13. French
<input type="checkbox"/> Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
<input type="checkbox"/> Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
<input type="checkbox"/> Make kazyé sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
<input type="checkbox"/> अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
<input type="checkbox"/> Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
<input type="checkbox"/> Jelölje meg ezt a kockát, ha megérti vagy beszéli a magyar nyelvet.	19. Hungarian
<input type="checkbox"/> Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
<input type="checkbox"/> Marchi questa casella se legge o parla italiano.	21. Italian
<input type="checkbox"/> 日本語を話んだり、話せる場合はここに印を付けてください。	22. Japanese
<input type="checkbox"/> 한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
<input type="checkbox"/> ເລືອກໃສ່ຊ່ອງ ຖ້າທ່ານສາມາດອ່ານຫລືເວົ້າໄດ້.	24. Laotian
<input type="checkbox"/> Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish

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<input type="checkbox"/>	Assinale este quadrado se você lê ou fala português.	26. Portuguese
<input type="checkbox"/>	Înscrisăți această căsuță dacă citiți sau vorbiți românește.	27. Romanian
<input type="checkbox"/>	Пометьте этот квадратик, если вы читаете или говорите по-русски.	28. Russian
<input type="checkbox"/>	Обележите ovaj kvadratić ukoliko čitate или говорите српски језик.	29. Serbian
<input type="checkbox"/>	Označte tento štvorek, ak viete čítať alebo hovoriť po slovensky.	30. Slovak
<input type="checkbox"/>	Marque esta casilla si lee o habla español.	31. Spanish
<input type="checkbox"/>	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	32. Tagalog
<input type="checkbox"/>	ໝາຍໝາຍສິ່ງກວ້າງນີ້ຖ້າທ່ານສາມາດອ່ານຫຼືເວົ້າໂພງໄທ.	33. Thai
<input type="checkbox"/>	Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan
<input type="checkbox"/>	Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.	35. Ukranian
<input type="checkbox"/>	اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	36. Urdu
<input type="checkbox"/>	Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	37. Vietnamese
<input type="checkbox"/>	בצייכונט דעם קעסטל אויב איר לייקנט אדער רעדט אידיש.	38. Yiddish

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## Appendix M: 2013-2017 American Community Survey 5-Year Estimates

2013-2017 American Community Survey 5-Year Estimates				
Language Spoken at Home	Ukiah CCD	Calpella CDP	Redwood Valley CDP	Total
Total:	25,459	333	1,685	27,477
<b><u>5 to 17 Years</u></b>	4,972	36	337	5,345
<b>English only:</b>	3,067	6	289	3,362
<b>Spanish</b>	1,832	30	48	1,910
<i>Speak English less than "very well"</i>	440	0	28	468
<b>Other Indo-European languages:</b>	86	0	0	86
<i>Speak English less than "very well"</i>	1	0	0	1
<b>Asian and Pacific Island languages:</b>	51	9	0	60
<i>Speak English less than "very well"</i>	0	0	0	0
<b>Other languages:</b>	0	0	0	0
<i>Speak English less than "very well"</i>	0	0	0	0
<b><u>18 to 64 Years</u></b>	16,180	164	1,219	17,563
<b>English only:</b>	11,189	136	1,064	12,389
<b>Spanish</b>	4,411	28	155	4,594
<i>Speak English less than "very well"</i>	2,360	0	76	2,436
<b>Other Indo-European languages:</b>	225	0	0	225
<i>Speak English less than "very well"</i>	14	0	0	14
<b>Asian and Pacific Island languages:</b>	303	0	0	303
<i>Speak English less than "very well"</i>	61	0	0	61
<b>Other languages:</b>	52	0	0	52
<i>Speak English less than "very well"</i>	0	0	0	0
<b><u>65 Years and over</u></b>	4,307	133	129	4,569
<b>English only:</b>	3,831	123	129	4,083
<b>Spanish</b>	295	10	0	305
<i>Speak English less than "very well"</i>	234	0	0	234
<b>Other Indo-European languages:</b>	49	0	0	49
<i>Speak English less than "very well"</i>	0	0	0	0
<b>Asian and Pacific Island languages:</b>	112	0	0	112
<i>Speak English less than "very well"</i>	12	0	0	12
<b>Other languages:</b>	20	0	0	20
<i>Speak English less than "very well"</i>	14	0	0	14

Sources:

Table B16004 – “2013-2017 American Community Survey 5-Year Estimates: Age by Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over” for Ukiah CCD, Calpella CDP, and Redwood Valley CDP





**Appendix N: 2011-2015 American Community Survey 5-year Estimates:  
Language Spoken at Home By Ability to Speak English for the Population 5 Years  
and Over**

	Ukiah CCD	Calpella CDP	Redwood Valley CDP	Combined Populations	% of Population
Total:	26,000	406	2,295	28,701	100.0%
Speak only English	19,069	240	1,889	21,198	73.85%
Spanish or Spanish Creole:	5,944	134	406	6,484	22.59%
Speak English "very well"	2,911	41	190	3,142	10.94%
Speak English less than "very well"	3,033	93	216	3,342	11.64%
French (incl. Patois, Cajun):	83	11	0	94	0.32%
Speak English "very well"	83	11	0	94	0.33%
Speak English less than "very well"	0	0	0	0	0.0%
French Creole:	0	0	0	0	0.0%
Speak English "very well"	0	0	0	0	0.0%
Speak English less than "very well"	0	0	0	0	0.0%
Italian:	35	0	0	35	0.12%
Speak English "very well"	35	0	0	35	0.12%
Speak English less than "very well"	0	0	0	0	0.0%
Portuguese or Portuguese Creole:	55	0	0	55	0.19%
Speak English "very well"	55	0	0	55	0.19%
Speak English less than "very well"	0	0	0	0	0.1%
German:	101	0	0	101	0.35%
Speak English "very well"	101	0	0	101	0.35%
Speak English less than "very well"	0	0	0	32	0.1%
Yiddish:	0	0	0	0	0.0%
Speak English "very well"	0	0	0	0	0.0%
Speak English less than "very well"	0	0	0	0	0.0%
Other West Germanic languages:	0	0	0	0	0.0%
Speak English "very well"	0	0	0	0	0.0%
Speak English less than "very well"	0	0	0	0	0.0%
Scandinavian languages:	20	0	0	20	0.06%
Speak English "very well"	20	0	0	20	0.06%
Speak English less than "very well"	0	0	0	0	0.0%
Greek:	11	0	0	11	0.04%
Speak English "very well"	11	0	0	11	0.04%
Speak English less than "very well"	0	0	0	0	0.0%
Russian:	23	0	0	23	0.08%
Speak English "very well"	23	0	0	23	0.08%
Speak English less than "very well"	0	0	0	0	0.0%
Polish:	8	0	0	8	0.0%
Speak English "very well"	0	0	0	0	0.02%
Speak English less than "very well"	8	0	0	8	0.02%



Serbo-Croatian:	0	0	0	0	0.0%
Speak English "very well"	0	0	0	0	0.0%
Speak English less than "very well"	0	0	0	0	0.0%
Other Slavic languages:	21	0	0	21	0.07%
Speak English "very well"	21	0	0	21	0.07%
Speak English less than "very well"	0	0	0	0	0.0%
Armenian:	24	0	0	24	0.08%
Speak English "very well"	24	0	0	24	0.08%
Speak English less than "very well"	0	0	0	0	0.0%
Persian:	12	0	0	12	0.04%
Speak English "very well"	12	0	0	12	0.04%
Speak English less than "very well"	0	0	0	0	0.0%
Gujarati:	0	0	0	0	0.0%
Speak English "very well"	0	0	0	0	0.0%
Speak English less than "very well"	0	0	0	0	0.0%
Hindi:	41	0	0	41	0.14
Speak English "very well"	15	0	0	15	0.05%
Speak English less than "very well"	26	0	0	26	0.09%
Urdu:	75	0	0	75	0.26%
Speak English "very well"	55	0	0	55	0.19%
Speak English less than "very well"	20	0	0	20	0.06%
Other Indic languages:	0	0	0	0	0.0%
Speak English "very well"	0	0	0	0	0.0%
Speak English less than "very well"	0	0	0	0	0.0%
Other Indo-European languages:	0	0	0	0	0.0%
Speak English "very well"	0	0	0	0	0.0%
Speak English less than "very well"	0	0	0	0	0.0%
Chinese:	147	0	0	147	0.51%
Speak English "very well"	147	0	0	147	0.51%
Speak English less than "very well"	0	0	0	0	0.0%
Japanese:	0	0	0	0	0.0%
Speak English "very well"	0	0	0	0	0.0%
Speak English less than "very well"	0	0	0	0	0.0%
Korean:	88	0	0	88	0.30%
Speak English "very well"	70	0	0	70	0.24%
Speak English less than "very well"	18	0	0	18	0.0%
Mon-Khmer, Cambodian:	0	0	0	0	0.0%
Speak English "very well"	0	0	0	0	0.0%
Speak English less than "very well"	0	0	0	0	0.0%
Hmong:	0	21	0	21	0.07%
Speak English "very well"	0	17	0	17	0.05%
Speak English less than "very well"	0	4	0	4	0.01%
Thai:	5	0	0	5	0.02%
Speak English "very well"	5	0	0	5	0.02%
Speak English less than "very well"	0	0	0	0	0.0%



Laotian:	0	0	0	0	0.0%
Speak English "very well"	0	0	0	0	0.0%
Speak English less than "very well"	0	0	0	0	0.0%
Vietnamese:	6	0	0	6	0.02%
Speak English "very well"	6	0	0	6	0.02%
Speak English less than "very well"	0	0	0	0	0.0%
Other Asian languages:	0	0	0	0	0.0%
Speak English "very well"	0	0	0	0	0.0%
Speak English less than "very well"	0	0	0	0	0.0%
Tagalog:	92	0	0	92	0.32%
Speak English "very well"	61	0	0	61	0.21%
Speak English less than "very well"	31	0	0	31	0.01%
Other Pacific Island languages:	69	0	0	69	0.24%
Speak English "very well"	69	0	0	69	0.24%
Speak English less than "very well"	0	0	0	0	0.0%
Navajo:	0	0	0	0	0.0%
Speak English "very well"	0	0	0	0	0.0%
Speak English less than "very well"	0	0	0	0	0.0%
Other Native North American languages:	37	0	0	37	0.13%
Speak English "very well"	35	0	0	35	0.13%
Speak English less than "very well"	2	0	0	2	0.0%
Hungarian:	2	0	0	2	0.0%
Speak English "very well"	0	0	0	0	0.0%
Speak English less than "very well"	2	0	0	2	0.0%
Arabic:	32	0	0	32	0.11%
Speak English "very well"	32	0	0	32	0.11%
Speak English less than "very well"	0	0	0	0	0.0%
Hebrew:	0	0	0	0	0.0%
Speak English "very well"	0	0	0	0	0.0%
Speak English less than "very well"	0	0	0	0	0.0%
African languages:	0	0	0	0	0.0%
Speak English "very well"	0	0	0	0	0.0%
Speak English less than "very well"	0	0	0	0	0.0%
Other and unspecified languages:	0	0	0	0	0.0%
Speak English "very well"	0	0	0	0	0.0%
Speak English less than "very well"	0	0	0	0	0.0%

**Source:**

**Table B16001 - "2011-2015 American Community Survey 5-Year Estimates: Language Spoken at Home By Ability to Speak English for the Population 5 Years and Over" for Ukiah CCD, Calpella CDP, and Redwood Valley CDP**

**UKIAH SENIOR CENTER, INC.  
AUTHORIZING RESOLUTION**

**RESOLUTION AUTHORIZING THE ADOPTION OF THE “2020 UKIAH SENIOR CENTER TITLE VI PROGRAM & LIMITED ENGLISH PROFICIENCY PLAN” WITH THE CALIFORNIA DEPARTMENT OF TRANSPORTATION**

**WHEREAS**, The Ukiah Senior Center operates the Ukiah Rider Bus service in the Greater Ukiah area, and

**WHEREAS**, As a condition of receiving Federal Transit Administration (FTA) financial assistance from the U.S. Department of Transportation (DOT) to operate this service, the Ukiah Senior Center must ensure that their programs, policies, and activities comply with DOT’s Title VI regulations, and

**WHEREAS**, the “2020 UKIAH SENIOR CENTER TITLE VI PROGRAM & LIMITED ENGLISH PROFICIENCY PLAN” was developed to guide the Ukiah Senior Center in its administration and management of Title VI-related activities, and details how the Ukiah Senior Center meets the requirements as set forth in FTA Circular 4702.1B, and

**WHEREAS**, Section 601 under Title VI of the Civil Rights Act of 1964 states the following:  
“No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance” and

**WHEREAS**, the Ukiah Senior Center is committed to ensuring that no person on the basis of race, color, or national origin will be excluded from participation or subjected to discrimination in the level and quality of transit services or related benefits provided by the Ukiah Senior Center’s employees, affiliates, and contractors.

**NOW, THEREFORE, BE IT RESOLVED AND ORDERED** that the *Ukiah Senior Center* does hereby authorize for adoption and implementation the “2020 UKIAH SENIOR CENTER TITLE VI PROGRAM & LIMITED ENGLISH PROFICIENCY PLAN” with the CALIFORNIA DEPARTMENT OF TRANSPORTATION, and

That *Rachael McDavid, Executive Director* is authorized to execute any and all documents, notices and assurances required by the Department for implementation of the “2020 UKIAH SENIOR CENTER TITLE VI PROGRAM & LIMITED ENGLISH PROFICIENCY PLAN,” and

That *Rachael McDavid, Executive Director* is authorized to provide additional information, documents, notices and assurances as the Department may require in connection with the “2020 UKIAH SENIOR CENTER TITLE VI PROGRAM & LIMITED ENGLISH PROFICIENCY PLAN.”

**PASSED AND ADOPTED** by the Ukiah Senior Center, Inc. of the County of Mendocino, State of California, at its regular meeting of the Board of Directors held on the 3<sup>rd</sup> of June 2020, by the following vote:

AYES: 7  
NOES: 0  
ABSENT: 1

  
**Rachael McDavid**  
Executive Director

DATE: 6/24/2020