

# **CITY OF CORCORAN CORCORAN AREA TRANSIT**



## **TITLE VI PROGRAM**

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## **TITLE VI POLICY STATEMENT**

The City of Corcoran’s Transit Division Corcoran Area Transit (CAT) is committed to compliance with Title VI of the Civil Rights Act of 1964 and all related regulations and directives. CAT assures that no person shall on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any CAT service, program, or activity. The Agency also assures that every effort will be made to prevent discrimination through the impacts of its programs, policies, and activities on minority and low-income populations.

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Kevin J. Tromborg  
Community Development Director

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Date

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Valerie Bega  
Transit Coordinator

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Date

## **Declaracion y Poliza del Titulo VI**

La División de Transito de la Ciudad de Corcoran Corcoan Area Transit (CAT) está comprometida con el Título VI del Acta de los Derechos Humanos de 1964 y con todas las relaciones y directivas relacionadas con este hecho. CAT asegura que ninguna persona, será excluida por raza, color, origen nacional, o sueldo de la participación en, o se le negarán los beneficios de, o de cualquier otra manera sera sujeto a la descriminación bajo cualquiera de los servicios de CAT, programa o actividad. La Ciudad de Corcoran también asegura que todo esfuerszo sera hecho para prevenir la descriminacion e impactos de su programas, polizas y actividades en la comunidad minoritaria y la poblacion de bajos ingresos.

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Kevin J. Tromborg  
Director de Desarrollo Comunitario

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Date

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Valerie Bega  
Coordinador de Transito

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Date

## TITLE VI

### NOTICE TO THE PUBLIC

#### CORCORAN AREA TRANSIT

- Corcoran Area Transit (CAT) 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 City of Corcoran's Transit Division CAT.
- For more information on CAT's civil rights program, and the procedures to file a complaint, contact (559) 992-2177; email [Kevin.Tromborg@cityofcorcoran.com](mailto:Kevin.Tromborg@cityofcorcoran.com) or [Valerie.bega@cityofcorcoran.com](mailto:Valerie.bega@cityofcorcoran.com) ; or visit our transit depot at 1099 Otis avenue Corcoran CA, 93212. For more information, visit [www.cityofcorcroan.com](http://www.cityofcorcroan.com) .
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator
- , East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 90590.

## TÍTULO VI AVISO AL PÚBLICO

#### CORCORAN AREA TRANSIT

- Corcroan Area Transit (CAT) opera sus programas y servicios sin distinción de raza, color y origen nacional, de conformidad con el Título VI del Acta de Derechos Civiles. Cualquier persona que cree o que ha sido perjudicada por una práctica discriminatoria ilegal bajo el Título VI, puede presentar [una queja ante CAT](#).
- Para obtener más información sobre el programa de CAT de los derechos humanos civiles, así como los procedimientos para presentar una queja, contacte a (559) 992-2177, correo electrónico [Kevin.Tromborg@cityofcorcoran.com](mailto:Kevin.Tromborg@cityofcorcoran.com) o [valerie.bega@cityofcorcoran.com](mailto:valerie.bega@cityofcorcoran.com) , o visite nuestra oficina de transito al 1099 Otis avenue Corcoran CA, 93212. Para obtener más información, visite [www.cityofcorcoran.com](http://www.cityofcorcoran.com) .
- Puede presentar una queja directamente con la Administración Federal de Tránsito mediante la presentación de una queja ante la Oficina de Derechos Civiles, Atención: Coordinador del Programa de Título VI, East Building, 5th Floor-TCR, 1200 New Jersey Ave, NW, Washington, DC. 90590.

## TITLE VI PROGRAM

*The Corcoran Area Transit (CAT) is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color or national origin, as protected by Title VI of the Civil Rights Act of 1964. If you believe you have been subjected to discrimination under Title VI, you may file a written complaint with the Community Development Director or Transit Coordinator, City of Corcoran Transit Division Corcoran Area Transit, 832 Whitley Avenue, Corcoran, CA 93212; at (559) 992-2177; or by e-mail to [Kevin.Tromborg@cityofcorcoran.com](mailto:Kevin.Tromborg@cityofcorcoran.com) or [Valerie.bega@cityofcorcroan.com](mailto:Valerie.bega@cityofcorcroan.com).*

### **I. TITLE VI PROGRAM MONITORING**

The requirement to establish internal monitoring processes and methodologies is applicable to all recipients of Federal assistance. CAT must monitor its service once per year, or when major service changes are proposed, using the procedures outlined in this section.

#### **a. Civil Rights Assurance**

The Assurances that are signed by CAT's Community Development Director or Transit and attested by the City of Corcoran's attorney, assure that the level and quality of transit service and related benefits are provided in a manner consistent with Title VI. Program monitoring is conducted to ensure that CAT complies with this assurance.

#### **b. Incorporation of Corrective Actions into TIP**

If previous Title VI deficiencies have been found by CAT or through an audit review, the corrective action to remedy these deficiencies must be incorporated into CAT's TIP to assure compliance with Title VI.

#### **c. Monitoring Procedures**

The City of Corcoran must implement complaint procedures to monitor the level and quality of transit service provided to the minority community against overall system averages to determine compliance with Title VI. These comparisons will measure the actual realization of established service policies and standards.

### **II. PUBLIC INFORMATION REQUIREMENTS**

The City of Corcoran will disseminate Title VI Program information to City of Corcoran employees, contractors, subcontractors, and beneficiaries as well as the general public. Public dissemination will include the posting of public statements, inclusion of Title VI language in contracts, and publishing annually the Title VI Policy Statement in newspapers having a general circulation in the vicinity of proposed projects.

- a. The City of Corcoran's Title VI Policy and any other related information will be available to the public upon request.
- b. More detailed information regarding complaint procedures and Title VI civil rights will be included in brochures and other materials distributed to the public by the City of Corcoran.
- c. Multilingual Requirements. Where a significant number or portion of the population eligible to be served by the City of Corcoran's Transit Division CAT needs service information in a language other than English to participate in Federally funded programs, the City of Corcoran shall take every reasonable step to provide information in appropriate languages. In cases where the City of Corcoran posts signs warning the general public about dangerous situations information must be in other languages when a significant number of the population is non English speaking.

### **III. LIMITED ENGLISH PROFICIENCY (LEP) PLAN**

#### **Introduction**

Title VI of the Civil Rights Act of 1964 prohibits recipients of federal financial assistance from discriminating against or otherwise excluding individuals on the basis of race, color, or national origin in any of their activities. It has been recognized that one form of discrimination occurs through an inability to communicate due to a limited proficiency in the English language. Title VI of the Civil Rights Act of 1964, Executive Order 13166, and various directives from the US Department of Justice (DOJ) and the US Department of Transportation (DOT) require federal aid recipients to take reasonable steps to ensure meaningful access to programs, services, and activities by those who do not speak English proficiently.

To determine the extent to which LEP services are required and in which languages, the law requires the analysis of four factors:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by Corcoran Area Transit programs, services, or activities.
2. The frequency with which LEP individuals come in contact with these programs, services or activities.
3. The nature and importance of the program, service, or activity to people's lives.
4. The resources available and the overall cost.

The goal of the City of Corcoran's Transit Division Corcoran Area Transit (CAT) Limited English Proficiency (LEP) Access Plan is to ensure that the City of Corcoran's CAT recognizes the needs of limited English proficient (LEP) members of the community and implements a plan to communicate effectively and ensure reasonable access to our processes, information, and decision-making.

#### **CORCORAN AREA TRANSIT (CAT) Factor Analysis**

To determine the extent to which LEP services are required and in which languages, the law requires the analysis of four factors. The following sections address each of these with respect to CAT's planning area.

##### **Factor 1: Review of LEP Populations**

Understanding the needs of the community begins with identifying the number of Limited English Proficiency (LEP) persons eligible to be served, likely to be served, or likely to be encountered by the City of Corcoran's Transit Division CAT through its programs, services, or activities.

###### *Methodology for Data Sources:*

- To determine potential LEP needs in CAT's planning area (City of Corcoran), staff reviewed the latest data available through the US Census Bureau American Community Survey for the Period of 2007-2011.

Data collected for Kings County indicated that 16.0% of the total population 5 years and older speak English "less than very well". Further analysis shows that 14.1% of the same population speaks Spanish; 0.6% speaks an Indo-European language; 0.8% speaks and Asian or Pacific Islander language; and 0.4% speaks another language (see Table 1). This information led staff to review the Spanish speaking LEP group identify whether this population was concentrated into specific communities.

**Table 1: The Top Languages Spoken at Home in Kings County**

Population 5 years and older	No. of LEP Persons	% of LEP Persons	% of LEP Persons who speak Spanish	% of LEP Persons who speak Indo-Euro Languages	% of LEP Person who speak Asian or Pacific Islander Languages	% of LEP Persons who speak Other Languages
141,291	22,542	16.0%	14.1%	0.6%	0.8%	0.4%

Source: US Census Bureau’s 2007-2011 American Community Survey

Spanish (88.7%) was reported to be the most prevalent language spoken by persons that speak English “less than very well.” After reviewing the data in US Census Bureau American Community Survey, it appears that a high concentration of LEP persons live in the cities of Stratford, Kettleman, and Avenal.

**Factor 2: Assessing Frequency of Contact with LEP Persons.**

*Methodology:*

- Data collected from drivers, Dispatch, and Transit Coordinator to determine the frequency of contact with LEP persons, as well as the languages spoken.

The results of the information collected indicate that Spanish is the most prevalent language spoken by the LEP population in the City of Corcoran and Kings County.

**Factor 3: Assessing the Importance of CAT’s Services.**

*Methodology:*

- Identify CAT’s critical services or activities

All of the City of Corcoran’s CAT services are important; however, those related general Dial A Ride information, transit fares, safety, nondiscrimination, and public involvement are among the most important.

**Factor 4: Determining Available Resources.**

When planning any activity, it is imperative that an organization assess the resources available to conduct the activity in a way that is meaningful and balances those efforts with the overall cost to the organization.

*Methodology:*

- Create an inventory of language assistance measures currently provided, along with the associated cost.
- Determine what, if any, additional services are needed to provide meaningful access.
- Analyze CAT’s Budget.

Given the size of the Spanish LEP population, the City of Corcoran’s Transit Division CAT will ensure that public notices and general information, such as the rider’s information is written in Spanish and made available for viewing in places where individuals with limited English proficiency congregate such as the Corcoran Depot. In addition, to improve meaningful access, transit fares have been written in Spanish and posted on the buses and at the Corcoran Depot.

CAT will also maintain a list of those staff members who speak a language other than English to provide a point of contact for persons needing information.

**Language Assistance Plan**

Based on the four-factor analysis, the City of Corcoran’s Transit Division Corcoran Area Transit (CAT) recognizes the need to continue providing language services in our community. A review of CAT’s

relevant programs, activities, and services that are being offered or will continue to be offered by the City of Corcoran's Transit Division CAT include the following:

- Maintain a list of employees who competently speak Spanish and are willing to provide translation and/or interpretation services and distribute this list to staff that regularly have contact with the public.
- Vital documents are available in both English and Spanish.
- Public Notices are available in both English and Spanish.
- General Information, such as Fliers and announcements are available in both English and Spanish.
- Transit Fare is posted in both English and Spanish.
- Outreach meetings/forums are conducted at City Council meeting to inform communities of the services offered by CAT. Information is provided by bilingual staff on site to answer any questions or address concerns.

The City of Corcoran's Transit Division CAT will contact the community organizations that serve LEP persons, as well as LEP persons themselves, and perform a four-factor analysis every three years to identify what, if any additional information or activities might better improve CAT services to assure non-discriminatory services to LEP persons. The City of Corcoran will then evaluate the projected financial and personnel needed to provide the requested services and assess which of these can be provided cost-effectively.

#### **IV. NOTIFICATION OF CONSTRUCTION PROJECT**

##### **Environmental Justice**

The concept of environmental justice includes the identification and assessment of disproportionately high and adverse effects of programs, policies, or activities on minority and low-income population groups. Within the context of transportation planning, environmental justice considers the relative distribution of costs and benefits from transportation investment strategies and policies among different segments of society.

The City of Corcoran shall be responsible for evaluating and monitoring environmental justice compliance with Title VI. The City of Corcoran's staff will:

- Ensure Title VI environmental justice compliance.
- Analyze and make findings regarding the population affected by the action.
- Analyze and make findings regarding the impacts of planned projects on protected Title VI groups, and determine if there will be a disproportionately high and adverse impact on these groups.

The City of Corcoran has not had any construction projects using FTA (Federal Transit Administration) funds.

#### **V. TRANSIT RELATED PUBLIC PARTICIPATION PLAN**

The Public Participation Plan outlines the strategies that CAT will use to engage transit related services to the public in the process of transportation decisions. This plan is utilized to cultivate relations with the community and encourage interaction with the minority and non-English speaking communities. Public Notices and general information will be provided in both English and Spanish.

##### **a. OPPORTUNITIES FOR PUBLIC COMMENT:**

The City of Corcoran provides opportunities for public comment, and continually strives to find new and innovative opportunities to solicit public comments and involve all segments of the population. Comments are accepted at any time by phone, fax, email, US mail, in person, or at any open meeting. Examples of these opportunities include:



- The public is notified when CAT's transit related items are placed on the City of Corcoran's Agenda for City Council meetings. The public is invited to attend these meetings. Meeting announcements are posted at Corcoran Depot, at the meeting location, all transit buses, Corcoran Journal and at on the City of Corcoran's website.
- The City of Corcoran and Kings County Association of Governments hold annual Public Hearings to learn about the needs of the residents of the City of Corcoran as well as Kings County. The public is invited to attend and present comments or concerns about transit related services. Notices are posted in the local newspaper, at the Corcoran Depot, buses, and on the City of Corcoran website.
- Annual Social Service Transportation Advisory Council Meetings are held. These meetings allow representative of user groups to comment and discuss concerns about transit related services.
- Rider Surveys are conducted annually. Riders are asked to comment about the transit system and make suggestions. These surveys take place at the Corcoran Depot and on buses.

All public notices are in English and Spanish.

**b. ENGAGING TITLE VI PROTECTED GROUPS**

The City of Corcoran and its Transit Division CAT realizes that there are large segments of the population from whom input is rarely, if ever received. In an effort to hear a truly representative voice of the public, CAT will make all significant service-related planning and policy publications available in accessible formats for the elderly and persons with disabilities through the following steps:

Continue to be an active member of the Social Service Transportation Advisory Council. This council consists of the following members:

- Representative of potential transit users who are 60 years of age or older;
- Representative of potential transit users who are handicapped;
- Representative of local social service providers for seniors;
- Representative of local social service providers for the handicapped;
- Representative of local social service provider for persons of limited means;
- Representative from local consolidated transportation service agency;

**c. PUBLIC OUTREACH**

CAT attends various community events and conducts presentations at various organizations, school systems, and religious organizations to assist in gathering information and see what services are most frequently sought by LEP population.

**d. STAFF ACCESSIBLE**

Staff is accessible in person, on the phone, by mail, by fax, or by email. Contact information is provided on the City of Corcoran’s website, Dial A Ride information, and public notices.

**e. PROVIDE SERVICE FOR THE DISABLED AND LEP**

Upon advance notice, special accommodations will be provided for public meetings. These services include translators, special assistance, and or transportation.

**f. PLANS WITH SPECIFIC PUBLIC PARTICIPATION REQUIREMENTS**

The Federal Transportation Improvement Program (FTIP) implements the policy and investment priorities expressed by the public and adopted by the Kings County Association of Governments (KCAG) in the Regional Transportation Plan (RTP). In this respect, public comments made as part of the RTP are reflected in the FTIP as well.

The FTIP covers a four-year timeframe, and all projects included in the FTIP must be consistent with the RTP. The FTIP is a comprehensive listing of Kings County transportation projects that:

- Receive federal funds, or are
- Subject to federally required action, or are
- Regionally significant, for federal air quality conformity purposes.

The FTIP is updated every two years with amendments occurring as needed and require the following public notification.

- Legally noticed 45 day public comment period;
- Legally noticed public meeting;
- Posting of information on KCAG website during the public comment period;
- Publishing amendment information as part of the following publicly available KCAG agendas: Technical Advisory Committee and Transportation Policy Committee;
- Consideration and response to public comments received during the comment period.

**VI. NON-ELECTED COMMITTEE MEMBERSHIP**

The Corcoran Area Transit does not include a non-elected committee or advisory body to assist with the transit program. However, if in the future a non-elected committee or advisory body is established, a summary of the committee members reflective of ethnicity/race, and a description of efforts made to encourage the participation of minorities on the committee based on race/ethnicity of the service areas population.

**VII. COMPLAINTS OF DISCRIMINATION PROCEDURE**  
**PROCEDIMIENTO DE QUEJAS DE DISCRIMINACION**

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Civil Rights Restoration Act of 1987, and the Americans with Disabilities Act of 1990, relating to any program or activity administered by CAT as to consultants, and contractors. Intimidation or retaliation of any kind is prohibited by law. The procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the Title VI Coordinator may be utilized for resolution.

*Estos procedimientos cubren todas las reclamaciones presentadas bajo el título VI de la ley de derechos civiles de 1964, sección 504 de la ley de rehabilitación de 1973, Ley de restauración de derechos civiles de 1987 y los americanos con acto de las inhabilidades de 1990, relativa a cualquier programa o actividad administrado por CAT consultores y contratistas. Intimidación o represalias de cualquier tipo está prohibido por la ley. Los procedimientos no niegan el derecho del demandante a presentar quejas formales con otro estado o agencias federales o para buscar a Consejo privado para quejas por discriminación. Se hará todo lo posible para obtener la pronta resolución de las quejas en el nivel más bajo posible. La opción de las reuniones de mediación informal entre las partes afectadas y el Coordinador del título VI puede ser utilizada para la resolución.*

## **Complaint Procedure**

### ***Procedimiento de Queja***

Cualquier individuo, grupo de personas o entidad que cree que han sido sometidos a discriminación prohibida por los requisitos de no discriminación puede presentar una queja con gato de división tránsito de la ciudad de Corcoran. El formulario puede ser descargado ([www.cityofcorcoran.com](http://www.cityofcorcoran.com)) o está disponible en copia impresa de la ciudad de Corcoran (Ayuntamiento) o en el depósito de Corcoran del personal de la CAT (Apéndice 1). Una denuncia debe ser presentada dentro de 180 días de la supuesta aparición.

1. In cases where the complainant is unable or incapable of providing a written statement, a verbal complaint may be made. The Title VI Coordinator will interview the complainant and if necessary assist the person in converting verbal complaints to writing. All complaints must, however, be signed by the complainant or his/her representative.

*En los casos en que el demandante no puede o no puede proporcionar na declaración por escrito, se puede presentar una queja verbal. El Coordinador de Título VI entrevistara al demándate y, si es necesario ayudara a la persona a convertir las quejas verbales en redacción. Sin embargo, todas las quejas deben estar firmadas por el demandante o su representante.*

2. Complaints shall state, as fully as possible, the facts and circumstances surrounding the alleged discrimination.  
*Las quejas deberán indicar, de la manera más completa posible, los hechos y circunstancias que rodean la supuesta discriminación.*
3. CAT will provide the complainant or his/her representative and any contractor (respondent) with a written acknowledgement that CAT has received the complaint within five (5) working days of receipt.  
*CAT proporcionará al demandante o a su representante y a cualquier contratista (demandado\_ un acuse de recibo por escrito de que CAT ha recibido la queja dentro de los cinco (5) días hábiles posteriores a la recepción.*
4. A copy of the complaint will be forwarded to the City of Corcoran's legal counsel for review.  
*Se enviara una copia de la queja al asesor legal de la Ciudad de Corcoran para su revisión.*
5. The Community Development Director and or Transit Coordinator will assign an investigator to the complaint (this may be the Title VI Coordinator or other designated staff).  
*El Director de desarrollo comunitario o el Coordinador de tránsito asignará un investigador a la denuncia (puede ser el Coordinador del título VI u otro personal designado).*
6. The Investigator will determine if the complaint has investigative merit:  
*El investigador va a determinar si la queja tiene mérito de investigativo:*
  - a. It was received within 180 days of the alleged occurrence.  
*Fue recibido dentro de 180 días de la supuesta aparición.*
  - b. It is does not appear to be frivolous or trivial.

*Es parece no ser frívolo o trivial.*

- c. It involves the City of Corcoran Transit Division CAT's contractors and not another entity.

*Se trata de contratistas de la ciudad de Corcoran tránsito División de CAT y no de otra entidad.*

- d. A complaint against a contractor involves a CAT Federally Funded contract.

*Una queja contra un contratista implica un contrato CAT financiado por el gobierno federal.*

- 7. The complainant and contractor or other party to the complaint will be notified of the status of the complaint within 10 days of receipt of the complaint, **by registered mail**;

*El denunciante y el contratista u otra parte de la queja serán notificados del estado de la queja dentro de los 10 días de recibida la queja, por correo certificado;*

- a. That the complaint will not be investigated and the reasons why the complaint does not have investigative merit.

*Que la queja no será investigada y las razones por las cuales la queja no tienen mérito investigativo.*

- b. That the complaint will be investigated and a request for additional information needed to assist the investigator.

*Que la queja será investigada y una solicitud de información adicional necesaria para ayudar al investigador.*

- 8. The complainant or contractor must submit the requested information within 60 working days from the date of the original request. Failure of the complainant to submit additional information within the designated timeframe may be considered good cause for a determination of no investigative merit. Failure of the contractor to submit additional information within the designated timeframe may be considered good cause for a determination of noncompliance under the contract.

*El reclamante o el contratista deben enviar la información solicitada dentro de los 60 días hábiles a partir de la fecha de la solicitud original. La falta de presentación por parte del demandante de información adicional dentro del plazo designado puede considerarse un buen motivo para determinar que no existe mérito de investigación. El designado puede considerarse un buen motivo para una determinación de incumplimiento en virtud del contrato.*

- 9. The internal investigator and/or contractor must within 15 working days, supply the Executive Director with status report of their investigation and/or resolution of the complaint.

*El investigador interno o contratista debe dentro de 15 días hábiles, el Director Ejecutivo, con informe de estado de su investigación o resolución de la queja de la fuente.*

- 10. Within 60 working days of the receipt of the complaint, the investigator will prepare a written report for the Community Development Director or Transit Coordinator.

*Dentro de 60 días hábiles de la recepción de la queja, el investigador preparará un informe escrito para el Director de desarrollo comunitario o el Coordinador de tránsito.*

The report shall include:

*El informe deberá incluir:*

- a. A narrative description of the incident. Including persons or entities involved.

*Una descripción narrativa de los hechos. Incluyendo las personas o entidades involucradas.*

- b. A statement of the issues raised by the complainant and the respondent's reply to each of the allegations.

*Una declaración de las cuestiones planteadas por el demandante y la respuesta del demandado a cada uno de los alegatos.*

- c. Citations of relevant Federal, State and local laws, CAT policy etc.  
*Citaciones de leyes federales, leyes estatales y locales, política de CAT etcétera.*
  - d. Description of the investigation, including list of the persons contacted and a summary of the interviews conducted.  
*Descripción de la investigación, incluyendo la lista de las personas de contacto y un resumen de las entrevistas realizadas.*
  - e. A statement of the investigator's finding and recommendations for disposition.  
*Una declaración de hallazgo y recomendaciones para la disposición del investigador.*
11. The investigative report and findings of the complaint will be sent to legal counsel for review.  
*El informe de la investigación y las conclusiones de la queja se enviará a un asesor legal para su revisión.*
12. The Community Development Director or Transit Coordinator shall, based on the information before him or her and in consult with legal counsel, make a determination on the disposition of the complaint. Determination shall be made within 10 days from Community Development Director or Transit Coordinator's receipt of the investigator's report.  
*El Director de desarrollo comunitario o Coordinador de tránsito, basada en la información antes de él o ella y en consulta con un asesor legal, hará una determinación sobre la disposición de la queja. Determinación se hará dentro de 10 días desde la recepción de tránsito coordinador o Director de desarrollo comunitario de informe del investigador.*
- Examples of disposition are as follows:  
*Ejemplos de disposición son los siguientes:*
- a. Complainant is found to have been discriminated against. CAT or Contractor is therefore in noncompliance with Title VI regulations. Reasons for the determination will be listed. Remedial actions that CAT or the Contractor must take will be listed.  
*Se encuentra que el demandante ha sido discriminado. CAT o contratista es por lo tanto, en incumplimiento con las regulaciones de título VI. Se enumerarán las razones para la determinación. Medidas correctivas que deben tomar el contratista o el gato se mostrará.*
  - b. Complaint is found to be without merit. Reasons why will be listed.  
*La queja no tiene mérito. Razones por que se mostrará.*
13. Notice of the Community Development Director or Transit Coordinator determination will be mailed to the complainant and contractor. Notice shall include information regarding appeal rights of complainant and instructions for initiating such an appeal.  
*Aviso de la determinación del Director de desarrollo comunitario o Coordinador de tránsito enviará el querellante y el contratista. Notificación deberá incluir información sobre los derechos de apelación de la querellante y las instrucciones para iniciar tal apelación.*
- Example of a notice of appeal follows:  
*Ejemplo de un aviso de apelación a continuación:*
- a. CAT will only reconsider this determination, if new facts, not previously considered.  
*CAT sólo reconsiderará esta determinación, en caso de hechos nuevos, que no se hayan considerado previamente.*
  - b. If the complainant is dissatisfied with the determination and/or resolution set forth by the City of Corcoran, the same complaint may be submitted to the Federal Transit Administration (FTA) for investigation. For more information, please contact the Federal Transit Administration, Office of Civil Rights, 201 Mission Street, Suite 1650; San Francisco, CA 94105 / (415) 744-3133.

*Si el demandante no está satisfecho con la determinación y / o resolución de la ciudad de Corcoran, la misma queja puede ser presentada a la administración de tránsito Federal (FTA) para la investigación. Para obtener más información, comuníquese con la Administración Federal del transporte, oficina de derechos civiles, 201 misión Street, Suite 1650; San Francisco, CA 94105 / (415) 744-3133.*

14. A copy of the complaint and CAT’s investigation report/letter of finding and Final Remedial Action Plan will be issued to FTA within 90 days of the receipt of the complaint.

*Una copia de la queja y el investigación / carta de hallazgos de CAT y el plan de medidas correctivas definitivas se emitirán a FTA dentro de los 90 días posteriores a la recepción de la queja.*

15. After receiving FTA comments, briefings may be scheduled with all relevant parties to the complaint.

*Después de recibir comentarios de FTA, se pueden programar sesiones informativas con todas las partes pertinentes a la queja.*

16. A summary of the complaint and its resolution must be included in the annual report to the FTA.

*Se debe incluir un resumen de la queja y su resolución en el informe anual de FTA.*

### **VIII. GENERAL REPORTING REQUIREMENTS**

Title VI of the Civil Rights Act of 1964 (Title VI), states the following: “No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal Financial assistance.”

The Department of Justice and the Department of Transportation regulations implementing Title VI, require Federal agencies to collect data and other information to enforce Title VI. In this regard Corcoran Area Transit (CAT), as an applicant and/or recipient receiving Federal funding, hereby provides to FTA the following information:

- There are NO active lawsuits or complaints naming the City of Corcoran’s Transit Division CAT nor were there any investigations, complaints, or lawsuits in the past three years, which allege discrimination on the basis of race, color, or national origin with respect to service or other transit benefits.
- There are currently no pending construction project which would negatively impact minority communities being performed by CAT.

### **IX. SERVICE STANDARDS AND POLICIES**

In order to insure compliance with the Title VI Program, the City of Corcoran Transit Division CAT has implemented four service indicators to maintain service consistency throughout the City of Corcoran and Kings County to all participants of public transportation.

1. Vehicle Load or Load Factor- is a ratio of the number of seats on a vehicle to the number of passengers. CAT’s Demand Response System will not permit any passenger to stand. CAT will not exceed the manufacturer’s recommended seating and standing capacity per vehicle. A vehicle inventory list is attached indicating the seating and standing capacity per vehicle.
2. Vehicle Assignment – refers to the process by which transit vehicles are assigned to Dial A Ride pick-ups throughout the system due to variations among vehicles (age, type, size, amenities).
3. On-Time Performance – is a measure by the Estimated Time of Arrival (ETA) given to Dial A Ride passengers when requesting pick-up. The criterion first must define what is considered to be “on-time”. The measurement of on-time performance for CAT’s Demand Response System will be plus or minus 10 minutes of appointment time scheduled with CAT’s Dispatch.

4. Service Availability – is a general measure of the distribution of Dial A Ride within the City of Corcoran. Every five years a study of Kings County’s transportation system is reviewed and a Transit Development Plan (TDP) is written. Each year this plan is reviewed and updated accordingly. The TDP considers all aspects of the City of Corcoran and Kings County including minority areas, transit dependent individuals, transit attractors, and recommendations of transit amenities. A major part of the process of the TDP is public involvement. The City of Corcoran’s Transit Division CAT develops its system according to the TDP and funding availability.

## **X. RECORD KEEPING REQUIREMENTS**

The Title VI manager shall ensure that all records relating to the City of Corcoran’s Transit Division CAT is in compliance to Title VI are maintained for a minimum of seven years.

Records must be available for compliance review audits.

Copies of the following material will be kept available by the Title VI Coordinator for dissemination to the public upon demand:

- CAT’s Title VI policy.
- Annual reports to FTA.
- Audit report findings and recommendations.
- Summaries of actions taken by CAT to remedy audit findings.
- Complaints received and a summary of their disposition.
- Annual report to Community Development Director and or Transit Coordinator regarding Title VI compliance.

**Appendix 1**

**CORCORAN AREA TRANSIT**

**Title VI Complaint Form**

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

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

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone Numbers:

Home: \_\_\_\_\_ Work: \_\_\_\_\_ Cell: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Any person who believes that he or she has been subject to discrimination on the ground of and of the following  Race  Color  National Origin may file a complaint with the City of Corcoran.

All complaints alleging discrimination should be submitted in writing directly to the Corcoran Area Transit Coordinator at the address below. The Community Delopment Director alson with the Transit Coordinator shall be responsible for overseeing the investigations and responses to complaints of discrimination.

Date of Alleged Incident: \_\_\_\_\_

Explain as clearly as possible the nature of the complaint. Indicate specific details such as name of agency, name(s) of individuals involved, dates, times, witnesses, and any other information that would assist us in our investigation. If more space is needed please use the back of the form.

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

Have you filed this complaint with any of the following agencies? \_\_\_Yes \_\_\_No if yes check all that apply:

- |  |  |
|--|--|
| <input type="checkbox"/> Corcoran Area Transit | <input type="checkbox"/> California Department of Transportation |
| <input type="checkbox"/> City of Corcoran      | <input type="checkbox"/> Federal Agency                          |
| <input type="checkbox"/> State Agency          | <input type="checkbox"/> Federal Court                           |
| <input type="checkbox"/> State Court           | <input type="checkbox"/> Local Agency                            |

Please provide information about a contact person at the agency/court where the complaint was filed along with a copy of complaint form.



Are you filling this complaint on your own behalf?

Yes No

If not, please supply the name and relationship of the person for whom is completing Title VI Complaint Form:

\_\_\_\_\_  
Name

\_\_\_\_\_  
Relationship

\_\_\_\_\_  
Address, City, State, Zip Code

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

Please confirm that you have obtained the permission of the aggrieved party in you are filling on behalf of a third party. Yes No

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Please mail this form to:

City of Corcoran  
C-A-T  
Atten: Community Development Director  
And or Transit Coordinator  
832 Whitley Avenue  
Corcoran, CA 93212

APENDICE 1

CORCORAN AREA TRANSIT

FORMULARIO DE QUEJA TITULO VI

Nombre: \_\_\_\_\_

Dirección: \_\_\_\_\_

Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_ Código Postal: \_\_\_\_\_

Número (s) de Telefono:

Casa: \_\_\_\_\_ Trabajo: \_\_\_\_\_ Celular: \_\_\_\_\_

Correo Electronico: \_\_\_\_\_

Cualquier persona que crea que el o ella an sido sujetos de descriminacion el la base de lo siguiente:

Raza  Color  Origen de Nacionalidad, puede poner un queja con la Ciudad de Corcoran.

Todas las quejas que alegen descriminacion deben ser sometidas en escrito y directamente el Director de Desarrollo Comunitario o Coordinador de Corcoran Area Transit a la direccion mencionada al término de esta forma. El coordinador de transito junto con el director de Obras Publicas serán responsables de estar al tanto de las investigaciones y respuestas sobre las quejas de descriminacion.

Fecha alegada del incidente: \_\_\_\_\_

Explique lo más claro posible la naturaleza de su queja. Indique detalles especificos tales como el nombre de la agencia, nombre (s) de individuos envueltos en esta situacion, fechas, tiempo, testigos, y cualquier otra informacion que nos pueda asistir en la investigacion. Si necesita más espacio para escribir su queja, use el reverse de esta hoja.

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¿Ha usted archivado su queja con cualquiera de estas agencias?    Si    no, si su respuesta es si marque todas las agencias que apliquen:

- |  |   |
|--|---|
| <input type="checkbox"/> Corcoran Area Transit | <input type="checkbox"/> Departamento de Transporte de California |
| <input type="checkbox"/> Ciudad de Corcoran    | <input type="checkbox"/> Agencia Federal                          |
| <input type="checkbox"/> Agencia del Estado    | <input type="checkbox"/> Corte Federal                            |
| <input type="checkbox"/> Corte de Estado       | <input type="checkbox"/> Agencia Local                            |

Favor de darnos informacion o el nombre de la persona con la que podamos hacer contacto en la agencia o corte donde usted ya presentó su queja y tambien proveanos con una copia de su queja ya archivada.

¿Esta usted archivando esta queja para usted mismo (a)?

- Si     No

Si su respuesta es no, por favor proveanos con la relacion y el nombre de la persona por la cual usted esta llenando el Formulario de Queja, Titulo VI:

\_\_\_\_\_  
Nombre

\_\_\_\_\_  
Relación con la persona

\_\_\_\_\_  
Dirección completa

\_\_\_\_\_  
Número de telefono

Si usted obtuvo permiso de la persona araviada para llenar este formulario a nombre de e/ella, por favor confirme que usted es una tercera persona.     Si     No

Por favor mande esta forma a:  
City of Corcoran  
C-A-T  
Attn: Coordinador de Transito  
832 Whitley Avenue  
Corcoran, CA 93212