



Fresno **Economic Opportunities Commission**
Transit Systems

Fresno Economic Opportunities Commission
Transit Systems
TITLE VI PLAN

Developed March 27, 2014

Adopted by Fresno EOC Board of Commissioners April 23, 2014

This document was prepared by the Fresno Economic Opportunities Commission (Fresno EOC) Transit Systems and approved by its Board of Directors to comply with Title VI of the Civil Rights Act of 1964, including new provisions detailed in the U.S. Department of Transportation's FRA Circular 4702.1B. "Title VI Requirements and Guidelines for Federal Transit Administrative Recipients.

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Fresno EOC Transit Systems Title VI Notice to the Public.

The Title VI Notice to the Public, see below, will be displayed in both English and Spanish at locations listed on page 5 of the plan.

Notifying the Public of Rights under Title VI



**Fresno Economic Opportunities Commission
Transit Systems**

Fresno EOC Transit Systems is committed to ensuring that no person shall be excluded from the equal distribution of its services and amenities because of race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964.

- Fresno EOC Transit Systems provides services and operates programs without regard to race, color, and national origin in full compliance with Title VI.
- Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI while using Fresno EOC Transit Systems may file a complaint. All complaints will be fairly and objectively investigated.
- To file a complaint, you may contact our Title VI Program Administrator Michael Garcia at (559) 263-1070; or by email to michael.garcia@fresnoeoc.org; or by visiting the Fresno EOC Human Resources office at 1900 Mariposa Mall, Suite 121, Fresno, CA. 93721. A copy of the complaint form is located on the Fresno EOC website: www.FresnoEOC.org
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor-TCR 1200 New Jersey Ave. S.E. Washington, D.C. 20590.
- If information is needed in another language, contact Michael Garcia at (559) 263-1070.
- Si se necessita informacion en espanol, llame (559) 263-1070.

Aviso al Público Título VI de Sistemas de Tránsito de Fresno EOC

El aviso al público título VI (vea más adelante), se mostrará en inglés y en español en los lugares indicados en la página 5 del plan.

Notificar al público de los derechos bajo el Título VI



Sistemas de Tránsito de Fresno EOC se compromete a garantizar que ninguna persona será excluida de la distribución justa de sus servicios y comodidades debido a raza, color u origen nacional, de acuerdo con el Título VI de la Ley de Derechos Civiles de 1964.

- Sistemas de Tránsito de Fresno EOC proporciona servicios y dirige programas sin distinción de raza, color y origen nacional en pleno cumplimiento con el Título VI.
- Cualquier persona que cree que él o ella ha sido ofendido por cualquier práctica discriminatoria ilegal bajo el Titulo VI durante el uso de los Sistemas de Tránsito de Fresno EOC puede presentar una queja. Todas las quejas serán investigadas de manera objetiva y justa.
- Para presentar una queja, puede comunicarse con Michael Garcia, Administrador del Programa Título VI al (559) 263-1070; o por correo electrónico a Michael.garcia@fresnoeoc.org; o visitando la oficina de Recursos Humanos de Fresno EOC en 1900 Mariposa Mall, Suite 121, Fresno, CA 93721. Una copia del formulario de quejas se encuentra en la página web de Fresno EOC: Fresnoeoc.org
- El demandante puede presentar una queja directamente ante la Administración Federal de Tránsito al presentar su queja con el Coordinador del Programa Título VI, Oficina de erechos Civiles FTA, East Building, 5th Floor-TCR 1200 New Jersey Ave. S.E. Washington, D.C. 20590.
- Si necesita información en otro idioma, comuníquese con Michael Garcia al (559) 263-1070. Si se necesita información en español, llame al (559) 263-1070.

List of Locations Where Title VI Notice is Posted

Fresno EOC’s Title VI notice to the public is currently posted at the following locations in both English and Spanish:

Location	Street Address	City	State	Zip Code
Fresno EOC Human Resources Office	1900 Mariposa Mall Suite # 121	Fresno	CA	93721
Fresno EOC Transit Systems	3110 W. Nielsen Ave.	Fresno	CA	93706

The Title VI Notice and program information is also provided at our website www.fresnoeoc.org

Title VI Complaint Procedures:

Any person who believes he or she has been discriminated against on the basis of race, color or national origin by the Fresno EOC Transit Systems may file a Title VI Complaint by completing and submitting the Fresno EOC Transit Systems Title VI complaint form. Fresno EOC Transit Systems investigates complaints received no more than 180 days after the alleged incident date. The Fresno EOC Transit System will only process complaints that are complete.

The following procedures will be followed to investigate formal Title VI complaints:

- Within 10 business days of receiving the complaint, the Fresno EOC Title VI Administrator, Michael Garcia, will review complaint to determine if our office has jurisdiction to investigate the complaint. The complainant will receive an acknowledgement letter informing he/she whether the complaint will be investigated by our office.
- The investigation will be conducted and completed within 30 days of receipt of the formal complaint.
- If more information is needed to resolve the case, Fresno EOC Transit Systems may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to Mr. Michael Garcia, Title VI Administrator Investigator. If the Investigator is not contacted by the complainant or does not receive the additional information within 10 business days Fresno EOC Transit Systems can administratively close the case.
- The complainant will be notified in writing if there is a need for an extension and the reason for any planned extension to the 30 day rule.
- A case can be administratively closed also if the complainant no longer wishes to pursue their case. Following the investigation, the Title VI Program Administrator will issue one of two letters to the complainant: 1) a Closure Letter or 2) 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. A 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 is unsatisfied with the decision, he/she has 30 days after the date of the Fresno EOC Transit Systems Closure Letter to appeal to the Fresno EOC Transit Systems Board of Directors or the Fresno EOC Title VI Administrator, Mr. Michael Garcia. The complainant is entitled to review the denial, to present additional information and arguments, and to separation of functions. (i.e. decision by a person not involved with the initial decision to deny eligibility). The complainant is entitled to receive written notification of the decision of the appeal and the reasons for it. The complainant may also file a complaint directly with the Federal Transit Administration, as follows: Title VI Program Coordinator FTA Office of Civil Rights, East Building, 5th Floor-TCR, 1200 New Jersey Ave., S.E. Washington, D.C. 20590.

Section IV:

14. Have you previously filed a Title VI complaint with Fresno EOC Transit Systems?
YES () NO ()

Section V:

15. Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

YES () NO ()

If yes, check all that apply:

- () Federal Agency
- () State Agency
- () Federal Court
- () Local Agency
- () State Court

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

Name: _____
 Title: _____
 Agency: _____
 Address: _____
 Telephone: _____ Email: _____

Section VI:

Name of Transit Agency complaint is against:

Contact Person:

Telephone:

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

Signature and date are required below to complete form:

Signature _____
Date _____

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

Fresno EOC Human Resources
Attn. Michael Garcia, Title VI Program Administrator
1900 Mariposa Mall, Suite 121
Fresno, CA 93721

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

Fresno EOC Transit Systems has not been involved in any transit-related Title VI investigations, complaints, or lawsuits.

Public Participation Plan and Process

The Fresno EOC Transit Systems promotes the Title VI component of our operation through the annual Unmet Transportation Needs public notices meetings.

The Fresno County Regional Transportation Planning Agency, Fresno Council of Governments (Fresno COG), coordinates annual public transportation needs hearings at four separate publicly announced meeting dates at various locations throughout the city and county of Fresno. These are held between January and February each year, with a final public meeting in June at the Fresno COG board meeting.

Fresno EOC Transit Systems is a member of the Social Services Transportation Advisory Committee (SSTAC). As a long standing member of this Committee, Fresno EOC participates by promoting available services to the public and welcomes input as to unmet transportation needs. All transit agencies, along with Fresno EOC Transit Systems work as a coordinated team as outlined in the FTA approved Coordinated Human Services Transportation Plan incorporating SAFETEA-LU requirements. As part of this process we acknowledge the fact that we comply with all Title VI program requirements. The Fresno Economic Opportunities Commission, Fresno EOC, was formed in 1965 under the Community Action Agency “War on Poverty” commission, headed by Sargent Shriver. As one of the largest private non-profit community action agencies in the United States, Fresno EOC takes great pride in promoting its part in serving the Fresno population with a wide array of services for the low-income, disabled and elderly.

The Vision Statement of our Agency

For Our Agency

As an entrepreneurial agency, we bridge the gap to self-sufficiency by providing opportunities and resources, as we initiate and partner in shared community efforts to improve the quality of life.

For Those We Serve

Empowered individuals who thrive as healthy, self-sufficient and contributing members of our communities.

For Our Community

Healthy communities with equal access to social justice, jobs, education and resources.

The Mission Statement for Fresno EOC

To humanely focus all available resources to empower low-income families and individuals working toward the skills, knowledge and motivation for self-sufficiency.

As part of the Community Action process Fresno EOC also reaches out to the public annually for unmet needs hearings. It also surveys the Fresno population to solicit feedback on the services it provides. The Title VI plan requirements are promoted in these venues. This annual process is held each fall. Fresno EOC holds monthly public Board meetings which also gives the public a chance for any public comments.

Additional opportunities for Public Participation

Fresno COG Committees - all open for Public comment

Below are descriptions of each of Fresno Council of Government (Fresno COG's) standing or advisory committees.

These committees offer the organization an excellent opportunity for expanding public participation opportunities during the transportation planning process. This is accomplished not only by active participation on these committees, but by presentations before them, and attendance at their meetings as well. To find out more about these committees, who staffs them and how to get involved with the work they are doing, contact the Fresno COG at 559-233-4148, email COG staff at brendav@fresnocog.org or view each committee on the Fresno COG website at www.fresnocog.org.

You will see the following statement placed on each Fresno COG meeting agenda: The Fresno COG offices and restrooms are ADA accessible. Representatives or individuals with disabilities should contact Fresno COG at (559) 233-4148, at least 3 days in advance, to request auxiliary aids and/or translation services necessary to participate in the public meeting / public hearing. If Fresno COG is unable to accommodate an auxiliary aid or translation request for a public hearing, after receiving proper notice, the hearing will be continued on a specified date when accommodations are available.

Airport Land Use Commission of Fresno County (ALUC)

The ALUC is in existence to protect the public health, safety and welfare by ensuring that orderly development and prevention of excessive noise and safety hazards around public use airports is followed in accordance to state and local laws. ALUCs prepare Compatibility Land Use Plans (CLUP), establish the policies on land uses around the airport ensuring they are compatible with airport operations, evaluate the compatibility of proposed local agency land use policy actions with the relevant provisions in the CLUP, and they review individual development projects to ensure they are within the noise and safety standards in accordance with state laws and the CLUP.

Association for the Beautification of Highway 99

The Association for the Beautification of Highway 99 was formed in 1998. Its members include concerned businessmen, community activists, government agency staff and elected officials. The group's official role is to advise Caltrans, Fresno County, and the cities of Fresno, Fowler, Selma, and Kingsburg on matters relating to the aesthetics of Highway 99. Fresno COG provides staff support to the Association, and also funded the *Highway 99 Beautification*

Master Plan of 2000.

The Committee typically meets bimonthly at the Fresno COG, on the second Monday of the month.

Fresno County Model Steering Committee

The Fresno County Model Steering Committee oversees the improvements and updates to the travel demand model. The Model Steering Committee is a subcommittee of the Fresno COG Transportation Technical Committee and meets quarterly and when needed. The model and its assumptions are constantly being updated based upon the latest planning information.

Measure C Citizen Oversight Committee

The Measure C Citizen Oversight Committee was developed as an advisory body to the Fresno COG Board and the Fresno County Transportation Authority to inform the public and to ensure that the Measure C funding program revenues and expenditures are spent as promised to the public. Fresno COG staffs the Committee and provides technical and administrative assistance to support and publicize the Committee's activities, with the staff assignment subject to approval of the Committee. The Committee meets as deemed necessary on the second Thursday of the month at Fresno COG.

Policy Board

Policy decisions are made by the Fresno COG Policy Board. The Board is composed of the mayors of each incorporated city and the Chairman of the County Board of Supervisors, or their designated elected representatives. The Fresno COG Policy Board meets on the last Thursday of each month at 5:30 p.m. at Fresno COG.

Policy Advisory Committee

The Policy Advisory Committee (PAC) is composed of the Chief Administrative Officer or City Manager of each member agency or their designated representative. With the exception of urgency matters, all items must first be considered by the PAC before submission to the Policy Board. The PAC meets on the second Friday of each month at 10:00 a.m. at Fresno COG.

Regional Transportation Plan Steering Committee

This committee guides the development of Fresno COG's Regional Transportation Plan during the time when the Plan is being updated. RTP's must be updated every 4 years. Membership includes Fresno COG staff, Caltrans, member agency representatives, interested stakeholders and the members of the general public.

Limited English Proficiency Plan

The Language Assistance Goal for Fresno EOC Transit Systems is to provide meaningful access for Limited English Proficiency (LEP) customers to Fresno EOC's services, information and materials by developing a Language Assistance Plan and by regular evaluation of the developed methods and strategies.

The Four Factor analysis for Fresno EOC's Limited English plan:

1. **Assessing the number and proportion of LEP persons served or encountered in the eligible service population.**

The Fresno EOC Transit Systems is located in Central California in the middle of one of the largest agricultural farming areas in the world, the San Joaquin Valley. A large population of this region is Hispanic. Providing a language assistance plan for the limited English Proficient (LEP) is critical in serving our transit customers. Some sample population data is included below to illustrate the race/ethnicity of those Fresno EOC serves. This data was taken from the 2007-2011 American Community Survey B16001: Language spoken at Home.

Number of Persons over 5 years of age with the Ability to Speak English less than "Very Well" within Fresno County.		
Language	Estimate	Percent
Spanish or Spanish Creole	126,315	15.0%
Hmong	10,592	1.26%
Other Indic Languages	5,663	.67%
Laotian	2,960	.35%
Chinese	2,342	.28%
Mon-Khmer, Cambodian	2,133	.25%
Vietnamese	1,750	.21%
Arabic	1,557	.18%
Tagalog	1,502	.18%
Armenian	1,210	.14%
Thai	534	.06%

2. Assessing the frequency with which LEP individuals come into contact with the program, activity, or service.

Using the population data as indicated above Fresno EOC Transit Systems has assessed the frequency with which LEP individuals come into contact with Fresno EOC Transit services.

Fresno EOC Transit Systems has also tallied phone calls to our dispatch operations. It has been our experience that Spanish language was by far the only requested non-English language requested. Fresno EOC Transit Systems has met this demand by utilizing three of the four dispatch positions with bilingual English/Spanish dispatchers. Fresno EOC Transit Systems also has staff bilingual in English/Hmong languages. Additionally two Transit Supervisors are fluent in Spanish.

3. Assessing the nature and importance of the program, activity, or service provided by the program.

Fresno EOC Transit Systems has assessed the importance of its LEP program as being of vital importance to its transportation customers. Many customers are transit-dependent and do require translation services for the regular transportation needs. Fresno EOC Transit Systems provides social service transportation for other programs and agencies rather than “public” rides. Fresno EOC Transit Systems enters into transportation agreements with these agencies to serve specific participants of those services. Because of this EOC can identify the other social service agency requirements for language translation needs.

4. Assessing the resources available to the recipient and costs.

Fresno EOC has identified the resources available to recipients and the costs associated with this service.

Because of the large Spanish speaking population, Fresno EOC had made the decision to keep bilingual English/Spanish dispatchers for daily duty. Three of the four daily dispatchers have bilingual English/Spanish skills. The evening dispatcher has English/Hmong language skills. The Dispatch Supervisor is also bilingual, English/Spanish, and one Driver Supervisor is also fluent in English/Spanish. The Fresno EOC agency as a whole has access to personnel capable of other language skills for LEP translation service as needed. Transit Systems would access these available language interpreters whenever needed.

As a rule Fresno EOC produces all flyers and notifications in both English and Spanish for use by the participants of our service contracts.

Costs for any of the above services, beyond normal operational costs, is negligible.

Safe Harbor Provision

Based on the four factors analysis, the following vital documents will be translated in Spanish and posted along with all Title VI notices at locations described in the previous section.

TITLE VI VITAL DOCUMENTS:

- Title VI Notice to the Public
- Title VI Complaint Form
- Title VI Complaint Procedures and Location to file complaint.

Other Posted Documents routinely translated in Spanish:

- Required Federal and State non-discrimination regulations
- Federal and State Labor Law regulations with minimum wage notifications.
- Work Compensation claim procedures

Language Assistance by Language and Noticing:

Because Fresno EOC is not a public transit agency we do not post our route information for public use. Fresno EOC does, however, send all home notices to our contracted passenger services in both Spanish and English when needed. Any other language translation requests would be referred to our “LEP” contact liaison, Michael Garcia, Associate Human Resources Officer, at our Human Resources office. Mr. Garcia’s phone number is (559) 263-1070; his email address is michael.garcia@fresnoeoc.org. Notice of the Title VI plan and filing form is also posted on the Fresno EOC webpage at www.FresnoEOC.org.

Monitoring and Updating:

Michael Garcia, Associate Human Resources Officer and the Fresno EOC contact liaison, along with input from the Fresno EOC Transit Management team will review LEP requests as needed to update current procedures and plans.

Training:

Michael Garcia, Associate Human Resources Officer and the Fresno EOC Human Resources Office provide annual mandated staff training for Title VI procedures as well as Diversity, Sensitivity Training, Complaint protocols, and anti-Discrimination procedures. Updated annual posters of all of these categories are provided to each program posted location within the Fresno EOC corporate umbrella.

Recap of Transit-Related Boards, Advisory Councils and Committees:

Fresno EOC Transit Systems, as stated earlier, is a private non-profit 501-(c)3 organization. Fresno EOC Transit Systems is also designated as the Consolidated Transportation Service Agency (CTSA) for Fresno County. As such our service is geared toward Elderly and Disabled transportation services. Fresno EOC is not a public transit operator. Fresno EOC's transportation service agreements are with other Fresno area social service agencies. As the designated CTSA for this region, we are a member of many of the Regional Transportation Planning Agencies (RTPA) transportation committees. The RTPA for Fresno County is the Fresno Council of Governments (Fresno COG). Below is a listing of all of the various committees and a description of their purpose and oversight. All committee members and assignments follow Title VI protocol and encourage minority participation where applicable.

Fresno COG Committees

Below are descriptions of each of Fresno COG's standing or advisory committees. These committees offer the organization an excellent opportunity for expanding public participation opportunities during the transportation planning process. This is accomplished not only by active participation on these committees, but by presentations before them, and attendance at their meetings as well. To find out more about these committees, who staffs them and how to get involved with the work they are doing, contact the Fresno COG at 559-233-4148, email COG staff at brendav@fresnocog.org or view each committee on the Fresno COG website at www.fresnocog.org.

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2014 Fresno EOC Board of Commissioners

The following page is a table of the Fresno EOC Board of Directors and the vast areas of the local community with minority representation we include on our Board. Efforts to encourage participation of minorities are performed to each target area by announcing board positions at Community centers and at all public meeting venues.

Public Sector Commissioners. One-third of the tripartite Commissioners shall be elected public officials, holding office on the date of selection, or their representatives, except that if the number of such elected officials reasonably available and willing to serve on the board is less than one-third of the membership of the board, appointive public officials or their representatives may be counted in meeting such one-third requirement;

Target Area Commissioners. At least one-third of the tripartite Commissioners shall be persons chosen in accordance with democratic selection procedures adequate to assure that these members are representative of low-income individuals and families in the neighborhood served; reside in the neighborhood served; and are able to participate actively in the development, planning, implementation, and evaluation of the corporation's programs; and

Community Sector Commissioners. The remainder of the Commissioners shall be officials or members of business, industry, labor, religious, law enforcement, education, social services, and/or multi-cultural organizations, or other major groups and interests in the community served.

TITLE VI Plan continued:

Commissioner	Target Area or Tripartite Representative	Year Appointed /Elected	EXPIRES
BAINES, LASHAWN	16th Congressional District	2013	December 2016
BAKMAN, TIM	14., Senatorial District	2002	December 2017
CABRERA, ERICA	31st Assembly District	2015	December 2016
CUEVAS, ESTHER	Economic Development Corporation	2014	December 2016
DARDEN. DEBBIE	Target Area F	2015	December 2016
GARABEDIAN, JR. CHARLES	Malaga County Water District	2000	December 2017
HAYES, LINDA R.	Target Area H	2012	December 2016
HERNANDEZ, JULIA	Target Area A	2012	December 2015
ISAAK, ANGIE	Juvenile Court	2015	December 2016
KEYES, RICHARD	Mayor's Appointment	2010	December 2017
LUCERO, TITO A.	Head Start County Wide Policy Council	2005	December 2016
MATHIES, DEANNA	Fresno Unified School District	2011	December 2016
Mc:ALISTER, PASTOR BRUCE	West Fresno Faith Based-Organization	2013	December 2016
McCOY, BARIGYE	Board of Supervisors	2016	December 2017
McCOY, REV. PAUL	NAACP	1997	December 2017
MITCHELL, JOSHUA	Target Area D	2014	December 2017
NICHOLS, LISA	Target Area E	2015	December 2017
PARRA, DANIELT	Target Area C	2013	December 2016
QUIROGA, YVETTE	Board of Supervisors	2014	December 2015
ROBLES, CATHERINE	Target Area G	2012	December 2017
RODGERS. JIMI	Association of Black Social Workers	2000	December 2017
SULLIVAN, CHERYL	Community Colleges	2014	December 2017
VANG, MAIYER	Fresno Center for New Americans	2014	December 2017
VELIZ, JUANITA	Target Area B	2008	December 2016
BEHRENS, JERRY	Legal Consultant		NA

Facility Analysis Statement

There has not been a facility constructed during the TITLE VI Plan requirement.

Fixed Route Transit Provider Statement

Fresno EOC Transit Systems is not a public transit agency nor provides fixed route transportation for public use.