

Lamorinda Spirit Van Senior Transportation Program – City of Lafayette

TITLE VI PROGRAM

Developed: March 14, 2011

Approved by Lafayette City Council

Updated December 2014

Updated April 10, 2015

Updated November 16, 2020

Updated February 16, 2022

Updated March 1, 2023

**Riki Juster, Program Coordinator
Lafayette Community Center, 500 St. Mary's Road,
Lafayette, CA 94549
925-284-5546
www.ci.lafayette.ca.us**

INTRODUCTION

This document was prepared by Lamorinda Spirit Van Program – City of Lafayette to comply with Title VI of the Civil Rights Act of 1964, including new provisions detailed in U.S. Department of Transportation's FTA Circular 4702.1B, "Title VI Requirement and Guidelines for Federal Transit Administration Recipients."

Table of Contents

Title VI Notice to the Public	Pg. 3
List of Locations Where Title VI Notice Is Posted	Pg. 5
Title VI Complaint Procedures	Pg. 6
Title VI Complaint Form	Pg. 7
List of Transit-Related Title VI Investigations, Complaints, and Lawsuits	Pg. 12
Public Participation Plan	Pg. 13
Summary of Outreach Efforts	Pg. 14
Language Assistance Plan	Pg. 17
Table Depicting the Membership of Non-Elected Committees and Councils	Pg. 25
Title VI Equity Analysis	Pg. 25
Board of Directors Approval of Title VI Program	Pg. 27

Lamorinda Spirit Van Program - Title VI Notice to the Public

Notifying the Public of Rights Under Title VI

Lamorinda Spirit Van Program

- The Lamorinda Spirit Van Program 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 Clerk at the City of Lafayette.
- For more information on the City of Lafayette's civil rights program, and the procedures to file a complaint, contact 925-284-1968, or visit our administrative office at 3675 Mt. Diablo Blvd., #210, Lafayette, CA. For more information, visit cityhall@lovelafayette.org.
- 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, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590
- If information is needed in another language, contact 925-284-5546.

Notificar al público de los derechos bajo el título VI
Lamorinda Spirit Van Program

- The Lamorinda Spirit Van program opera sus programas y servicios sin respecto a raza, color y origen nacional con arreglo al título VI de la Civil Ley de derechos. Cualquier persona que cree que él o ella ha sido agraviado por cualquier práctica discriminatoria ilegal bajo el título VI puede presentar una queja con City Clerk at the City of Lafayette
- Para obtener más información sobre el programa derechos civiles capaz de industrias y el procedimientos para presentar una queja, llame al 925-284-1968, o visite nuestra oficina administrativa en 3675 Mt. Diablo Blvd. #210, Lafayette, CA. Para más información información, visite cityhall@lovelafayette.org.
- Un demandante puede presentar una queja directamente con el Federal Transit Administration por archivar una queja con la Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590
- Si se necesita información en otro idioma, contacte al 925-284-5546.

List of Locations Where Title VI Notice Is Posted

The Lamorinda Spirit Van Program notice to the public is currently posted at the following locations:

Location Name	Address	City
Lafayette Senior Services	500 St. Mary's Road – Alder Room	Lafayette, CA
On 5310 vehicles	Temple Isaiah 945, Risa Road.	Lafayette, CA
On 5310 vehicles	Lafayette Community Center 500 St. Mary's Road	Lafayette, CA

The Title VI notice and program information is also provided on City of Lafayette website at www.ci.lafayette.ca.us. The email address is: cityhall@lovelafayette.org

No formal stops to post notices.

Title VI Complaint Procedures

As a recipient of federal dollars, Lamorinda Spirit Van Program is required to comply with Title VI of the Civil Rights Act of 1964 and ensure that services and benefits are provided on a non-discriminatory basis. The Lamorinda Spirit Van Program has in place a Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in the Federal Transit Administration Circular 4702.1B, dated October 1, 2012.

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

Within 10 business days of receiving the complaint, the Lamorinda Spirit Van Program 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 our office. The Lamorinda Spirit Van Program has 30 days to investigate the complaint. The complainant will be notified in writing of the cause to any planned extension to the 30-day rule.

If more information is needed to resolve the case, Lamorinda Spirit Van Program or Lafayette City Clerk may contact the complainant. The complainant has 10 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 10 business days Lamorinda Spirit Van Program or City of Lafayette 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 10 business 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, 1200 New Jersey Avenue SE, Washington, DC 20590.

Lamorinda Spirit Van Program Title VI Complaint Form

COMPLAINT FORM

Section I: Please write legibly		
1. Name:		
2. Address:		
3. Telephone:		3.a. Secondary Phone (Optional):
4. Email Address:		
5. Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
Section II:		
6. Are you filing this complaint on your own behalf?		YES* NO
*If you answered "yes" to #6, go to Section III.		
7. If you answered "no" to #6, what is the name of the person for whom you are filing this complaint? Name:		
8. What is your relationship with this individual:		
9. Please explain why you have filed for a third party:		
10. Please confirm that you have obtained permission of the aggrieved party to file on their behalf.		YES NO
Section III:		
11. I believe the discrimination I experienced was based on (check all that apply):		
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin
12. Date of alleged discrimination: (mm/dd/yyyy)		
13. Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known), as well as names and contact information of any witnesses. If more space is needed, please attach additional sheets of paper.		

Lamorinda Spirit Van Program Title VI Complaint Form, Page 2

COMPLAINT FORM

Section IV:		
14. Have you previously filed a Title VI complaint with Lamorinda Spirit Van Program?	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 any written materials or other information that you think is relevant to your complaint.

Signature and date are required below to complete form:

Signature _____ Date _____

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

Lamorinda Spirit Van Program Title VI Coordinator
3675 Mt. Diablo Blvd., Suite 210, Lafayette, CA 94549

Titulo VI Procedimiento de Queja

Como un receptor de dólares federales, Lamorinda Spirit Van Program. tiene que cumplir con lo dispuesto en el Titulo VI de la ley de los derechos civiles de 1964 y asegúrese de que los servicios y los beneficios se proporcionen sobre una base no discriminatoria.

Lamorinda Spirit Van Progrm.ha puesto en marcha un procedimiento de queja Titulo VI, que emboza un proceso de disposición local de quejas del Titulo VI y es consistente con las pautas de Administración Federal de Transito Circular 4702.1B, de Octubre 1, 2012.

Cualquier persona que cree que ha sido objeto de discriminación por motivos de raza, color, u origen nacional por Lamorinda Spirit Van Program.. puede presentar al Titulo VI su denuncia. Lamorinda Spirit Van Program.investiga las quejas no mas de 180 días después del incidente. Lamorinda Spirit Van Progrm.. solo tramitara las quejas que están completas.

En un periodo de 10 días de haber recibido la demanda, Lamorinda Spirit Van Program .la revisara para determinar si nuestra oficina tiene la jurisdicción. El autor de la queja, recibirá un acuse de recibo informándole al denunciante que será notificado por escrito si el caso de él/ella el será investigado por nuestra oficina. Lamorinda Spirit Van Program .tiene 30 días para investigar la queja.

Si necesita mas información para resolver el caso, Lamorinda Spirit Van Program or the Lafayette City Clerk .puede contactar al autor de la queja. El autor de la queja tiene 10 días de la fecha que recibió la carta para solicitar un investigador que sea asignado al caso.

El caso se puede cerrar también si el autor de la queja no desea proseguir con el caso. Después de que el investigador analice la queja, el / ella emitirá una de las dos cartas a la denunciante.

Lamorinda Spirit Van Program Title VI FORMA DE QUEJA

Seccion I: Escribir en forma legible		
1. Nombre:		
2. Direccion:		
3. Telefono:	3.a. Telefono secundario(<i>opcional</i>):	
4. Direccion de correo electronico:		
5. Reuistos de forma accesible?	<input type="checkbox"/> Impresion grande	<input type="checkbox"/> Cinta de audio
	<input type="checkbox"/> TDD	<input type="checkbox"/> Otros
Seccion II:		
6. Esta presentando esta queja en su propio nombre?	Si	No
*Si usted contesto "Si" to #6, vaya a la Seccion III.		
7. If you answered "no" to #6, what is the name of the person for whom you are filing this complaint? Name:		
8. Cual es su relacion con este individuo:		
9. Por favor, explique por que han presentado para una tercera parte:		
10. Por favor, confirme que ha obtenido el permiso de la parte agraviada en el archivo en su nombre.	Si	No
Seccion III:		
11. Creo que la discriminacion que he experimentado fue basado en (<i>marqu todas las que correspondan</i>):		
<input type="checkbox"/> Raza	<input type="checkbox"/> Color	<input type="checkbox"/> Origin nacional
12. Fecha de supuesta discriminacion: (<i>mm/dd/aaaa</i>)		
13. Explica lo mas claramente posible lo que ocurrio y por que usted cree que son objeto discriminacion. Describir todas las personas que han participado. Incluir el nombre y la informacion de contacto de la(s) persona(s) que discrimina contra usted (si se conoce), asi como los nombres y la informacion de contacto de los testigos. Si se necesita mas espacio, por favor adjunte hojas adicionales de papel.		

Lamorinda Spirit Van Program's TITLE VI PROGRAM

Seccion IV:		
14. Anteriormente ha presentado un Titulo VI denuncia con la Lamorinda Spirit Van Program.	Si	No
Seccion V:		
15. Ha presentado esta queja con cualquier otro local, estado o federal, o con cualquier Federal o Estado?		
<input type="checkbox"/> Si* <input type="checkbox"/> No si la respuesta es si		
Marque todo lo que aplica		
<input type="checkbox"/> Agencia Federal _____ <input type="checkbox"/> Agencia Estatal _____		
<input type="checkbox"/> Federal Tribunal _____ <input type="checkbox"/> Agencia Local _____		
<input type="checkbox"/> Tribunal Estatal _____		
16. Si usted contesto "si" a la posicion #15, proporcionan informacion acerca de una persona de contacto en la agencia/tribunal donde se presento la denuncia.		
Nombre:		
Titulo:		
Organismo:		
Direccion:		
Telefono:		Correo electronico:
Seccion VI:		
Nombre de organismo Transito denuncia es contra:		
Persona de contacto:		
Telefono:		

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

Lamorinda Spirit Van Program has not been involved in any transportation-related Title VI investigations, lawsuits or complaints.

Lamorinda Spirit Van Program List of Investigations, Lawsuits and Complaints

Type of Process	Date	Summary (including basis of complaint)	Status	Action(s) Taken
Investigations				
1. None				
2.				
Lawsuits				
1. None				
2.				
Complaints				
1. None				
2.				

Public Participation Plan

Public Participation Plan that includes an outreach plan to engage minority and limited English proficient populations as well as a summary of outreach efforts made since the last Title VI Program submission. May include other constituencies that are traditionally underserved, such as people with disabilities, low-income populations, and others.

The Lamorinda Spirit Van Program provides rides to Lafayette, Moraga, and Orinda older adults aged 60 and up, taking them to medical and personal appointments, grocery and sundry shopping, to special events, social get-togethers, and to the nutrition program at Café Costa, housed at the Walnut Creek Senior Center. The people who use our service are primarily in their 80's and 90's with age-based disabilities – such as having balance, vision, hearing, or memory challenges. Some use walkers or wheelchairs. This is a door to and through door service, so our drivers help with packages. We drive some memory-impaired passengers to adult respite care centers, and our drivers provide the supervision from the home to the center and back again.

Our dispatchers work, not only with the passenger, but also with family members/caregivers who are responsible for the older adult. Every effort is made to ensure that our passengers are well-served and can be safely transported to their destinations.

This program exists under the auspices of the City of Lafayette. Before this program began, there were community focus group meetings to determine the need for senior transportation. As a result of those community meetings, the Lafayette City Council approved partial funding for the Lamorinda Spirit Van Program, and the City of Lafayette hired a part-time program coordinator and a part-time driver in May 2006. The first rides were delivered in June 2006. Each year, the program coordinator submits a budget for the coming fiscal year which is included in the City of Lafayette budget which is submitted to the public for approval. After the public has an opportunity to give input on the City of Lafayette budget, the City Council votes on the budget. Each time the Lamorinda Spirit Van Program applies for 5310 funding, a public hearing is held when required. A Lafayette Senior Needs Assessment was conducted in 2009 which reaffirmed the public's desire to have senior transportation.

Purposes of this Plan

Public participation is the process through which stakeholders can partake directly in agency decision-making, and express their concerns, desires, and values. It is the mission of this agency to "preserve and enhance the quality of life for the Lafayette, Moraga, and Orinda older adults, age 60 and above, by providing van transportation to those who no longer drive." The semi-monthly City Council meetings in each community offer the public the opportunity to provide input on all topics affecting them including senior transportation. Periodically a survey is mailed out to Lamorinda Spirit registered passengers to solicit direct input.

Summary of Outreach Efforts

The following is a summary of outreach efforts conducted by the Lamorinda Spirit Van Program as they relate to Title VI requirements under the Public Participation Plan. Many of our activities are conducted in partnership or ad hoc outreach with other service organizations and non-profit agencies within the community. This is in no way a complete list but rather documents the agency's outreach efforts as they relate specifically to minority and low-income populations.

- Our four vehicles have external signage saying: “Lamorinda Spirit” “For Rides Call 925-283-3534.” There is a picture of a wheelchair indicating that the vans are wheelchair accessible.
- Monday through Friday we drive through low-income areas and areas where other languages are spoken, making us visible to the public.
- We continue to serve residents of Chateau Lafayette (a low-income senior housing facility) and provide complimentary rides regardless of the destination. We made presentations there and solicited input. This is a multi-cultural facility.
- We continue to serve Belle Terre (Lafayette low-income Eden Senior Housing) and Monteverde (Orinda low-income Eden senior housing) to provide rides to their residents. They have our brochures, and we have made presentations there. This is a multi-cultural facility and serves seniors, many of whom have disabilities.
- Our brochures state the low-income price.
- We write a quarterly article for the Lafayette Recreation Guide. The recreation brochures are mailed to every household in Lafayette and some Moraga households.
- The Lamorinda Spirit Van Program is listed on the Lafayette and Orinda websites.
- The Lamorinda Spirit Van Program is listed on One Degree and Contra Costa Crisis Center websites..
- At Senior Symposiums, we speak to seniors of all income levels and ethnicities, advising attendees of the availability of the Lamorinda Spirit Van Program and other senior transportation programs. These events attract 150 to 200 people.
- Transportation flyers are on display at Lafayette Senior Services' events and at community events in which we are asked to participate.
- The Lafayette Senior Commission has delivered our flyers to medical offices and local businesses. Volunteers have taken our flyers to churches.

- The program coordinator gives a report at the Lafayette Senior Commission monthly meeting, and discussions take place about seniors' transportation needs and available resources.
- The Lamorinda Weekly - which reaches Lafayette, Moraga, and Orinda residents - publishes articles about us when we take a new step. We advertise for drivers in this newspaper which also calls attention to our service.
- The program coordinator participates in the Contra Costa County Advisory Council on Aging (ACOA) and in the ACOA Transportation Workgroup, known as the Senior Mobility Action Council (SMAC) which brings together aging and transportation organizations from all parts of Contra Costa County. Both the ACOA and the SMAC groups work tirelessly to provide education and outreach to all segments of Contra Costa County.
- SMAC has a representative on the Paratransit Coordinating Council, makes a report at the PCC meeting and brings PCC information back to SMAC..
- **City Council Meetings Open to the Public** The Lafayette, Moraga, and Orinda City Council Meetings are open to the public and announced on the cities' websites.
- **Contra Costa County Office of Emergency Services** The Lamorinda Spirit Van Program has registered our vehicles with the Contra Costa County Office of Emergency Services and the City of Lafayette. The City of Lafayette has staged practice emergencies for the Lafayette City Staff to prepare for potential disasters.
- **Lafayette Chamber of Commerce** The Lamorinda Spirit Van Program supports the Lafayette Chamber of Commerce and Little League with shuttle transportation to their large events, bringing us into contact with additional populations in our community and making families aware of our service.
- **Rotary Club** The Lamorinda Spirit Van Program has made presentations to the Lafayette Rotary club and advertises their efforts to provide seniors with minor home repairs.
- **Annual Volunteer Driver Meeting** The Lamorinda Spirit Van Program hosts two annual meetings to recognize the achievements of drivers and program staff, to solicit community input, and to provide education and training.
- **Annual Satisfaction Surveys** The Lamorinda Spirit Van Program conducts Annual Satisfaction Surveys with program participants and stakeholders of the agency to determine level of satisfaction and gain input regarding unmet needs.
- **Food, Clothing and Toy Drives** Annually, the City of Lafayette staff conducts food, clothing and toy drives to connect with and benefit low-income populations.

- **City of Lafayette Website:** <https://www.lovelafayette.org/> Currently, the Lamorinda Spirit Van Program posts notices and announcements on the City of Lafayette website under Senior Services → Lamorinda Spirit Van.

Language Assistance Plan

Overview

The first section in this document describes the purpose of the Language Assistance Plan (LAP). The second section in this document provides the four-factor Limited English Proficient (LEP) analysis (as outlined by the Department of Transportation (DOT) used to identify LEP needs and assistance measures. The four-factor LEP analysis includes:

- **Factor 1:** The number or proportion of LEP persons in the service area who may be served or are likely to encounter the Lamorinda Spirit Van program.
- **Factor 2:** The frequency with which LEP persons come in contact with the Lamorinda Spirit Van Program.
- **Factor 3:** The nature and importance of programs and services provided by the Lamorinda Spirit Van Program to the LEP population.
- **Factor 4:** The resources available to the Lamorinda Spirit Van Program and overall cost to provide LEP assistance.

The third and final section discusses the implementation of the Language Assistance Plan, which includes methodologies for identifying LEP individuals, providing services, establishing policies, monitoring the LAP, and recommendations for future LAP implementations.

Purpose of the Language Assistance Plan

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. One critical concern addressed by Title VI is the language barrier that Limited English Proficiency (LEP) persons face with respect to accessing information about and using transit service. Transit operators must ensure that this group has adequate access to the agency's programs and activities, including public participation opportunities.

Executive Order 13166, titled "Improving Access to Services for Persons with Limited English Proficiency," forbids funding recipients from "restricting an individual in any way in the enjoyment of any advantage or privilege enjoyed by others receiving any service, financial aid, or other benefit under the program," or from "utilize[ing] criteria or methods of administration which have the effect of subjecting individuals to discrimination because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program as respects to individuals of a particular race, color, or national origin."

FTA Circular 4702.1B was developed by the Federal Transit Administration (FTA) and details the administrative and reporting requirements for recipients of FTA financial assistance to comply with Title VI and related executive orders including on LEP.

The United States Department of Transportation (DOT) published guidance that directed its recipients to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for LEP customers. The Lamorinda Spirit Van Program language assistance plan (LAP) includes a four-factor analysis and implementation plan that complies with the requirements of DOT LEP guidance.

Four Factor Analysis Lamorinda Spirit Van Program

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the Lamorinda Spirit Van Program.

The Lamorinda Spirit Van Program holds a unique position in regard to meeting the Title VI requirements. As a sub-recipient of FTA 5310 Grant funding, the agency's focus is primarily to transport older adults, most having age-based disabilities where current public transit options are insufficient or do not exist.

Although the population for Lafayette, Moraga, and Orinda totals 57,552 (2010 U.S. Census), only 54,293 are 5 years old and over (U.S. Census Bureau – American FactFinder – Table below).

Although the Asian and Latino populations represent more than 5% of the total Lafayette, Moraga, and Orinda population (2010 U.S. Census – second table – page 20), the number of all people who speak “English less than very well” including Asians and Latinos, age 5 years old and older, represent only 3.7% of the Lafayette, Moraga, and Orinda population. 3.7% is under the 5% threshold that requires documents be translated into other languages. See data in the first table below.

Data for Lamorinda (Lafayette, Moraga, Orinda) Spirit Van Service Area From the U.S. Census Bureau – American FactFinder		
Characteristic	Percent of Population	Estimated Population
Population 5 years and over	100%	54,293
English only	84.1%	45,803
Language other than English	15.9%	8,490
Speak English less than very well	3.7%	1,996
Spanish	3.3%	1,810
Other Indo-European languages	5.6%	3,063
Asian and Pacific Islander Languages	6.2%	3,382
Other languages	0.4%	235
Spanish-speaking residents who speak English less than “very well”	0.6%	328
Other Indo-European language-speaking residents who speak English less than “very well”	1.3%	700
Asian and Pacific Islander languages-speaking residents who speak English less than “very well”	1.7%	938
Other language-speaking residents who speak English less than “very well”	0.1%	30

Population by City	2010 U.S. Census		2020 U.S. Census	
Lafayette Total Population	23,893		25,391	
Lafayette – Asian	2,162	9%	2844	11.2%
Lafayette – Latino	1,388	5.8%	2,184	8.6%
Moraga Total Population	16,016		16,870	
Moraga – Asian	2,393	14.9%	2,733	16.2%
Moraga – Latino	1,123	7%	1,299	7.7%
Orinda Total Population	17,643		19,514	
Orinda – Asian	2,016	11.4%	3,122	16%
Orinda – Latino	807	4.6%	1,034	5.3%
Lamorinda – Total Population	57,552		61,775	
Lamorinda – Over 65			12,582	

Factor 2: The frequency with which LEP persons come into contact with the program.

Historically, contact with LEP consumers has rarely occurred in this program. We have had one limited English-speaking Latino passenger who used our service to go to the Nutrition Program at the Walnut Creek Senior Center Café Costa, and our lunch driver was able to communicate with her with his limited Spanish.

- Chateau Lafayette (low-income senior housing) has 77 residents.
 - 36 speak English very well.
 - 41 residents speak seven other languages with varying degrees of English proficiency. In general, their friends translate for them.
 - 19 speak Russian.
 - 7 speak Mandarin.
 - 6 speak Spanish.
 - 3 speak Korean.
 - 1 speaks Arabic.
 - 2 speak Farsi.
 - 1 speaks Japanese

Annual consumer and care provider surveys provide an opportunity for input and suggested services. Surveys have not contained requests for translation services.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives.

- The Lamorinda Spirit Van Program is available to people aged 60 and up, but is primarily used by people in their 80's and 90's to go the nutrition program, grocery/sundry shopping, to medical and personal appointments, and to events at Lafayette Senior Services. The Spirit Van Program helps people to maintain their independence and live in their own home rather than become institutionalized.
- Chateau Lafayette is located within two blocks of a shopping center which includes Safeway and Whole Foods and some small establishments. It is walkable.
- The Belle Terre Lafayette Eden Housing complex serves low-income seniors and seniors with disabilities. It is also within walking distance of Safeway and Whole Foods. We are providing these residents with rides to grocery/sundry shopping and medical/personal appointments upon request; and we are promoting our service through their staff. We do the same for the Monteverde Orinda Eden Housing complex.

Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

- The Lamorinda Spirit Van Program is a small program with a very limited budget. 100% of the budget goes to operations.

SUMMARY

The results of the Four Factor Analysis can be summarized with the following points:

- Only 3.7% of the Lafayette, Moraga, and Orinda population, age 5 and above, speaks English “less than very well.”
- No consumers were underserved or exited the program due to language barriers.
- The Lamorinda Spirit Van Program does not have an LEP specific budget line.
- The Lamorinda Spirit Van Program spends less than \$1000 per year on all outreach efforts.

Additional Note: During the COVID-19 pandemic, beginning mid-March, 2020, the Lamorinda Spirit Senior Transportation Program was restricted from driving passengers. Instead we have been providing pick-up and delivery services to our passengers. In mind 2021, we began taking passengers to their destinations again.

Language Assistance Implementation Plan – Lamorinda Spirit Van Program

Methodologies/Providing Services/Communicating Availability of Language Assistance

- If a mono-lingual person's family member/friend/care giver calls us, we will work with that person to make their mono-lingual family member/friend/client feel welcome and able to use our transportation services.
- One of the Lafayette Community Center's staff members is bi-lingual in Spanish and English and can be called upon to help communicate with monolingual Spanish speaking passengers. We now have one volunteer driver who is bi-lingual in Farsi and English who can help as needed.
- We have volunteers in the community we can call on to translate for mono-lingual passengers; one example is Chia-Chia Chien from the Culture-to-Culture Foundation who found someone to translate our program brochure into Cantonese. Another person translated our program brochure into Spanish.
- We will continue to reach out to low-income senior housing residents, so they become acclimated to using our service. If they are limited English speaking, we will ask their friends or family members to translate.

Monitoring

- Dispatch staff and drivers have been asked to report challenging passenger circumstances including language barriers and needs to the program coordinator. To date, our staff has been able to communicate with passengers and prospective passengers.
- Annual Satisfaction Surveys for the Lamorinda Spirit Van Program offer an opportunity for consumers and their care givers to provide input or suggest additional services. To date, translation services have not been requested.
- Passengers often express appreciation verbally or in writing about our drivers and dispatchers for the way our paid and volunteer staff go above and beyond.

Employee Training

- The program coordinator trains new dispatchers and drivers to be sensitive to our passengers' needs for positive communication, courtesy, communication around tying down wheelchairs and securing seatbelts so that passengers understand that their personal boundaries are being respected and their personal safety is assured. As new drivers come on board, established drivers reinforce this information during the practice driving sessions.
- As part of the Accessibility Plan, the program coordinator works with staff of three Lamorinda low-income senior housing complexes to promote the use of the Lamorinda Spirit Van Program and to learn more about their residents' needs and challenges and to develop strategies for resolving any challenges. Chateau Lafayette, Belle Terre and Orinda Senior Village are established low-income senior housing residences, and residents help each other when something needs translation.

- The Lamorinda Spirit Van program coordinator periodically makes presentations at these senior housing complexes to promote ridership. Communication has been open and comfortable. Those with strong English skills translate as needed.
- The program coordinator trains dispatchers and drivers as situations arise.
- Staff are encouraged to attend community educational events such as senior symposiums where information on a variety of topics is provided.
- As stated earlier, 3.7% of the Lamorinda (Lafayette, Moraga, and Orinda) population, age 5 and above, speak English “less than very well”. That 3.7% is composed of diverse languages and falls under the threshold that requires translation of documents into other languages. Nevertheless, the Lamorinda Spirit Van Program brochure is available in Spanish and Cantonese, and the Title VI notice to the public and complaint form has been translated into Spanish and is contained within this Title VI Program document.

Safe Harbor Provision

The Federal Transit Authority Circular 4702.1B states:

"DOT has adopted DOJ'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 stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

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

Since the LEP population of Lafayette, Moraga, and Orinda is 3.7%, and that 3.7% is comprised of many languages, we do not meet the threshold to be required to have our documents translated into other languages at this time. That being said, the Lamorinda Spirit Van program brochure has been translated into Spanish and Cantonese and is available should it be needed. Additionally, the Title VI complaint procedure and complaint form have been translated into Spanish and are contained within this Title VI Program document (pages 9-11).

Membership of Non-Elected Committees and Councils

The Lamorinda Spirit Van Program does not have a non-elected transit related advisory council at this time.

Title VI Equity Analysis

The Lamorinda Spirit Van Program does not have transit related facilities.

**City Council Approval of Lamorinda Spirit Van Program
Title VI Program**

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF
LAFAYETTE AUTHORIZING THE TITLE VI COMPLIANCE
PLAN.**

WHEREAS the City of Lafayette and the Lamorinda Spirit Van Program desire to comply with Title VI of the Civil Rights Act of 1964, including new provisions detailed in U.S. Department of Transportation's FTA Circular 4702.1B, "Title VI Requirement and Guidelines for Federal Transit Administration Recipients,"

WHEREAS ssthe City Council of the City of Lafayette wishes to authorize approval of the compliance plan developed by staff to comply with necessary provisions of the Civil Rights Act,

NOW, THEREFORE BE IT RESOLVED, by the City Council of the City of Lafayette as follows:

1. The Lafayette City Manager and staff are authorized to implement the components of the plan in order to meet Federal requirements.
2. The Lafayette City Manager and staff are authorized to implement policies that may be necessary to comply with subsequent revisions or interpretations to the Civil Rights Act.

PASSED AND ADOPTED by the City Council of the City of Lafayette for the Lamorinda Spirit Van Program, State of California, on this 14th day of March, 2011.

See Next Page

Mayor of the Lafayette City Council

Lamorinda Spirit Van Program's TITLE VI PROGRAM

CERTIFIED AS A TRUE COPY

Joanne Robbins
CLERK OF CITY OF LAFAYETTE, CALIFORNIA

BEFORE THE CITY COUNCIL OF THE CITY OF LAFAYETTE
IN THE MATTER OF:

A Resolution Adopting Title VI Statement of Policy,) Resolution 2011-11
Complaint Form and Procedures in Compliance with)
Title VI of the Civil Rights Act of 1964)
_____)

WHEREAS, Title VI of the Civil Rights Act of 1964 ("Act") is intended to provide civil rights protection against discrimination based on the grounds of race, color or national origin;

WHEREAS, the provisions of the Act include specific compliance requirements for local government agencies that are federal grant recipients for transit program; and

WHEREAS, the City of Lafayette is applying for a federal grant and desires to adopt a Title VI statement of policy, complaint form and procedures in compliance with the Act;

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Lafayette hereby adopts the "Title VI Statement of Policy", "Title VI Complaint Procedures", and the "Title VI Compliant Form" as attached to this Resolution as Exhibit "A."

PASSED AND ADOPTED by the City Council of the City of Lafayette at a regular meeting of said Council on March 14, 2011 by the following vote:

AYES: Anduri, Federighi, B. Andersson and Tatzin
NOES: None
ABSTAIN: None
ABSENT: M. Anderson

ATTEST:

Joanne Robbins
Joanne Robbins, City Clerk

APPROVED:

Carl Anduri
Carl Anduri, Mayor

25589.00000\5864664.1