

City of McFarland FTA TITLE VI COMPLIANCE REPORT

November 11, 2023



401 West Kern Ave
McFarland, CA 93250
(661) 792-3091

Developed in accordance with FTA Circular 4702.1A, May 26, 1988

Introduction to City of McFarland.

McFarland is a city in the San Joaquin Valley, in Kern County, California, United States. McFarland is located 25 miles north-northwest of Bakersfield and 6.5 miles south of Delano, at an elevation of 354 feet. It is a small farming community with most citizens speaking Spanish as a primary language.

CITY OF MCFARLAND McFarland Dial-A-Ride Title VI Notice & Complaint Process

The City of McFarland is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964. Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color or national origin may file a Title VI complaint with the City.

Complaints may be filed with the City in writing and may be addressed to:

City Clerk
Title VI Compliance Coordinator
City of McFarland
401 West Kern Avenue
McFarland, CA 93250

A copy of the Title VI Complaint Form (in English or Spanish) and additional information may be obtained from the City's web site at "www.mcfarlandcity.org" (under Public Works-Transit or by calling (661) 792-3091. The City will provide appropriate assistance to complainants who are limited in their ability to communicate in English. If information is needed in another language, contact (661)792-3091. Si se necesita información en español, llame al (661)792-3091

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

**LA CIUDAD DE MCFARLAND
DIAL-A-RIDE
Título VI Noticia y Proceso de Quejas**

La Ciudad de McFarland, se compromete a garantizar que ninguna persona sea excluida de participar o denegar los beneficios de servicios basado por raza, color, linaje, u origen nacional, según lo dispuesto en el Título VI del la Ley de Derechos Civiles de 1964. Cualquier persona que cree que él o ella ha sido objeto de discriminación en virtud del Título VI basado por raza, color u origen nacional puede

Las quejas pueden ser presentadas en la Ciudad por escrito y pueden ser dirigidas a:

City Clerk
Coordinador de Conformidad Título VI
Ciudad de McFarland
401 West Kern Avenue
McFarland, CA 93250

Una copia del Título VI Formulario de Queja (en Inglés o Español) y la información adicional se puede obtener desde el sitio web de la Ciudad en "www.mcfarlandcity.org" (en "Tranportacion") o llamando al (661) 792-3091. La Ciudad proveerá asistencia apropiada par los denunciantes que sean limitados en su capacidad de comunicarse en inglés. Si se necesita información en español, llame al (661)792-3091

Un demandante puede presentar una queja directamente con la Administración Federal de Tránsito mediante la presentación de una queja ante Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor- TCR, 1200 New Jersey Ave., S.E., Washington D.C. 20590

City of McFarland

U.S. Department of Transportation Title VI Complaint Procedure

City of McFarland 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 Chapter III and IV of the Federal Administration Circular 4702.1A, dated May 13, 2007. City of McFarland's Title VI is posted on City of McFarland's website at: www.mcfarlandcity.org and written copies are available at:

City of McFarland
401 West Kern Ave
McFarland, CA 93250

The complaint procedure has five steps outlined below:

1. Submission of Complaint: Any person who feels that he or she, individually, or as a member of any class of persons, on the basis of race, color, national origin, age, sex, disability, religion, or low-income status has been excluded from or denied the benefits of, or subjected to discrimination under any program or activity receiving federal Financial assistance through City of McFarland may file a written complaint with the City Manager. Such complaint must be filed within 60 days after the date the person believes the discrimination occurred. If language or physical disabilities limit or prevent a person from filing a written complaint with City of McFarland, City of McFarland staff will provide technical assistance to ensure the complaint can be received and acted upon.

2. Referral to Review Officer: Upon receipt of the Complaint, the City Manager shall appoint one or more staff review officers, as appropriate, to evaluate and investigate the Complaint, in consultation with the City Council. The staff review officer(s) shall complete their review no later than 45 calendar days after the date City of McFarland received the complaint. If more times required, the City Manager shall notify the Complainant of the estimated time-frame for completing the review. Upon completion of the review, the staff review officer(s) shall make a recommendation regarding the merit of the Complaint and whether remedial actions are available to provide redress. Additionally, the staff review officer(s) may recommend improvements to City of McFarland processes relative to Title VI and environmental justice, as appropriate.

3. Request for Reconsideration: If the Complainant disagrees with the City Manager's response, he or she may request reconsideration by submitting the request, in writing, to the City Manager within 10 calendar days after receipt of the Executive Director's response. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the City Manager. The City Manager will notify the Complainant of his or her decision to accept or reject the request for reconsideration within 10 calendar days. In

Cases where the City Manager agrees to reconsider, the matter shall be returned to the staff review officer(s) to re-evaluate in accordance with Paragraph 2, above.

4. Appeal: If the request for reconsideration is denied, the Complainant may appeal the City Manager's response to the Complaint by submitting written appeal to City of McFarland's City Council no later than 10 calendar days after receipt of the City Manager's written decision rejecting reconsideration.

5. Submission of Complaint to the Department of Transportation: If the Complainant is dissatisfied with City of McFarland's resolution of the complaint, he or she may submit a complaint to the Department of Transportation for investigation. In accordance with Chapters III and IV, Title VI Discrimination Complaints, of FTA Circular 4702.1A, such complaint must be submitted within 180 calendar days after the date of the Alleged discrimination. Chapters III and IV of the FTA Circular 4702.1A, which outlines the complaint process to the Department of Transportation, may be obtained by requesting a copy from City of McFarland's Public Information Officer at (661) 792-3091.

Requirement to Post Notice of Title VI. The City is required to post a public notice of the protections against discrimination afforded by Title VI.

City of McFarland Locations Where Title VI Notice is Posted

The following is a list of locations where transit-related bilingual Title VI Public Notices are posted:

- Dial-A-Ride buses
- Dial-A-Ride bus stops/bus shelters
- City of McFarland website: www.mcfarlandcity.org
- City Hall (401 West Kern Avenue, McFarland CA 93250)

2. Requirement to Develop Title VI Complaint Procedures and Complaint Form.

The City is required to develop procedures for investigating and tracking Title VI complaints filed against the City and to make these procedures for filing a complaint available to the general public.

City of McFarland Title VI Complaint Procedures

Submission of Complaint: If a customer believes he/she has received discriminatory treatment by City of McFarland's transit system on the basis of race, color or national origin, the customer will have the right to file a complaint with the Transit Title VI Compliance Coordinator.

The complaint shall be in writing and signed by the complainant(s). Written complaints shall include:

- Date of the alleged discrimination.
- Date when the complainant(s) became aware of the alleged act of discrimination; or

- Date that conduct was discontinued or the latest instance of conduct.
- Detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint.

The complaint can be mailed to: City of McFarland – CityClerk
Title VI Compliance Coordinator
401 West Kern Avenue McFarland, CA 93250

The complaint can be phoned to: (661)792-3091
The complaint may be made in person at:
City of McFarland
401 West Kern Avenue McFarland, CA 93250

Investigation of Complaints

Upon receipt of the complaint, the Compliance Coordinator will review it to determine if the City of McFarland has jurisdiction. As appropriate, the complaint will be investigated and a determination made. Formal investigation will be confidential and will include, but is not limited to, details of the specific incident, frequency and dates of occurrences and names of any witnesses. The complainant will be notified in writing of the resolution.

The complainant has ten business days from the date of the letter to send requested information to the Compliance Coordinator. If the Coordinator is not contacted by the complainant or does not receive the additional information within ten (10) business days, the City of McFarland can administratively close the case.

Upon completion of the review, the Compliance Coordinator shall make a recommendation regarding the merit of the complaint, whether remedial actions are available to provide redress, and whether improvements to the City's Title VI process are needed.

A case can be administratively closed if the complainant no longer wishes to pursue their case. Following the investigation, the Title VI Compliance Coordinator will issue one of two letters to the complainant: (1) a closure letter, or (2) a letter of finding. A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A letter of finding 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.

- Appeals Process

If the complainant is not satisfied with the resolution, he or she may appeal it to:

City of McFarland
City Manager
401 West Kern Avenue
McFarland, CA 93250
Phone: (661) 792-3091
Fax: (661) 792-3093

- Submission of Complaint to the Department of Transportation The complainant may also file a complaint directly to:

FTA Office of Civil Rights
Title VI Program
Coordinator
East Building, 5th Floor – TCR, 1200
New Jersey Avenue, S.E.
Washington, D.C. 20590.

In accordance with FTA Circular 4702.1B, Chapter 9, Complaints, such a complaint must be filed within 180 calendar days after the date of the alleged discrimination.



**CITY OF MCFARLAND DIAL-A-RIDE
TITLE VI 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?
 Large Print Audio Tape TDD 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):
 Race Color 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 use the back of this form.

Section IV:

- 14. Have you previously filed a Title VI complaint with the City of McFarland?
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 _____

_____ [] Local Agency _____

[] Federal Court _____

[] 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 either address below:

City of McFarland – City Clerk
Title VI Compliance Coordinator
401 West Kern Avenue
McFarland, CA 93250

Federal Transit Administration
Title VI Program Coordinator,
FTA Office of Civil Rights,
East Building , 5th Floor-TCR 1200
New Jersey Ave, S.E. Washington DC 20590

1. **Obligación de Publicar Aviso del Título VI.** La Ciudad tiene la obligación de publicar un aviso público de las protecciones contra la discriminación que ofrece el Título VI .

Lugares donde la Ciudad de McFarland publica el aviso del Título VI.

La siguiente es una lista de los lugares en los que se publican noticias publicas relacionadas con el tránsito

- Autobuses del Dial-A-Ride
- Paradas/marquesinas del autobus Dial-A-Ride
- La pagina del la Ciudad de McFarland www.mcfarlandcity.org
- City Hall (401 West Kern Avenue, McFarland CA 93250)

2. **Requisito para el Desarrollo de Procedimientos de Quejas del Título VI y Formulario de Queja.** La Ciudad tiene la obligación de desarrollar los procedimientos para la investigación y el seguimiento de las denuncias presentadas en contra del Título VI de la ciudad y para hacer estos procedimientos para presentar una queja a disposición del público en general .

Procedimientos de Quejas Título VI de la Ciudad de McFarland

Presentación de Queja: Si un cliente cree que él / ella ha recibido un trato discriminatorio por parte de la Ciudad de sistema de tránsito de McFarland sobre la base de raza, color u origen nacional , el cliente tendrá el derecho de presentar una queja con el Coordinador de Tránsito Título VI.

La denuncia se hará por escrito y firmada por el denunciante (s) . Las quejas por escrito deben incluir :

- Fecha de la supuesta discriminación .
- Fecha en la que el denunciante(s) se dio cuenta del presunto acto de discriminación; o
- Fechas que la conducta fue descontinuado o el más reciente ejemplo de conducta.
- Detallada descripción de los problemas, incluidos los nombres y cargos de las personas que se perciben como partes en la queja.

La queja puede ser enviada correo:

City of McFarland – CityClerk
Title VI Compliance Coordinator
401 West Kern Avenue
McFarland, CA 93250

Para quejarse por teléfono:

(661)792-3091

Para quejarse en persona:

City of McFarland
401 West Kern Avenue
McFarland, CA 93250

Investigación de Quejas

Tras la recepción de la queja, el Coordinador de Cumplimiento la revisará para determinar si la Ciudad de McFarland tiene jurisdicción. En su caso, la queja será investigada y una determinación hecha. Investigación formal será confidencial e incluirá, pero no se limitan a, los detalles del incidente, la frecuencia específica y las fechas de los sucesos y los nombres de los testigos. El denunciante será notificado por escrito de la resolución.

El demandante tiene diez días hábiles a partir de la fecha de la carta a enviar la información solicitada a la Coordinadora de Cumplimiento. Si el coordinador no está en contacto con el reclamante o no recibe la información adicional dentro de los diez (10) días hábiles, la ciudad de McFarland puede cerrar administrativamente el caso..

Al término de la revisión, el Coordinador de Cumplimiento deberá hacer una recomendación sobre el mérito de la queja, si las acciones correctivas se encuentran disponibles para proporcionar un reparo, y si se necesitan mejoras en proceso el título VI de la Ciudad.

Un caso puede ser administrativamente cerrado si el demandante ya no desea seguir su caso. Tras la investigación, el Coordinador del Título VI Cumplimiento emitirá una de las dos cartas a la denunciante: (1) una carta de cierre, o (2) una carta de hallazgo. Una carta de cierre resume las acusaciones y afirma que no había una violación del Título VI y que el caso se cerrará. Una carta de hallazgo resume las alegaciones y las entrevistas sobre el supuesto incidente, y explica si alguna acción disciplinaria, la formación adicional del funcionario u otra acción.

- Proceso de Apelaciones

Si el demandante no está satisfecho con la resolución, él o ella puede apelar a:

City of McFarland
City Manager
401 West Kern Avenue
McFarland, CA 93250
Phone: (661) 792-3091
Fax: (661) 792-3093

- Presentación de Queja al Departamento de Transporte El demandante también puede presentar una queja directamente a:

FTA Office of Civil Rights
Title VI Program
Coordinator
East Building, 5th Floor – TCR, 1200
New Jersey Avenue, S.E.
Washington, D.C. 20590.

De conformidad con el acuerdo de libre comercio Circular 4702.1B, el Capítulo 9, Quejas, dicha queja se debe presentar dentro de los 180 días naturales después de la fecha de la supuesta discriminación.



LA CIUDAD DE MCFARLAND DIAL-A-RIDE
TITULO VI FORMULARIO DE QUEJA

Sección I: (Favor de escribir en forma legible)

1. Nombre: _____
2. Dirección: _____
3. Teléfono: _____ 3.a. Teléfono Secundario (Opcional): _____
4. Correo Electrónico: _____
5. Requisitos en formato accesible?
 Letra Grande Cinta de Audio TDD Otra Forma

Sección II:

6. Esta presentando esta queja en su propio nombre? Si* _____ No _____
*Si contesto "si" al #6, baje a la Sección III.
7. Si contesto "no" al #6, cual es el nombre de la persona por cual usted esta representando la queja? Nombre: _____
8. Cual es la relación con este individuo: _____
Favor de explicar porque usted esta representando a una tercera persona: _____
9. Favor de confirmar que usted obtuvo permiso de someter una queja con la persona afectada. Si _____ No _____

Sección III:

10. Yo creo que la discriminación por la que pase fue basada por (Marque la que pertenezca):
 Raza Color Origen Nacional
11. Fecha de la presunta discriminación: (mm/dd/aaaa) _____
12. Explique lo mas claro posible lo que paso y porque cree que fue discriminado. Describe todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la persona(s) que lo discrimino (si se conoce), así como los nombres y la información de los testigos en contacto. Si se necesita mas espacio, por favor use el reverso de este formulario.

Sección IV:

13. Ha presentado anteriormente una queja del Título VI con la Ciudad de McFarland?

Si _____ No _____

Sección V:

14. Ha presentado esta queja con cualquier otra agencia federal, estatal o local, o ante cualquier tribunal federal o estatal?

Si _____ No _____

Si contesto si, marque el que aplique:

[] Agencia Federal _____ [] Agencia Estatal _____ [

] Corte Federal _____] Agencia Local _____

[] Corte Estatal _____

15. Si contesto "si" al #15, favor de proveer información de una persona cual usted tubo contacto con la agencia/corte donde se sometió la queja.

Nombre: _____

Título: _____

Agencia: _____

Dirección: _____

Teléfono: _____ Email: _____

Sección VI:

Nombre de la Agencia de Transito cual se inicio su queja: _____

Persona de _____ Contacto: _____

Teléfono: _____

Usted puede adjuntar cualquier material escrito u otra información que crees que es relevante para su queja.

Firma y fecha es requerida para someter esta forma:

Firma _____

Fecha _____

Favor de someter esta forma en persona o por correo una de las siguiente direcciones:

City of McFarland – City Clerk
Title VI Compliance Coordinator
401 West Kern Avenue
McFarland, CA 93250

Federal Transit Administration
Title VI Program Coordinator,
FTA Office of Civil Rights,
East Building , 5th Floor-TCR 1200
New Jersey Ave, S.E. Washington DC 20590

Locations of Postings

List of Locations Where Title VI Notice is Posted		
City of McFarland's Title VI Notice to the public is currently posted at the following locations:		
Location	Address	City
McFarland City Hall	401 W. Kern Ave.	McFarland, CA 93250
McFarland Veterans Community Center	103 W Sherwood Ave	McFarland, CA 93250
McFarland City Website	www.mcfarlandcity.org/269/Transportation	
McFarland Transit Van	661-792-3091	

Investigations, Complaints, or Inquiries

McFarland Transit maintains a list of active investigations conducted by FTA and entries other than FTA, including lawsuits and complaints naming McFarland Transit that allege discrimination on the basis of race, color, or national origin. This list includes a date that the transit-related Title VI investigation, lawsuit, or complaint was filed; and actions taken by McFarland Transit in response, or final findings related to the investigation, lawsuit, or complaint. Below is the Title VI Investigations, Complaints, or Lawsuit Log.

File #	Incident Date	Summary of Complaint	Status	Action(s) Taken
None	N/A	N/A	N/A	N/A

As of the writing of this program, McFarland Transit has no complaints, investigations, or lawsuits which allege discrimination on the grounds of race, color or national or origins, or any other form of discrimination.

Public Participation Plan

Public participation is a fundamental 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 "improve the lives of people with disabilities by creating opportunities to maximize their independence." At every opportunity through prescribed methods the agency will solicit input from stakeholders to best support persons served without creating disproportionately high and adverse human health or environmental effects on minority and/or low-income populations.

As a recipient of federal transportation funding from the Federal Transit Administration (FTA), the City of McFarland (COM) is required to develop a Public Participation Plan (PPP) that implements the goals and objectives of Title VI of the Civil Rights Act of 1964. The PPP is intended to provide guidance for public involvement activities to be conducted by COM in the expenditures of FTA funds in compliance with Title VI of the Civil Rights Act of 1964 and FTA Circular 4702.1B ("Title VI Requirements and Guidelines for Federal Transit Administration Recipients").

Public Outreach

- The City of McFarland also keeps in contact with all local schools and gives information of public transportation provided by the City of McFarland.
- Also hands out pamphlets at local events and advertises the program on our social media accounts.
- All information is published in Spanish as well, for our English Limited public, our Transit driver is fluent in Spanish to further assist transit riders.
- Public transportation program is also announced at Council Meetings to inform community of services provided by the City of McFarland.

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."

CITY OF MCFARLAND LEP PLAN



City of McFarland Plan for Special Language Services to Limited English Proficient (LEP) Populations

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.

In compliance with guidance and rules issued by US DOT, and Title VI of the Civil Rights Act of 1964, City of McFarland continues to take reasonable steps to ensure that all persons have meaningful access to its programs, services, and information, at no additional cost. This document is City of McFarland's Plan for Special Language Services to Limited English Proficient (LEP) Populations, referred to as the LEP Plan. In order to prepare this LEP Plan, City of McFarland undertook the US DOT's four-factor analysis, which considers the following:

1. The number and proportion of LEP persons served or encountered in the eligible service population.
2. The frequency with which LEP persons come in contact with City of McFarland programs, activities or services.
3. The importance to LEP Persons of City of McFarland's program, activities and services.
4. The resources available to City of McFarland and overall cost to provide LEP assistance.

The City of McFarland is the local planning organization for the city of McFarland and the local service area is approximately 2 square miles, with a population of 13,048 in a rural setting. The population is increasingly diverse, with a portion speaking a language other than English.

Part 1. Determination of Need

The following tables, drawn from The U. S. Census Bureau, identify those who speak English “less than very well” as Limited English Proficient persons.

Table 1 shows, by county, the ability to speak English and languages spoken at home for persons five years of age and older. The five most frequent languages in the region other than English are Spanish (72.6% percent), Tagalog (.26%), and Arabic (.23%). However, many of these people also speak English very well. Table 2 shows that Spanish-speakers are the only population representing more than five percent of the city’s population, that is identified as not speaking English very well.

Table 1 – Language spoken at Home by Ability to Speak English for the Population 5 Years and Over

	McFarland city, California	
	Estimate	Margin of Error
Total:	13, 048	+/-305
Speak only English	3,247	+/-849
Spanish or Spanish Creole:	9,698	+/-896
Speak English "very well"	3,669	+/-619
Speak English less than "very well"	6,029	+/-828
Laotian:	13	+/-25
Speak English "very well"	13	+/-25
Speak English less than "very well"	0	+/-20
Tagalog:	54	+/-68
Speak English "very well"	46	+/-66
Speak English less than "very well"	8	+/-15
Other Pacific Island languages:	18	+/-71
Speak English "very well"	18	+/-70
Speak English less than "very well"	0	+/-22
Arabic:	19	+/-18
Speak English "very well"	19	+/-18
Speak English less than "very well"	0	+/-21
African languages:	10	+/-17
Speak English "very well"	10	+/-17
Speak English less than "very well"	0	+/-20

Table 2 – Populations speaking English Less than “Very Well” Regionally

Speak English less than "very well"							Total speaking English less than "very well"	Speaks English "Very Well"	Speaks Only English	Total
Spanish	Laotian:	Tagalog:	Other Pacific Island languages	Arabic	African					
6,004	0	8	17	0	0	6,029	3,669	3,247	13,048	
72.6% of McFarland population	0.00% of McFarland population	0.26% of McFarland population	0.03% of McFarland population	0.23% of McFarland population	0.00% of McFarland population	45.48% of McFarland population	38.73% of McFarland population	27.1% of McFarland population	100%	

Factor 2: frequency of LEP populations’ contact with programs, activities, services.

City of McFarland’s experience with LEP populations has been primarily with Spanish speakers. Outreach print materials for Regional Transportation Plan (RTP) workshops, unmet transit needs hearings, and

environmental justice focus groups have regularly been translated into Spanish. The City has a translator for the council meetings, which include the unmet transit needs hearings. Other meetings have been conducted with a staff member able to translate the meeting details into Spanish upon request.

Factor 3: Importance to LEP population of programs, services, activities.

City of McFarland is a direct provider of transportation services. The City of McFarland plans for transportation facilities, programs and services for the citizens of the City of McFarland. The City of McFarland encourages the citizens for their input on the LEP.

Factor 4: Resources available to City of McFarland and overall cost to provide LEP assistance.

City of McFarland provides publicity in Spanish for unmet transit needs hearings and offers translation into any language upon request to allow LEP populations to participate. City of McFarland provides translation services for community workshops to develop the City's long-range transportation plan. However, there has not been significant demand from LEP residents to participate in these discussions, unless City of McFarland actively works with community-based organizations to recruit participants from their LEP constituency and provide on-site language support. To the extent possible, City of McFarland staff also goes out to other organization's meetings or English as a Second Language (ESL) classes involving LEP persons, but unfortunately, the resources for doing this type of outreach are very limited.

City of McFarland has five staff members that speaks fluent Spanish, answers calls from the main telephone line that come in in Spanish, and has an outgoing voicemail message in both English and Spanish. However, in some cases, the cost to implement multiple language programs, especially to provide translated materials or simultaneous translation, is significant and unfunded.

Part 2. Implementation Plan on Language Assistance

1. LEP persons who need language assistance

As noted above, the most significant group requiring language assistance has been the Hispanic/Latino population, with 45.48 percent of the region's Spanish-speaking population speaking English less than very well. However, City of McFarland has also sought to identify other groups needing language assistance. City of McFarland continues to monitor the needs of LEP persons, and to determine its communications and public participation efforts to include people regardless of language barriers.

2. Providing language assistance

City of McFarland has a number of techniques or practices to provide meaningful opportunities for LEP residents to access transportation-related information and provide input that informs key decisions, including the following:

Regional Transportation Planning

- City of McFarland provided opportunities for public input at several stages of development of the recently-released Draft RTP/SCS. City of McFarland publicized community workshops through fliers in English and Spanish. Staff also worked with community-based organizations that serve LEP populations to support outreach and participation in the workshops. Translation services were

available at meetings.

City of McFarland plans to continue such measures to insure that those with limited English proficiency can obtain information about transportation services in the City of McFarland, provide meaningful comment on public transit services, and participate in City of McFarland transportation planning process.

3. Training staff

Many of City of McFarland's staff has experience communicating in an ethnically diverse environment. A number come to the job with multi-lingual skills. Agency training and internal planning will continue to note the need to consider persons with limited English proficiency in communicating transportation information, and providing or partnering for language assistance for LEP persons to support and encourage their participation in the RTP/SCS planning process and other key planning activities.

Given the proliferation of smart phone and expansion of Internet access, even among low-income populations, City of McFarland is also exploring the potential to use more online community education and engagement tools that allow people to participate in the planning process without having to physically attend workshops or meetings, and whether those tools can be cost-effectively translated into Spanish or other non-English languages.

4. Providing notice to LEP persons

City of McFarland will continue to inform the public and LEP persons of their rights under Title VI in a number of ways:

- Notification of Title VI rights on City of McFarland's website in English and Spanish.
- Complaint procedures and forms translated into Spanish that are posted on City of McFarland's website and available through City of McFarland's office.
- Continuing with routine use of both English and Spanish on printed or electronic announcements for Unmet Transit Needs Hearings and public workshops on key planning efforts that alert interested individuals on how to request translation services.
- Working with community-based organizations and other stakeholders to inform LEP individuals of City of McFarland's programs and services, including the availability of language services.

5. Monitoring/updating the plan

While maintaining a basic level of access by LEP populations to City of McFarland transportation information and services, and public input opportunities into key planning decisions, City of McFarland will monitor demographic shifts and translation requests and adjust to meet demand. City of McFarland LEP Plan will be updated as needs to reflect significant changes.

Transportation Information

- The City of McFarland's website contains local transportation information and links to transportation information, including KernCog's, 511 website and Kern Regional Transportation.
- Kern COG's 511 website for traffic, transit, rideshare and bicycling information can be accessed in all languages supported by Google translator, including Spanish and other local applicable

languages.

- By dialing 511, telephone information on transportation services in the Kern region is available in Spanish.
- As part of a study of transit needs to reach “lifeline” or essential destinations, City staff interviewed local organizations working with LEP populations to identify issues and concerns with public transit services and provide more transportation information.
- City staff has distributed transportation resource sheets to agencies working with low-income and LEP populations in the city, including where to find transit information in languages than English.
- City staff has distributed to labor contractors and potential drivers and riders the availability of reduced cost vanpools for agricultural workers in the Kern region.
- The City of McFarland holds Unmet Transit Needs hearings in both English and Spanish. City staff also sends press releases to and purchases advertisements in a non-English language newspaper publicizing the hearings. Spanish-speakers with comments by phone are directed to call the city, and written or E-mail comments are accepted in any language.
- Most of the City of McFarland’s transit operators already provide transit service information in Spanish. City of McFarland Transit also has staff to answer callers in Spanish language. The City of McFarland also maintains an awareness and sensitivity to LEP needs in developing Short- Range Transit Plans for the City of McFarland, including creating on-board surveys in languages other than English as needed, and developing new transit marketing strategies and recommendations for reaching relevant LEP populations in the transit operator’s area.

Membership of Non-Elected Committees and Councils

City of McFarland does not have a non-elected transit related advisory council at this time.

Title VI Equity Analysis

City of McFarland does not have transit related facilities