

RESOLUTION NO. 14-16

ADOPTION OF A TITLE VI OF THE CIVIL RIGHTS ACTS OF 1964 COMPLIANCE PROGRAM FOR TRANSPORTATION SERVICES

WHEREAS, the City of Sierra Madre has a transportation program consisting of a fixed route and dial-a-ride services; and

WHEREAS, in 2008 the City utilized funds from the Federal Transit Administration (FTS) to purchase two transit vehicles;

WHEREAS, the FTA requires that any recipient of federal financial assistance from the FTA submit a Title VI Program, approved by the City Council, every three years;

WHEREAS, the City of Sierra Madre, as a recipient of federal financial assistance, must ensure full compliance with Title VI of the Civil Rights Act of 1964, as amended and related statutes and regulations for all of the City of Sierra Madre's transit programs and activities;

WHEREAS, the City of Sierra Madre provides, without regard to race, color, national origin, sex, age, disability or income level:

1. Transit services and benefits that are available and equitably distributed;
2. A level and quality of transit services that are sufficient to provide equal access and mobility for all persons;
3. Opportunities to participate in the transit planning and decision making processes; and,
4. Fair decisions on the location of transit services and facilities.

WHEREAS, the program attached was created in conformance with FTA C 4702.1B (October 1, 2012), integrating the responsibilities to Limited English Proficient (LEP) Persons into the programs and activities developed under the Title VI regulations (49 CFR Part 21) to recipients of federal financial assistance;

WHEREAS, the program has been prepared using data from the most recent 2010 U.S. Census.

NOW, THEREFORE, BE IT RESOLVED

SECTION 1. That the Title VI of the Civil Rights Act of 1964 Compliance Program for Transportation Services be and the same are hereby attached hereto and made a part thereof.

SECTION 2. That this Resolution shall go into effect March 1, 2014.

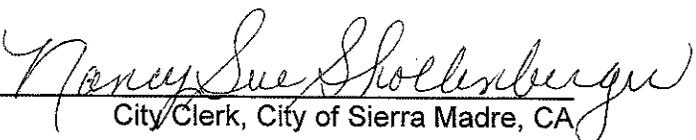
SECTION 3. That the Clerk be and hereby is instructed to record this Resolution in the appropriate record book.

Approved and adopted on the 25<sup>th</sup> day of February, 2014.

  
\_\_\_\_\_  
Mayor, City of Sierra Madre, CA

I, the undersigned, hereby certify that the foregoing Resolution number 14-16 was duly adopted at a regular meeting of the City of Sierra Madre City Council on the 25<sup>th</sup> day of February 2014 by the Sierra Madre City Council following a roll call vote:

Ayes	Nancy Walsh, Mayor, John Harabedian, Mayor Pro Tem, Council Members, John Capoccia, Chris Koerber and Josh Moran
Noes	None
Absent	None

  
\_\_\_\_\_  
City Clerk, City of Sierra Madre, CA



# City of Sierra Madre

232 W. Sierra Madre Boulevard, Sierra Madre, CA 91024

phone 626.355.7135 fax 626.355.2251

[www.cityofsierramadre.com](http://www.cityofsierramadre.com)

**DATE:** January 15, 2014  
**TO:** All Persons Protected Under Civil Rights Policy  
**FROM:** Elisa C. Cox, Director of Human Resources  
**SUBJECT:** Civil Rights Policy

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The City of Sierra Madre is committed to ensuring that no person is excluded from participation in, or denied the benefits of, its service on the basis of race, color or national origin as provided under Title VI of the Civil Rights Act. In addition to Title VI, the City of Sierra Madre also prohibits discrimination based on sex, age, disability, religion, medical condition, marital status or sexual orientation.

The City of Sierra Madre is committed to ensuring that the level and quality of transportation service is provided without regard to race, color, national origin, sex, age, disability, religion, medical condition, marital status or sexual orientation; promoting the full and fair participation of all potentially affected populations in transportation decision making; preventing denial, reduction, or delay in benefits related to programs and activities affecting minority and low-income populations; and providing meaningful access to City of Sierra Madre services, programs, and activities by persons with limited English proficiency (LEP).

For additional information on City of Sierra Madre's obligation regarding non-discrimination, please write to: City of Sierra Madre, Director of Human Resources, 232 W. Sierra Madre Blvd., Sierra Madre, CA 91024

## **HOW TO FILE A TITLE VI COMPLAINT**

Any person who believes he or she may have been discriminated against on the basis of race, color, national origin, sex, age, disability, religion, medical condition, marital status, sexual orientation or English proficiency may file a complaint with the City of Sierra Madre's Human Resources Department.

The complaint must be filed within 180 days of the alleged discrimination date. Written complaints may be sent to City of Sierra Madre, Director of Human Resources, 232 W. Sierra Madre Blvd., Sierra Madre, CA 91024, or an online complaint form may be accessed on the City's website at [www.cityofsierramadre.com/transportation](http://www.cityofsierramadre.com/transportation). Once completed, the complaint should be forwarded to 232 W. Sierra Madre Blvd., Sierra Madre, CA 91024.

In addition to utilizing the Civil Rights complaint process at the City of Sierra Madre, a Complainant may file a Title VI complaint concerning race, color or national origin discrimination with the Federal Transit Administration (FTA), Office of Civil Rights, Region IX, 201 Mission Street, Suite 1650, San Francisco, California 94105-1839.

For a detailed procedures on filing a complaint, please see the attached policy or visit [www.cityofsierramadre.com/transportation](http://www.cityofsierramadre.com/transportation).

**Attachment:** Civil Rights Policy

*Si se necesita información en otro idioma, por favor póngase en contacto 626.355.7135.*

# Civil Rights Policy



## City of Sierra Madre

232 W. Sierra Madre Blvd.  
Sierra Madre, CA 91024  
626.355.7135  
[www.cityofsierramadre.com](http://www.cityofsierramadre.com)

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### **POLICY STATEMENT**

The City of Sierra Madre is committed to ensuring that no person is excluded from participation in, or denied the benefits of its service on the basis of race, color or national origin under Title VI of the Civil Rights Act of 1964. In addition to Title VI of the Civil Rights Act of 1964, the City of Sierra Madre also prohibits discrimination based on sex, age, disability, religion, medical condition, marital status or sexual orientation.

### **PURPOSE**

This policy ensures that the City of Sierra Madre programs are operated without regard to race, color, national origin, sex, age, disability, religion, medical condition, marital status or sexual orientation.

### **APPLICATION**

This policy applies to all City of Sierra Madre employees, volunteers, contractors, vendors, and customers.

### **1.0 GENERAL**

The City of Sierra Madre is committed to ensuring that no person is excluded from participation in its program or services, or subject to denial of the City's benefits on the basis of race, color, national origin, sex, age, disability, religion, medical condition, marital status or sexual orientation. The City will accomplish its goals by:

- ensuring that the level and quality of programs and services are provided without regard to race, color, national origin, sex, age, disability, religion, medical condition, marital status or sexual orientation;
- promoting full and fair participation by all potentially affected populations in decision making;
- preventing denial, reduction or delay in the benefits of the City's programs and services on the basis of race, color, national origin, sex, age, disability, religion, medical condition, marital status or sexual orientation.
- preventing denial, reduction, or delay of benefits for programs and activities affecting minority and low-income populations; and
- providing meaningful access to services, programs, and activities by persons with limited English proficiency (LEP).

### **2.0 PROCEDURES**

Any person who believes that he/she may have been discriminated against on the basis of race, color, national origin, sex, age, disability, religion, medical condition, marital status or sexual orientation may file a complaint with the City of Sierra Madre's Human Resources Department. The Title VI Complaint Form and Complaint Procedures can also be found on the City's website at [www.cityofsierramadre.com/transportation](http://www.cityofsierramadre.com/transportation).

Patrons with limited English proficiency, who need assistance, may contact the Human Resources Department, located at 232 W. Sierra Madre Blvd., or call 626.355.7135.

*Si se necesita información en otro idioma, por favor póngase en contacto 626.355.7135.*

## **2.1 Reporting**

The complaint must be filed within 180 days of the date of the alleged discrimination. Written complaints may be sent to City of Sierra Madre Human Resources Department, 232 W. Sierra Madre Blvd., Sierra Madre, CA 91024 using the Civil Rights Complaint Form (Attachment 1) which can also be found on the City's website [www.cityofsierramadre.com](http://www.cityofsierramadre.com). Once completed, the complaint should be forwarded to the Human Resources Department.

Any City employee who becomes aware of a discrimination complaint should immediately contact the Human Resources Department for handling.

In addition to utilizing the civil rights complaint process at the City of Sierra Madre, a Complainant may file a complaint pertaining to race, color or national origin with the Federal Transit Administration (FTA), Office of Civil Rights, Region IX, 201 Mission Street, Suite 1650, San Francisco, California 94105-1839.

## **2.2 Reviewing**

The Human Resources Department will review the complaint to determine whether it is within the City's jurisdiction based on the following criterion: whether Complainant has alleged discriminatory treatment or harassment based on race, color, national origin, sex, age, disability, religion, medical condition, marital status or sexual orientation.

If the Human Resources Department determines it has jurisdiction, an investigator will be assigned to conduct an investigation within 24 hours of the review. The Complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the Human Resources Department. All complaints will be investigated promptly and handled in a confidential manner.

If jurisdiction is found not to exist in the Human Resources Department, but does exist in another department, the complaint will be forwarded to the appropriate department for resolution. The Human Resources Department will be notified of the steps taken to resolve the complaint.

## **2.3 Investigation Process**

The investigator will take the followings steps to investigate the alleged discriminatory act:

- contacting the department management where the alleged discrimination took place to determine if a departmental investigation has been initiated and the results of the investigation;
- identifying and reviewing all relevant documents, practices and procedures to determine appropriate resolution; and

- identifying and interviewing persons with knowledge of the alleged discrimination, such as the Complainant; witnesses; others identified by the Complainant; people who may have been subject to similar activity; or others with relevant information.

The investigation process and final investigative report is generally completed within 120 days.

## **2.4 Subsequent Complaints and Amended Charges**

Any subsequent complaint or amended charge should be filed utilizing the Civil Rights Complaint Form. Amended charges can also be submitted via email or other written format. The Human Resources Department will review each subsequent complaint or amendment to determine whether the subsequent complaint should stand on its own or be incorporated into the original complaint and investigation.

## **2.5 Completion of Investigation**

Upon completion of the investigation, the Investigator prepares a final investigative report for the City Manager. All principle parties receive written notification of the investigative findings.

## **2.6 Implementation of Remedial Actions**

If a policy violation exists, appropriate remedial steps will be taken immediately.

## **3.0 DEFINITION OF TERMS**

**Title VI** – Title VI of the 1964 Civil Rights Act prohibits discrimination on the basis of race, color, or national origin by recipients of federal financial assistance.

**Equal Opportunity** – requirement of non-discrimination for programs and services with regard to race, color, or national origin in accordance with Title VI of the 1964 Civil Rights Act, as amended. The City of Sierra Madre also prohibits discrimination based on sex, age and disability religion, medical condition, marital status, or sexual orientation.

**Discrimination** – any act or failure to act, whether intentional or unintentional, which has the purpose or effect of limiting, excluding, or denying a person transit services or benefits because of race, color, national origin, sex, age, disability, religion, medical condition, marital status, or sexual orientation.

## **4.0 RESPONSIBILITIES**

**The Human Resources Department** maintains a log of all complaints received. The log includes the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by the City to resolve the complaint.

## **5.0 ATTACHMENTS**

1. Civil Rights Complaint Form

# Civil Rights Complaint Form



## City of Sierra Madre

232 W. Sierra Madre Blvd.  
Sierra Madre, CA 91024  
626.355.7135  
www.cityofsierramadre.com

Title VI of the 1964 Civil Rights Act and related nondiscrimination statutes and regulations require that no person in the United States shall, on the ground of race, color or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. The City of Sierra Madre also prohibits discrimination based on sex, age, disability, religion, medical condition, marital status, or sexual orientation.

In addition to utilizing the Civil Rights complaint process at the City of Sierra Madre, a Complainant may file a Title VI complaint concerning race, color or national origin discrimination with the Federal Transit Administration (FTA), Office of Civil Rights, Region IX, 201 Mission Street, Suite 1650, San Francisco, California 94105-1839. A Complainant may file an Americans with Disabilities Act (ADA) complaint with the FTA, Director, FTA Office of Civil Rights, East Building – 5<sup>th</sup> Floor, TCR, 1200 New Jersey Ave., SE, Washington, DC 20590. Complainants may also contact the FTA ADA Assistance Line, 1-888-446-4511 (Voice) or through the Federal Information Relay Service, 1-800-877-8339 or by electronic mail at [FTA.ADAAssistance@dot.gov](mailto:FTA.ADAAssistance@dot.gov). The FTA ADA Complaint form is available at [http://www.fta.dot.gov/civilrights/12875\\_14816.html](http://www.fta.dot.gov/civilrights/12875_14816.html).

The following information is necessary to assist us in processing your complaint. Should you require assistance in completing this form, please let us know.

Complete and return this form to: City of Sierra Madre, Director of Human Resources, 232 W. Sierra Madre Blvd., Sierra Madre, CA 91024.

Complainant's Name \_\_\_\_\_

Address \_\_\_\_\_

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

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

Person discriminated against (if someone other than the Complainant):

Name \_\_\_\_\_

Address \_\_\_\_\_

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

Which of the following best describes the reason you believe the discrimination took place? Was it because of your:

- Race       Color       National Origin       Sex       Age  
 Disability       Religion       Medical Condition       Marital Status       Sexual Orientation

What date did the alleged discrimination take place?

*Si se necesita información en otro idioma, por favor póngase en contacto 626.355.7135.*



City of Sierra Madre  
Notice of Public of Rights Under Title VI

The City of Sierra Madre 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 Sierra Madre.

For more information on the City of Sierra Madre's civil rights program, and the procedures to file a complaint, contact 626.355.7135; email [city@cityofsierramadre.com](mailto:city@cityofsierramadre.com); or visit City Hall at 232 W. Sierra Madre Blvd. Sierra Madre, CA 91024. For more information, visit [www.cityofsierramadre.com](http://www.cityofsierramadre.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 20590

If information is needed in another language, please contact 626.355.7135.

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# Civil Rights Program

## Lists of Complaints



### City of Sierra Madre

232 W. Sierra Madre Blvd.

Sierra Madre, CA 91024

626.355.7135

[www.cityofsierramadre.com](http://www.cityofsierramadre.com)

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	<b>Date</b>	<b>Summary</b>	<b>Status</b>	<b>Action Taken</b>
<b>Investigations</b>	<i>None</i>			
<b>Lawsuits</b>	<i>None</i>			
<b>Complaints</b>	<i>None</i>			

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# Civil Rights Program

## Service Standards



### City of Sierra Madre

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#### **VEHICLE LOAD FOR EACH MODE**

The maximum number of people on the bus is 14. The maximum vehicle load is 1.0.

#### **VEHICLE HEADWAYS FOR EACH MODE**

The vehicle headway for the Sierra Madre Gateway Coach is approximately 40 minutes. The Sierra Madre Gateway Coach utilizes a single shuttle for transportation services. The service operates Monday through Friday, from 11:00am – 1:30pm. The single shuttle operates in a loop pattern, completing the full loop in approximately 40 minutes.

#### **ON-TIME PERFORMANCE FOR EACH MODE**

Drivers are required to remain at each stop until the posted time and are not allowed to pass a stop if no one is present. There is a built in 10 minute grace period between the conclusion of the loop and the beginning of a new one. If a patron misses a bus, another one will be there within 40 minutes.

#### **SERVICE AVAILABILITY FOR EACH MODE**

Stops for the Gateway Coach are situated along major traffic corridors in Sierra Madre. Stop locations are placed in walking distances to parks, city facilities, schools and senior housing and the downtown business district.

#### **VEHICLE ASSIGNMENT POLICY**

The City of Sierra Madre operates one fixed transportation route. There are two (2) 25-foot vehicles in the fleet that alternate use on a daily basis. Both vehicles are equipped with a handicap accessibility lift, air conditioning and bike rack. Vehicles follow a 2 month maintenance schedule completed by the Public Works Department mechanic.

#### **TRANSIT AMENITIES POLICY**

Signs are posted at each stop along the Gateway Coach route with information on the time of stop and maps of the transportation loop.

# Civil Rights Program

## Public Participation



### City of Sierra Madre

232 W. Sierra Madre Blvd.  
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### Public Timetables

Public timetables are posted at each stop. Printed timetables are available at the Community Recreation Center, Hart Park House, Library, and City Hall.

### Public Participation Plan

If/When the City makes changes to its transportation services, including but not limited to service and fare changes, the changes are reviewed by the Community Services Commission and approved by the City Council. The Community Services Commission generally meets the third Monday of the month and the City Council generally meets the second and fourth Tuesdays of the month, the meetings are open to the public. Meetings generally start at 6:30 pm and are held in Council Chambers located at 232 W. Sierra Madre Blvd., Sierra Madre, CA 91024 and is assessable by public transit. The Council Chambers are ADA accessible; individuals requiring special assistance should call the City Manager's Office at 626.355.7135 at least 48 hours prior to the meeting.

Meeting agendas are posted outside of City Hall and on the City's website at least 72 hours in advance. Any accompanying staff reports are available through any City facility and on the City's website. Individuals who have requested to be notified of transportation agenda items are notified either by phone, email, or direct mail. Individuals can contact either the Community Service Department at 626.355.5278 or the City Manager's Office at 626.355.7135 to request notification of transportation agenda items. Community members are invited to provide their input during Public Input, which is designated for public comment during any and all Commission and Council meetings. If an individual cannot make a meeting, he/she can provide written input for the record delivered to 232 W. Sierra Madre Blvd., Sierra Madre, CA 91024 or [city@cityofsierramadre.com](mailto:city@cityofsierramadre.com).

Public participation is always encouraged. If new changes are proposed to the City's transportation services, the public outreach would resemble the process the City utilized in 2010-2012 when it last changed the service route. The last change in service route was initiated in response concerns from the Senior Community Commission regarding the reduced ridership in conjunction with an expiring contract with the transit operator and the City's need to reduce the cost of transportation services.

- In 2010 an ad hoc transit committee was created consisting of a Community Services Commissioner, a Senior Community Commissioner and three members of the community who were recruited through community and faith based organizations who have face-to-face contact with all community members including, low-income, minority, LEP and persons with disabilities.
- The Committee conducted various surveys throughout the community regarding ridership and provided their results and findings, along with recommendations to the Community Services Commission.
- After soliciting and accepting public comment on the recommendations from the ad hoc transit committee, the Community Services Commission implemented all recommendations that did not have a significant cost component in 2010.
- In 2011, after soliciting and accepting public comment, the Community Services Commission included additional recommendations of the ad hoc committee in the development of the request for proposals to transit operators.
- In 2012, after soliciting and accepting public comment, the Community Services Commission Community Services Commission unanimously recommended that the City Council enter into a professional services contract for an extended Dial-A-Ride program, eliminating the fixed route service.
- The City Council, after soliciting and accepting public comment, awarded the transit contract for extended Dial-A-Ride program, with a modified fixed route service.

After changes were/are approved, the City notifies the community members by publishing press releases, posting notices on the City's website, including the information in the City's eBlast<sup>1</sup> (bi-weekly email newsletter), posting the information on Facebook, Twitter, and LinkedIn, making the announcement on the City's AM Radio Station, posting flyers on the transit vehicles and disturbing them at City facilities, schools, churches, and the downtown businesses, posting a notice on the City's community cable channel, and depending on the changes the City may include something in the water bills and/or do a direct mailing to any transportation customers who have provided their contact information to the City. All written materials will include a line in Spanish letting LEP participants know what phone number to call for assistance and further information in Spanish.

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<sup>1</sup> Individuals can sign up for the City's eBlast by registering at <http://cityofsierramadre.com/i-want-to/sign-up-for/city-eblasts>, emailing a request to [city@cityofsierramadre.com](mailto:city@cityofsierramadre.com) or calling 626.355.7135.

# Language Assistance Plan



**City of Sierra Madre**

232 W. Sierra Madre Blvd.

Sierra Madre, CA 91024

626.355.7135

www.cityofsierramadre.com

## Four Factor Analysis

In order to ensure meaningful access to programs and activities, the City of Sierra Madre uses the information obtained in a Four Factor Analysis to determine the specific language services that are appropriate. This analysis helps the City to determine if it communicates effectively with Limited English Proficient (LEP) persons and informs language access planning.

The Four Factor Analysis is a local assessment that considers:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the City of Sierra Madre’s transit program;
2. The frequency with which LEP persons come into contact with Sierra Madre’s transit services and programs;
3. The nature and importance of City of Sierra Madre’s transit services and programs in people’s lives; and
4. The resources available to the City of Sierra Madre for LEP outreach, as well as the costs associated with that outreach.

## **Factor 1 - Number of LEP Persons in Service Region**

The first step in determining the appropriate components of a Language Assistance Plan is understanding the proportion of LEP persons who may encounter the City of Sierra Madre’s transit services, their literacy skills in English and their native language, the location of their communities and neighborhoods and, more importantly, if any are underserved as a result of a language barrier. To do this, the City of Sierra Madre evaluated the level of English literacy and to what degree people in its service area speak a language other than English and what those languages are. Data for this review is derived from the United States Census Bureau “American Fact Finder” web portal data from 2011 for people residing in the area code 91024.

### **City of Sierra Madre Overview**

The City of Sierra Madre’s transit service system encompasses less than three square miles of Los Angeles County in Sierra Madre, California. English is the primary language spoken in Sierra Madre, with 78.5% of the population speaking English only. Spanish is the largest LEP language group, however, none of the individual LEP language groups in Sierra Madre meet the Safe Harbor Threshold of 1000 people or 5% of the population. Of the total city population (10,284), 5% (519) residents report speaking English less than very well; 2.2% of the residents who speak English less than “very well” are Asian and Pacific Islander speakers, 2% speak Spanish, and 0.8% speak other Indo-European languages. The languages other than English spoken are shown below.

Subject	Sierra Madre city, California			
	Estimate	Margin of Error	Percent	Percent Margin of Error
LANGUAGE SPOKEN AT HOME				
Population 5 years and over	10,284	+/-175	10,284	(X)
English only	8,068	+/-430	78.5%	+/-4.0
Language other than English	2,216	+/-413	21.5%	+/-4.0
Speak English less than "very well"	519	+/-168	5.0%	+/-1.6
Spanish	960	+/-290	9.3%	+/-2.8
Speak English less than "very well"	208	+/-99	2.0%	+/-1.0
Other Indo-European languages	444	+/-186	4.3%	+/-1.8
Speak English less than "very well"	87	+/-74	0.8%	+/-0.7
Asian and Pacific Islander languages	793	+/-299	7.7%	+/-2.9
Speak English less than "very well"	224	+/-112	2.2%	+/-1.1
Other languages	19	+/-28	0.2%	+/-0.3
Speak English less than "very well"	0	+/-20	0.0%	+/-0.4

## Factor 2 – The Frequency with which LEP Individuals Come into Contact with City of Sierra Madre transit programs, activities, and services

City staff and the contracted transit operator were surveyed regarding the frequency with which LEP individuals came into contact with the City’s transit programs. No City staff, nor the staff from the contracted transit operator, had any recollection of coming in to contact with LEP individuals utilizing transit programs. The City’s transit operator provided the ridership numbers for the past three years, shown below; the City generally has two regular riders, neither of who are LEP.

### 2011 Fixed Route Transportation Service

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
<b>Total</b>	540	733	811	681	760	740	758	657	1124	1211	1019	447
<b>Per Day</b>	25.7	36.7	35.3	32.4	34.5	33.6	36.1	28.6	51.1	57.7	46.3	20.3
<b>Per Loop</b>	2.6	3.7	3.5	3.2	3.5	3.4	3.6	2.9	5.1	5.8	4.6	2.0

### 2012 Fixed Route Transportation Service

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
<b>Total</b>	954	831	1155	792	792	1236	371	259	251	264	74	107
<b>Per Day</b>	43.3	39.6	52.5	37.7	34.4	58.9	16.9	11.3	12.6	11.5	3.4	5.1
<b>Per Loop</b>	4.3	4.0	5.3	3.8	3.4	5.9	1.7	1.1	1.3	1.2	1.1	1.7

### 2013 Fixed Route Transportation Service

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
<b>Total</b>	95	114	125	96	52	62	246	131	106	128	99	91
<b>Per Day</b>	4.1	5.7	5.9	4.4	2.3	3.1	10.7	6.0	5.0	5.6	4.7	4.1
<b>Per Loop</b>	1.4	1.9	2.0	1.5	.8	1.0	3.6	2.0	1.7	1.9	1.6	1.4

## Factor 3 – The Importance to LEP Persons of the City of Sierra Madre’s Transit Services

The City’s transit service stops at the local grocery store, the library, City Hall, the senior center, the downtown shopping district, and the recreation center, which all could have importance to LEP persons.

## Factor 4 – The Resources Available to the Recipient and Cost

The City’s contracted transit operator offers interpretation assistance in Spanish and Chinese and the regular transit driver is bi-lingual (English and Spanish). The City of Sierra Madre also has bi-lingual staff at the Community Recreation Center (English and Spanish), City Hall (English, Spanish and Chinese), and the Police Department (English Spanish).

## Outcomes

Due to the low number of non-English speaking transit users, no languages having enough of the population to meet the Safe Harbor provision, the infrequency with which LEP individuals utilize the transit programs, as well as the limited importance and resources available, the City of Sierra Madre is not providing written translation of vital documents.

However, all vital documents including transit brochures and the civil rights policy, as well as the transportation webpage will have a sentence in Spanish instructing Spanish speaking LEP patrons how to obtain Language Assistance. The following Language Assistance tools are currently in place:

### Phone Access

The City’s contracted transit operator’s currently includes a Spanish option on the recorded greeting. A bilingual receptionist is available to answer phone inquiries for Spanish speaking customers during business hours. After business hours inquiries can be left on the bilingual voice mail and are responded to promptly the next business day.

The City of Sierra Madre also has bi-lingual staff at the Community Recreation Center (English and Spanish), City Hall (English, Spanish and Chinese), and the Police Department (English and Spanish). Should a patron contact the City of Sierra Madre for Language Assistance, the patron will be transferred to an employee who speaks his/her language; all employees of the City have access to the transportation information.

### **Transit Brochures**

The City's transit brochures include a line in Spanish letting LEP participants know what phone number to call for assistance and further information in Spanish.

The City will review its Language Assistance program every three years to see if there are any increases in LEP participants or LEP eligible persons in the city.

Should a patron contact the City of Sierra Madre for Language Assistance, the patron will be transferred to an employee who speaks his/her language; all employees of the City have access to the transportation information and have been trained on the language assistance plan.

# Civil Rights Program

## Other Required Information



### City of Sierra Madre

232 W. Sierra Madre Blvd.  
Sierra Madre, CA 91024  
626.355.7135  
[www.cityofsierramadre.com](http://www.cityofsierramadre.com)

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#### List of Places the Title VI Notice to the Public is Posted

- City's website [www.cityofsierramadre.com/transportation](http://www.cityofsierramadre.com/transportation)
- Community Recreation Center
- Hart Park House Senior Center
- Library
- City Hall Meeting Notice Board
- Police Station
- In the transit vehicles for Dial-a-Ride and the Gateway Coach

#### Transit Related Planning or Advisory Board

The City of Sierra Madre does not have a transit related planning or advisory board.

#### Transit Facilities

The City of Sierra Madre has not used FTA funds to construct a facility.