



**CITY OF ANAHEIM  
TITLE VI  
PLAN**

*February 2016*

**CITY OF ANAHEIM**  
**TITLE VI**  
**PLAN**

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## NOTICE TO PUBLIC

### CITY OF ANAHEIM

#### **RIGHTS UNDER TITLE VI**

The City of Anaheim gives public notice of its policy to assure full compliance with Title VI of the Civil Rights Acts of 1964 and related regulations. Specifically, Title VI provides that “no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

Authority: Executive Order (EO) 13166 - Improving Access to Services for Persons with Limited English Proficiency, August 2000 is directed at implementing the protections afforded by Title VI of the Civil Rights Act of 1964 and related regulations. Accordingly, it prohibits recipients of Federal financial assistance from discriminating based on national origin by failing to provide meaningful access to services to individuals who are LEP. This protection requires that LEP persons be provided an equal opportunity to benefit from or have access to services that are normally provided in English.

If you believe you have been excluded from participation in, been denied the benefits of, or been subjected to discrimination under this City of Anaheim program, you may file an official Title VI complaint with the City. We encourage you to make your complaint in writing. A complaint must be filed within 180 days after the date of the alleged discrimination. The Title VI Complaint Procedures and Complaint Form can be obtained on the City’s Disability and Civil Rights Program web page or contact the ADA/Title VI Coordinator.

- Title VI Complaint Procedures
- Title VI Complaint Form

To request an alternate format of this Notice or for additional information on the City of Anaheim's nondiscrimination obligations, please contact the City by mail, telephone or email using the information below:

Nadine Tengan  
ADA/Title VI Coordinator  
955 S. Melrose Street  
Anaheim, CA 92805  
(714) 765-6803  
[www.anaheim.net](http://www.anaheim.net)

*\*This Notice is posted on the City’s Website, on all City break room bulletin boards, and at public counters. Foreign language and ASL video interpreting service is available upon request.*

**AVISO AL PÚBLICO**  
**CIUDAD DE ANAHEIM**

**DERECHOS DE CONFORMIDAD CON EL TÍTULO VI**

La Ciudad de Anaheim da en un aviso público información sobre su política para asegurar el pleno cumplimiento con el Título VI de la Ley de Derechos Civiles de 1964 y las normas conexas. Específicamente, el Título VI establece que "ninguna persona en los Estados Unidos, puede, por motivos de raza, color u origen nacional, ser excluida de participar en, ser negada de los beneficios de, o ser objeto de discriminación bajo cualquier programa o actividad que reciba asistencia financiera federal."

Autoridad: Orden Ejecutiva (OE) 13166 - Mejora del acceso a los servicios para personas con capacidad limitada de inglés (LEP), de Agosto de 2000 es destinada a establecer de las medidas previstas en el Título VI de la Ley de Derechos Civiles de 1964 y las normas conexas. En consecuencia, se le prohíbe a los beneficiarios de asistencia financiera federal discriminar por motivos de origen nacional al no proporcionar un acceso significativo a sus servicios a las personas con LEP. Esta protección requiere que las personas con LEP tengan la misma oportunidad de beneficiarse o tengan acceso a los servicios que normalmente se prestan en Inglés.

Si usted cree que ha sido excluido de participar en, se les ha negado los beneficios de, o ha sido objeto de discriminación bajo este programa de la Ciudad de Anaheim, usted puede presentar un reclamo oficial del Título VI ante la ciudad. Le animamos a presentar su reclamo por escrito. Un reclamo debe ser presentado dentro de los 180 días después de la fecha de la supuesta discriminación. Los Procedimientos de reclamos y el Formulario de reclamos del Título VI se pueden obtener en la página web del programa de la Ciudad de Discapacidad y Derechos Civiles o poniéndose en contacto con el/la Coordinador(a) de ADA/Título VI.

- Procedimientos de quejas del Título VI
- Formulario de quejas del Título VI

Para solicitar un formato alternativo del presente Aviso o para obtener información adicional sobre las obligaciones de no discriminación de la Ciudad de Anaheim, por favor, póngase en contacto con la Ciudad por correo, teléfono o correo electrónico utilizando la siguiente información:

Nadine Tengan  
Coordinadora de ADA/Título VI  
955 S. Melrose Street  
Anaheim, CA 92805  
(714) 765-6803  
[www.anaheim.net](http://www.anaheim.net)

*\* Este aviso se publica en el sitio web de la Ciudad, en todos los tableros de anuncios en las salas de descanso de la ciudad, y en los mostradores públicos. Los servicios de interpretación por videoconferencia en lengua extranjera y en Lenguaje de Señas Americano (ASL) están disponibles bajo petición.*

**NOTICE TO PUBLIC  
LOCATIONS**

**GOVERNMENT FACILITIES**

City Hall East  
200 S. Anaheim Blvd.  
Anaheim, CA 92805

City Hall West  
201 S. Anaheim Blvd.  
Anaheim, CA 92805

**CITY OF ANAHEIM**  
**TITLE VI COMPLAINT PROCEDURES**

**GRIEVANCE POLICY**

The City of Anaheim is committed to ensuring that people with disabilities are able to take part in and benefit from, the variety of public programs, services, and activities offered by the City. The City of Anaheim continues to modify its facilities, programs, policies, or practices, as necessary to ensure such access is provided.

**GRIEVANCE PROCEDURE**

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA), and ADA Amendments Act of 2008, the City of Anaheim (City) does not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Under Title VI of the Civil Rights Act of 1964 as amended in 1972, 1978 and 1992, 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 by the City of Anaheim.

The Americans with Disabilities Act and Title VI requires that public entities adopt and publish grievance procedures to assure the prompt and equitable resolution of any grievance. The purpose of this grievance procedure is to resolve as promptly as possible any problems, grievances, or conflicts related to the City's compliance without the need for the grievant to resort to other remedies available under the law.

Contents:

1. Who may file a grievance?
2. When should a grievance be filed?
3. What should the grievance include?
4. What if I need assistance filling out my grievance?
5. What happens after I file my grievance?
6. When will I receive a response?
7. Should I be concerned that a city office or employee might retaliate against me if I complain?
8. What can I do if I am not satisfied with the initial investigation by the department?
9. How long are complaints kept?

**1. Who may file a grievance?**

You or your authorized representative may file a grievance if you believe that:

The City is not in compliance with the physical access requirements of the Americans with Disabilities Act related to its public facilities, land, or right-of-ways, or

You or a specific class of individuals have been denied access to participate in any City program, service, or activity on the basis of race, color, sex, age, national origin, or disability, or

You or a specific class of individuals have been otherwise subjected to discrimination on the basis of race, color, sex, age, national origin, or disability by the City of Anaheim, or

The City has otherwise violated the ADA or Title VI.

## **2. When should a grievance be filed?**

Before filing a grievance, you may seek informal resolution by contacting the Department Liaison in the applicable department. If your informal concern is not resolved in a timely fashion, you may file a formal grievance under this procedure. You are encouraged to file your grievance as soon as possible within 180 business days.

## **3. What should the grievance include?**

The grievance should be in writing and contain information about the grievance, submission date, name, address, telephone or cell phone number of grievant, location, date and description of the problem. An alternate means of filing grievances, such as personal interviews or audio recording of the grievance, will be made available for people with disabilities upon request. Click on the link for a grievance form available for your convenience.

## **4. What if I need assistance filling out my grievance?**

Grievances may be filed by mail, telephone, or email. Assistance is available from the City Department Liaison.

## **5. What happens after I file my grievance?**

After receiving your grievance, the Department Liaison will investigate within 15 business days. The investigation may include you and any other person(s) the investigator believes to have relevant knowledge concerning your grievance. The investigator will also consider any written evidence submitted. After completing the investigation, the investigator will review the factual information gathered. The Department Liaison will then issue a written response.

## **6. When will I receive a response?**

The Department Liaison will provide a response within 15 business days.

## **7. Should I be concerned that a city officer or employee might retaliate against me if I complain?**

The City does not retaliate against you for filing a grievance and does not permit retaliation by its officers or employees. Please notify the City Department Liaison of any retaliation.

## **8. What can I do if I am not satisfied with the initial investigation by the department?**

If you are not satisfied with the response you may submit an appeal within 15 business days of your receipt of the response to the ADA/Title VI Coordinator at [Ntengan@anaheim.net](mailto:Ntengan@anaheim.net) stating the reasons for the appeal.

Within 15 business days after receipt of the appeal the ADA/Title VI Coordinator/ADA Task Force will meet with the grievant to discuss a resolution. Within 15 business days after the meeting, the ADA/Title VI Coordinator will respond with a final resolution.

You may file your appeal with the City's designated ADA/Title VI Coordinator:

Nadine Tengan  
ADA Coordinator  
City of Anaheim  
P.O. Box 3222, Mail Stop 19  
Anaheim, CA 92803  
(714) 765-6803 office  
(714) 765-6899 fax  
(714) 765-5125 TTY

If you are not satisfied with the results of the appeal, you may file a complaint with the appropriate agency or department of the State or Federal government. Contact the U.S. Department of Justice, the U.S. Department of Education Office for Civil Rights, Federal Transit Administration (FTA) or the California Department of Justice Civil Rights Division for information about how to file a complaint with these agencies at [www.ada.gov](http://www.ada.gov).

Using this grievance procedure is not a prerequisite to pursuing any of your other remedies. However, in the interest of a prompt resolution of the grievance, the City encourages you to use this procedure in addition to any other available alternatives you may choose.

### **9. How long are grievances kept?**

All grievances received by the Department Liaison and appeals to the ADA/Title VI Coordinator will be kept by the City of Anaheim for at least three (3) years.

### **10. Appeal to Federal Transit Administration – Regional Level**

If the Complainant wishes to appeal the decision, she or he has 30 days after the date of the letter to do so. Complainant may contact the Federal Transit Administration, Regional Civil Rights Officer, 201 Mission Street, Suite 650, San Francisco, CA 94105- 1839, (415) 744-2729, Fax - (415) 744-2726.

### **11. Appeal to Federal Transit Administration- National Level**

A person may also file a Title IV complaint, no later than 180 days after the date of the alleged discrimination, directly to the Federal Transit Administration, Office of Civil Rights, 1200 New Jersey Avenue., SE, Washington, DC 20590.



**CIUDAD DE ANAHEIM**  
**PROCEDIMIENTOS DE RECLAMOS DEL TÍTULO VI**

**PÓLIZA DE RECLAMOS**

La Ciudad de Anaheim se compromete a asegurar que las personas con discapacidad puedan participar y beneficiarse de, la variedad de programas públicos, servicios y actividades que ofrece la ciudad. La Ciudad de Anaheim continúa modificando sus instalaciones, programas, pólizas o prácticas, según sea necesario para garantizar que dicho acceso sea proporcionado.

**PROCEDIMIENTOS PARA LOS RECLAMOS**

De conformidad con los requisitos del Título II de la Ley de Americanos con Discapacidades de 1990 (ADA) y de la Ley de Enmiendas a la ADA de 2008, la Ciudad de Anaheim (Ciudad) no discrimina a personas calificadas con discapacidad sobre la base de discapacidad en sus servicios, programas o actividades.

Bajo el Título VI de la Ley de Derechos Civiles de 1964, modificada en 1972, 1978 y 1992, ninguna persona en los Estados Unidos, puede, por motivos de raza, color u origen nacional, ser excluida de participar en, ser negada de los beneficios de, o ser objeto de discriminación bajo cualquier programa o actividad que reciba asistencia financiera federal por la Ciudad de Anaheim.

La Ley de Americanos con Discapacidades y el Título VI requieren que las entidades públicas adopten y publiquen los procedimientos para los reclamos para asegurar la resolución rápida y equitativa en caso de agravio. El propósito de estos procedimientos de reclamos es resolver lo antes posible cualquier problema, reclamos o conflictos relacionados con el cumplimiento de la Ciudad sin necesidad de que el agraviado recurra a otros recursos permitidos la ley.

Contenidos:

1. ¿Quién puede presentar un reclamo?
2. ¿Cuándo debe presentarse un reclamo?
3. ¿Qué debe incluir el reclamo?
4. ¿Y si necesito ayuda para completar mi reclamo?
5. ¿Qué sucede después de presentar mi reclamo?
6. ¿Cuándo recibiré una respuesta?
7. ¿Debo estar preocupado(a) de que una oficina de la ciudad o un empleado podría tomar represalias contra mí si presento un reclamo?
8. ¿Qué puedo hacer si no estoy satisfecho(a) con la investigación inicial por parte del departamento?
9. ¿Cuánto tiempo se mantienen los reclamos?

**1. ¿Quién puede presentar un reclamo?**

Usted o su representante autorizado puede presentar un reclamo si usted cree que:

La Ciudad no está cumpliendo con los requisitos de acceso físico de la Ley de Americanos con Discapacidades relacionados con sus instalaciones públicas, la tierra, o el derecho de vía, o

Usted o un grupo específico de individuos se vieron negar el acceso a participar en cualquier programa de la Ciudad, servicio o actividad sobre la base de raza, color, sexo, edad, origen nacional, o discapacidad, o

La Ciudad ha violado de otra manera la ADA o el Título VI.

## **2. ¿Cuándo debe presentarse un reclamo?**

Antes de presentar un reclamo, usted puede buscar una solución informal poniéndose en contacto con el Departamento de Enlace en el departamento aplicable. Si su preocupación informal no se resuelve en el momento oportuno, usted puede presentar un reclamo formal bajo este procedimiento. Se le anima a presentar su reclamo tan pronto como le sea posible dentro de los 180 días hábiles.

## **3. ¿Qué debe incluir el reclamo?**

El reclamo debe hacerse por escrito y contener la información sobre el agravio, la fecha de presentación del reclamo, el nombre, la dirección, el número de teléfono o de teléfono celular del agraviado, el lugar, la fecha y la descripción del problema. Un medio alternativo para la presentación de los reclamos, tales como entrevistas personales o grabación de audio de la queja, se pondrán a disposición de las personas con discapacidad que lo soliciten. Haga clic en el enlace del formulario de reclamos disponible para su conveniencia.

## **4. ¿Y si necesito ayuda para completar mi reclamo?**

Los reclamos pueden ser presentados por correo, teléfono o correo electrónico. Hay asistencia disponible de parte del Departamento de Enlace de la Ciudad.

## **5. ¿Qué sucede después de presentar mi reclamo?**

Después de recibir su reclamo, el Departamento de Enlace investigará en un plazo de 15 días hábiles. La investigación puede incluirle a usted y a cualquier otra persona, que el investigador crea tener conocimientos pertinentes sobre su reclamo. El investigador también tendrá en cuenta cualquier evidencia presentada por escrito. Después de completar la investigación, el investigador revisará la información fáctica reunida. El Departamento de Enlace emitirá entonces una respuesta por escrito.

## **6. ¿Cuándo recibiré una respuesta?**

El Departamento de Enlace proporcionará una respuesta dentro de los 15 días hábiles.

## **7. ¿Debo estar preocupado(a) de que una oficina de la ciudad o un empleado pueda tomar represalias contra mí si presento un reclamo?**

La Ciudad no toma represalias contra usted por presentar un reclamo y no permite represalias por parte de sus funcionarios o empleados. Por favor notifíquelo al Departamento de Enlace de la Ciudad de cualquier represalia.

## **8. ¿Qué puedo hacer si no estoy satisfecho(a) con la investigación inicial por parte del departamento?**

Si usted no está satisfecho(a) con la respuesta, usted puede presentar una apelación dentro de los 15 días hábiles de la recepción de la respuesta ante el/la Coordinador(a) de ADA / Título VI al correo electrónico siguiente: Ntengan@anaheim.net indicando los motivos de la apelación.

Dentro de los 15 días hábiles siguientes a la recepción de la apelación al/ a la Coordinador(a) de ADA/Título VI / Grupo de Trabajo de ADA se reunirá con el reclamante para discutir una resolución. Dentro de los 15 días hábiles siguientes a la reunión, el/ la Coordinador(a) de ADA / Título VI responderá con una resolución final.

Usted puede presentarle su apelación ante el/la Coordinador(a) de ADA / Título VI designado(a) de la Ciudad:

Nadine Tengan  
Coordinadora de ADA  
Ciudad de Anaheim  
P.O. Box 3222, Mail Stop 19  
Anaheim, CA 92803  
(714) 765-6803 oficina  
(714) 765-6899 fax  
(714) 765-5125 TTY

Si usted no está satisfecho(a) con los resultados de la apelación, usted puede presentar un reclamo ante la agencia o el departamento del gobierno estatal o federal correspondiente. Póngase en contacto con el Departamento de Justicia de los EE.UU., el Departamento de Educación de los EE.UU., la Oficina de los Derechos Civiles, la Administración Federal de Tránsito (FTA) o el Departamento de California de la División de Justicia de los Derechos Civiles para obtener información sobre cómo presentar un reclamo ante estos organismos en [www.ada.gov](http://www.ada.gov).

El uso de este procedimiento de reclamos no es un requisito previo para la búsqueda de cualquier otra solución. Sin embargo, en aras de una pronta resolución del reclamo, la Ciudad le anima a utilizar este procedimiento, además de otras alternativas disponibles que puede elegir.

## **9. ¿Cuánto tiempo se mantienen los reclamos?**

Todos los reclamos recibidos por el Departamento de Enlace y las apelaciones ante el/la Coordinador(a) de ADA / Título VI serán mantenidos por la Ciudad de Anaheim durante por lo menos tres (3) años.

## **10. Apelar ante la Administración de Transito Federal – Nivel Regional**

Si el Demandante desea apelar la decisión, él o ella tiene 30 días después de la fecha de recepción de la carta para hacerlo. El Demandante puede ponerse en contacto con la Administración de Tránsito Federal, Oficial Encargado Regional de los Derechos Civiles, 201 Mission Street, Suite 650, San Francisco, CA 94105-1839, (415) 744-2729, Fax - (415) 744-2726.

## **11. Apelar ante la Administración de Transito Federal -Nivel Nacional**

Una persona también puede presentar un reclamo del Título IV, a más tardar 180 días después de la fecha de la supuesta discriminación, directamente ante la Administración de Transito Federal, Oficina de los

Derechos Civiles, 1200 New Jersey Avenue., SE, Washington, DC 20590.

Usted o un grupo específico de individuos han sido de otra manera sujetos a la discriminación por motivos de raza, color, sexo, edad, origen nacional, o discapacidad por la ciudad de Anaheim, o

**CITY OF ANAHEIM**  
**TITLE VI COMPLAINT**  
**FORM**

Instructions: Please fill out this form completely in black ink or type. Sign and return to Department Liaison or ADA/Title VI Coordinator Office, 955 S. Melrose St., Anaheim, CA 92805. This form is optional and provided for your convenience.

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

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

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

Telephone: \_\_\_\_\_ Work: \_\_\_\_\_ Cell: \_\_\_\_\_

If a legally authorized representative is filing the grievance on your behalf, his/her name, address and telephone number must also be included:

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

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

Email: \_\_\_\_\_

Telephone: \_\_\_\_\_ Work: \_\_\_\_\_ Cell: \_\_\_\_\_

Please check off why you believe the discrimination occurred:

Race

Color

National Origin

Other \_\_\_\_\_

Date of Incident: \_\_\_\_\_ Time of Incident: \_\_\_\_\_

Location or address of incident: \_\_\_\_\_

Describe your grievance: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What type of corrective action would you like to see taken?

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If the incident(s) involved a City of Anaheim employee(s), his/her name(s) please included: \_\_\_\_\_

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The name(s) and contact information of witnesses:

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If your grievance is being filed on behalf of another person or a group of people, all of the grievant(s) should be described or identified by name, if possible.

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Grievant: \_\_\_\_\_ Date: \_\_\_\_\_

Legally Authorized Representative: \_\_\_\_\_ Date: \_\_\_\_\_

Please make a copy for your records.

**CIUDAD DE ANAHEIM**  
**FORMULARIO DE RECLAMOS DEL TÍTULO VI**

Instrucciones: Por favor, rellene este formulario completamente en tinta negro o a computadora. Firmelo y devuélvalo al Departamento de Enlace o a la Oficina del/de la Coordinador(a) de ADA / Título VI, 955 S. Melrose St., Anaheim, CA 92805. Este formulario es opcional y sin coste adicional.

Nombre del/de la agraviado(a): \_\_\_\_\_

Dirección: \_\_\_\_\_

Correo electrónico: \_\_\_\_\_

Teléfono: \_\_\_\_\_ Trabajo: \_\_\_\_\_ Celular: \_\_\_\_\_

Si un representante legal está presentando el reclamo en su nombre, su nombre, dirección y número de teléfono también se deben incluir:

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

Dirección: \_\_\_\_\_

Correo electrónico: \_\_\_\_\_

Teléfono: \_\_\_\_\_ Trabajo: \_\_\_\_\_ Celular: \_\_\_\_\_

Por favor marque por qué cree que ocurrió la discriminación:

Raza

Color

Origen Nacional

Otro(a) \_\_\_\_\_

Fecha del incidente: \_\_\_\_\_ Hora del incidente: \_\_\_\_\_

Lugar o dirección del incidente: \_\_\_\_\_

Describa su queja: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

¿Qué tipo de acción correctiva le gustaría que se adoptase?

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Si el(los) incidente(s) involucra(n) un(os) empleado(s) de la Ciudad Anaheim, por favor indique su(s) nombre(s), deben incluirse

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Nombre(s) e información de contacto de los testigos:

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Si su reclamo está siendo presentado en nombre de otra persona o de un grupo de personas, todos los Demandante(s) deben ser descritos o identificados por su nombre, si es posible.

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Agraviado(a): \_\_\_\_\_ Fecha: \_\_\_\_\_

Representante legal autorizado: \_\_\_\_\_ Fecha: \_\_\_\_\_

Por favor, haga una copia para sus registros.



**CITY OF ANAHEIM**  
**TITLE VI**

**LIST OF TRANSIT-RELATED INVESTIGATIONS, COMPLAINTS, AND LAWSUITS**

*The City of Anaheim currently does not have any transit- related investigations, complaints or lawsuits with regards to Civil Rights Violations.*

**CITY OF ANAHEIM**  
**TITLE VI - PUBLIC PARTICIPATION PLAN**

**PURPOSE**

The City of Anaheim's Public Participation Plan is organized to work in concert with the Title VI Plan and the Limited English Proficiency Plan. The purpose of the Public Participation Plan is to establish procedures that allow for, encourage, and monitor participation of all citizens living and working in the City, and users of public transportation. Special attention will be paid to soliciting input from low-income and minority communities that are traditionally underrepresented. A survey tool will be developed to seek information about personal transportation and the most effective channels of communication for the City to engage the citizenry.

The survey tool will be used to solicit input for the Public Participation Plan. The survey tool will be distributed at neighborhood and community meetings. Cognizant of individuals with Limited English Proficiency, the survey will be developed at a fourth grade reading level and translated in Spanish.

**GOALS AND OBJECTIVES**

The City's public involvement plan has a single comprehensive goal: to allow the public opportunities throughout the planning process to influence decisions. In order to meet this goal, the City has established the following objectives:

1. Identify the most appropriate methods for reaching the public.
2. Determine what non-English languages and other cultural barriers exist to public participation within the Anaheim area.
3. Hold meetings in locations which are accessible and reasonably welcoming to all area residents, including but not limited to, low-income and minority members of the public.
4. Keep the public informed through effective channels of communication and allow input from those not likely to attend meetings.
5. Work to actively involve the public in programs, policy-making and projects.
6. Ensure that the City's public involvement plan is dynamic and responsive.
7. Use various illustrative visualization techniques to convey the information including but not limited to charts, graphs, photos, maps and the internet.

**IDENTIFICATION OF STAKEHOLDERS**

Stakeholders are those who are either directly, or indirectly, affected by a plan, or the recommendations of that plan. Those who may be adversely affected, or who may be denied benefit of a plan's recommendation(s), are of particular interest in the identification of specific stakeholders. Stakeholders are broken down into several groups: general citizens, minority and low-income persons, public agencies, and private organization and businesses.

**General Citizens:** There are 349,504 residents in the Anaheim area (ESRI 2015). Around 54.3 percent are persons of Hispanic or Latino origin. 50.6 percent of the population consider themselves to be White; 15.8 percent reported as Asian; 2.9 percent is Black persons; and .8 percent is American Indian and Alaska Native persons. Sixty-one percent indicated they spoke a language other than English at home.

**Low-income:** Low-income households (below poverty level) account for 16% of all households in Anaheim and should be given every reasonable opportunity to provide input on transportation plans and programs.

**Public Agencies:** Public agencies can provide valuable input to the planning process, in addition to assisting in gaining attention from traditionally under-represented populations.

**Private Organizations and Businesses:** Private organizations and businesses offer a number of perspectives that are valuable to the planning process. Often, transportation for employees is of critical concern to private sector employees. For that reason, representation of private business interests will be welcomed in the planning process.

### **OUTREACH TECHNIQUES**

Engaging minority and Limited English Proficiency populations can be challenging. Below is a list of outreach techniques that the City will use to actively solicit public input in the planning process of a project.

#### *Newsletters:*

The Anaheim Magazine and Anaheim Your Community quarterly newsletters will be available in both print and e-formats. Newsletters provide the public and local government partners with progress updates on projects and programs. These newsletters will provide a frequent channel of communication with the public and allow the public to stay informed.

#### *Website:*

A well organized and engaging website is the cornerstone of the City's communication strategy. The website will offer a user-friendly structure and linguistic style understandable to lay people interested in projects and the planning process. In addition, the website will be developed following the guidelines of Section 508 of the Rehabilitation Act, so that it is able to accommodate disabled users.

#### *Social Media:*

The City will utilize common social media forums (Facebook, Twitter, etc.) to disseminate project information.

#### *Public Notices:*

The City will include notations in public notices in appropriate non-English languages that will provide a contact where the individual can be informed of the process/project, and will have an opportunity to give input.

#### *Public Meetings & Focus Groups:*

The City will host public meetings and focus groups to discuss topics/projects of interest with the public. When hosting public meetings, the City will provide adequate notice to the public and follow all federally prescribed guidelines regarding public comment periods. The City will make a good faith effort to notify the public, such as posting in work places. At meetings, the City will utilize visualization aides, such as power-points and maps to assist the public in understanding the situation.

*Contracted Language Interpretation Services:*

The City has a service contract to provide foreign language and American Sign Language interpreting services. Language identification cards are made available at public counters and service can be provided upon request. In addition, full Spanish interpretation services are provided at all City Council meetings, through the use of headsets.

<b>Outreach Techniques</b>	<b>Frequency</b>
Anaheim Magazine	Quarterly
Your Community (Publication)	Quarterly
City Webpage	Monthly
Social Media (Facebook, Twitter)	Monthly
Neighborhood Council Meetings	Quarterly
Public Meetings	Frequency varies per Project

**PERFORMANCE METHODS**

On an annual basis, the City will undertake an internal review of its public participation plan’s effectiveness of engaging the public, by examining criteria, such as:

- Records from public meetings,
- Records of responses to citizen email, and
- Input from the general public

**PUBLIC PARTICIPATION PLAN (PPP)**

Availability of this plan for review will be advertised in a manner reasonably expected to reach the general public, as well as minority populations, low-income persons, and traditionally under-served populations. This could occur through contacts mentioned earlier in this document, notification of contacts are available in English and Spanish languages.

The City of Anaheim also receives funding from the Orange County Transportation Authority (OCTA) to provide local transportation for seniors, operating the Senior Mobility Program. Through the City’s Senior Mobility Program, the City provides seniors accessible door-to-door, low-cost, transportation services to older adults that are unable to drive or use public transportation services due to physical ailments. Senior citizens in need of the service are picked-up at their Anaheim residence and may receive transportation services to various locations including locations inside the City of Anaheim’s city limits within a 10 mile radius of their home, to the City’s Congregate Meal Program, nearest City of Anaheim Community Center or Library for the purpose of using the site or connecting with the OCTA ACCESS program, to non-emergency medical appointments, shopping, personal services, social/recreational activities, and special events.

*For project information, please contact:*

Nadine Tengan  
ADA Coordinator  
City of Anaheim  
P.O. Box 3222, Mail Stop 19  
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(714) 765-6803 office  
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**CITY OF ANAHEIM**  
**Limited English Proficiency (LEP) Plan**  
**TITLE VI**

**I. PURPOSE**

To establish guidance for the City of Anaheim to provide timely and reasonable language assistance to Limited English Proficiency (LEP) persons who come in contact with the City. This plan is established pursuant to and in accordance with Title IV of the Civil Rights Act of 1964 and its implementing regulations and Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency”.

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

Executive Order 13166 was adopted to improve access to federally conducted, and federally assisted programs and activities for persons who as a result of national origin, are limited in their English proficiency. This plan reiterates the City of Anaheim's position that it will provide the language assistance necessary for meaningful participation in its programs and services to persons who, as a result of national origin, are limited in English proficiency.

**II. REFERENCES**

- Federal Register, Volume 68, Number 103, Civil Rights Center; Enforcement of Title VI of the Civil Rights Act of 1964; Policy Guidance to Federal Financial Assistance Recipients Regarding the Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons: Notice (May 29, 2003)
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency (August 11, 2000)
- Department of Labor (DOL) Training and Employment Guidance Letter (TEGL) 26-02, Publication of Revised Guidance Regarding the Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons (May 29, 2003)

**III. BACKGROUND**

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq. and its implementing regulations provide that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives federal financial assistance. In order to avoid discrimination against LEP persons on the grounds of national origin, we must take reasonable steps to ensure that such persons have meaningful access to the programs, services, and information.

Language barriers prohibit LEP persons from obtaining services and information relating to a variety of services and programs because they may not be able to read instructions or correspondence written in English and may not understand verbal information. Many times, they are not aware of regulatory requirements and legal implications of the services they seek. When LEP persons receive legal documents, they often do not understand the contents of the correspondence and its implication to their daily lives. LEP persons may not be able to take advantage of services, which could affect their job and social opportunities. When individuals do not understand or read English, they can be hampered in seeking employment opportunities.

#### **IV. GOALS**

It is essential that City staff be informed about their diverse clientele from a linguistic, cultural and social perspective. These individuals will be culturally competent so they can encourage vulnerable LEP minority populations to access and receive appropriate services with more knowledge and confidence. The key to providing meaningful access to LEP persons is to ensure that LEP persons can communicate effectively and act appropriately based on that communication. Minimum reasonable measures would be to ensure that LEP persons are given adequate information, are able to understand that information, and are able to participate effectively in programs or activities.

Spanish is the most requested language for interpreters in the City of Anaheim. City staff will make designated publications available in languages other than English and provide interpretation/translation services to persons who are not proficient in English.

The City will take reasonable steps to ensure that LEP persons are given adequate information, are able to understand that information, and are able to participate effectively in recipient programs or activities, where appropriate.

#### **V. FOUR FACTOR ANALYSIS**

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

- 1. The number or proportion of LEP persons in the service area who may be served by the City.**

City staff reviewed the 2009-2013 American Community Survey to determine the approximate number of LEP persons age 5 years and older in the City of Anaheim.

City staff also reviewed the 2010 U.S. Census to determine that 61% of the City's population (205,122 LEP speakers) spoke a language other than English at home. This meets the Department of Justice (DOJ) Safe Harbor provision of "every 1000 speakers or 5% of the population, whichever is less.

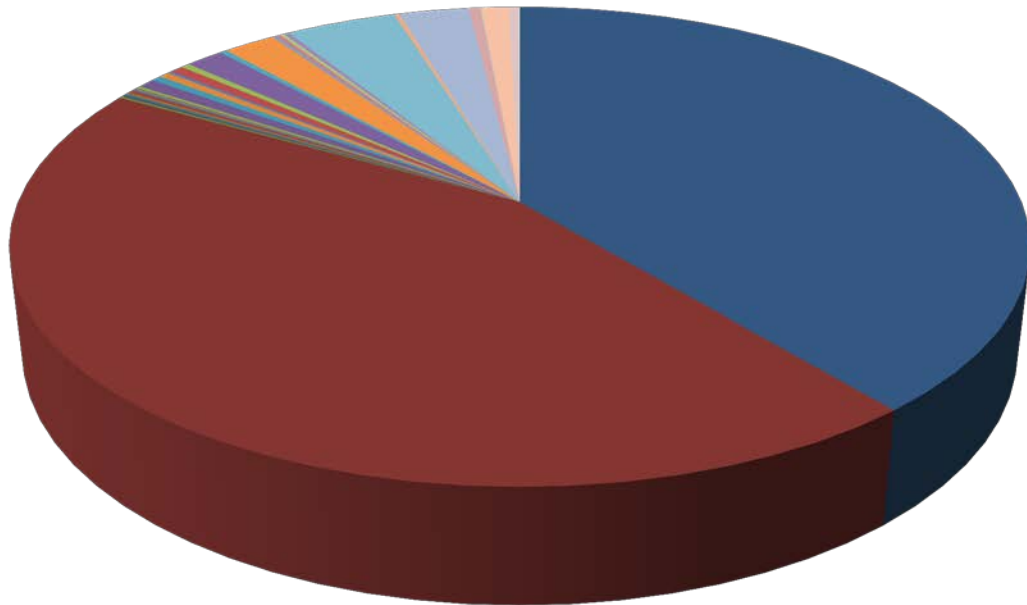
## Estimated Population of Anaheim- 313, 989

Limited English Proficiency (LEP)	Estimated Population	Percentages
<b>ANAHEIM</b>	<b>313,989</b>	<b>100%</b>
<b>Speak only English</b>	122350	38.97%
<b>Spanish</b>	138819	44.21%
<i>Speak English "very well"</i>	75,059	23.9
<i>Speak English less than "very well"</i>	63,760	20.3
French	487	0.16%
Italian	284	0.09%
Portuguese	446	0.14%
German	453	0.14%
Yiddish	7	0.00%
Other West Germanic languages	407	0.13%
Scandinavian languages	51	0.02%
Greek	217	0.07%
Russian	180	0.06%
Polish	185	0.06%
Serbo-Croatian	133	0.04%
Other Slavic languages	67	0.02%
Armenian	551	0.18%
Persian	2008	0.64%
Gujarati	1197	0.38%
Hindi	1264	0.40%
Urdu	472	0.15%
Other Indic languages	1577	0.50%
Other Indo-European languages	1033	0.33%
Chinese	4517	1.44%
Japanese	827	0.26%
Korean	6235	1.99%
Mon-Khmer, Cambodian	479	0.15%
Hmong	540	0.17%
Thai	463	0.15%
Laotian	659	0.21%
Vietnamese	13148	4.19%
Other Asian languages	537	4.08%
Tagalog	8347	2.66%
Other Pacific Island languages	1336	0.43%
Navajo	12	0.00%
Other Native North American languages	29	0.01%



Hungarian	74	0.02%
Arabic	3380	1.08%
Hebrew	141	0.04%
African languages	923	0.29%
Other and unspecified languages	154	0.05%
<b>TOTAL</b>	<b>313,989</b>	<b>100%</b>

## CITY OF ANAHEIM POPULATION BY LANGUAGE- 2009-2013



- |   |                                  |                                   |
|---|----------------------------------|-----------------------------------|
| ■ Speak only English                    | ■ Spanish                        | ■ French                          |
| ■ Italian                               | ■ Portuguese                     | ■ German                          |
| ■ Yiddish                               | ■ Other West Germanic languages  | ■ Scandinavian languages          |
| ■ Greek                                 | ■ Russian                        | ■ Polish                          |
| ■ Serbo-Croatian                        | ■ Other Slavic languages         | ■ Armenian                        |
| ■ Persian                               | ■ Gujarati                       | ■ Hindi                           |
| ■ Urdu                                  | ■ Other Indic languages          | ■ Other Indo-European languages   |
| ■ Chinese                               | ■ Japanese                       | ■ Korean                          |
| ■ Mon-Khmer, Cambodian                  | ■ Hmong                          | ■ Thai                            |
| ■ Laotian                               | ■ Vietnamese                     | ■ Other Asian languages           |
| ■ Tagalog                               | ■ Other Pacific Island languages | ■ Navajo                          |
| ■ Other Native North American languages | ■ Hungarian                      | ■ Arabic                          |
| ■ Hebrew                                | ■ African languages              | ■ Other and unspecified languages |

<b>RACE</b>	<b>TOTAL POPULATION</b>	<b>POPULATION PERCENTAGE</b>
White	174752	50.6%
Black	10136	2.9%
Amer Ind/Alaskan	2796	0.8%
Asian	55221	15.8%
Hispanic/Latino (a)	184538	52.8%

(a) Hispanics may be of any race

**2. The frequency with which LEP persons come in contact with City programs, activities or services.**

We have a wide variety of people from various backgrounds who participate in our programs and services representing diverse age groups, ethnicities, abilities, and languages spoken. While we do not collect average statistics across all City programs, we are prepared to serve people who speak multiple languages via a multi-pronged approach consisting of interpreters, translated written material, and a website and social media that are available in multiple languages.

**3. The nature and importance of programs, activities or services provided by the City to the LEP population.**

The City recognizes that per the 2010 U.S. Census, over 60% of the City population spoke a language other than English at home. In addition, the most frequently requested interpretation services are in the Spanish language. The City offers a wide variety of customer service assistance through the various City Departments. The provision of resources, direct services, and programs through our public facilities, including but not limited to, our Community Centers, Libraries, Senior Centers, Family Resource Centers, and Youth Centers, play a significant role in allowing access to social and recreational enrichment opportunities, which improve the quality of life in Anaheim.

**4. The resources available to the recipient of federal funds and overall cost to provide LEP assistance.**

Outreach expenses as they relate to LEP populations are shared among several departments (Personnel Services, Parks, Recreation & Community Services Agency, Police, and Community Development Agency). The City updated its website with the capability to translate information into many different languages. Most of the City’s public counters have bilingual Spanish speakers, the most common language requested in the City of Anaheim. Also, available in each department is contracted service for other foreign languages at no charge. Costs for marketing materials and translation of documents for outreach are minimal and have not been quantified.

**5. Summary**

Based on the four-factor analysis, the City of Anaheim has identified the language needs and services required to provide meaningful access to information for the LEP residents of Anaheim. This LEP Plan will be reviewed on an annual basis and incorporate LEP information that further identify additional language needs for the top languages identified.

**VI. PLANNING – DEVELOPING A LANGUAGE ASSISTANCE PROGRAM (LAP)**

## ***A. Identification of LEP Persons***

City staff will use the following methods to identify LEP persons:

- Examine records to see if requests for language assistance have been received in the past, either at meetings or from referrals to determine whether language assistance might be needed for future events or literature.
- Display language identification card which invite LEP persons to identify their language needs to our staff members. Records will be maintained in accordance with the Citywide Record Retention Schedule.
- Provide contact information on public notices who to contact to request reasonable accommodations prior to meeting date.

**Safe Harbor Provision.** DOT has adopted DOJ's Safe Harbor Provision, which outlines circumstances that can provide a "safer 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 the 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, a background documentation regarding the determination shall be provided to FTA in the Title VI Program.

## ***B. Language Assistance Measures***

Staff will continue to accomplish several language assistance measures to assist LEP persons, including the following:

- Translate an inventory of existing materials in a variety of languages based on demographics, including Spanish.
- Regularly review and update these materials.
- Assure LEP persons have access to staff that are trained and competent in the skill of interpreting/translation.
- Contract with an outside interpreter service for trained and competent interpreters and American

Sign Language (ASL), as needed.

- Arrange for the services of voluntary community interpreters who are trained and competent in the skill of interpreting.
- Contract for telephone language interpreter service.
- Establish a linkage between minority community-based organizations for assistance in cultural understanding and interpretation services.
- Post language identification cards and maintain signs in waiting rooms, reception areas and other initial points of entry in languages other than English. In order to be effective, these signs should inform applicants and beneficiaries of their right to free language assistance services and invite them to identify themselves as persons needing such services.
- Translate application forms and instructional, informational, and other written materials into appropriate non-English languages by competent translators.
- For LEP persons where written documents do not exist in their language, assistance should be provided from an interpreter/translator to explain the contents of documents.
- Efforts for assistance to low-frequency, unusual or unexpected languages may include, but are not limited to, using a telephone language line, and locating and temporarily employing a qualified interpreter who can communicate in the appropriate language.
- Notices and information that are generally available to the public will be made available to identified LEP populations.
- Establish uniform procedures for timely and effective telephone communication between staff and LEP persons. This will include instructions for English-only-speaking employees to obtain assistance from interpreters or bilingual staff when receiving calls from or initiating calls to LEP persons.
- Statements about the services available and the right to free language assistance services, in appropriate non-English languages, will be included in brochures, booklets, outreach and recruitment information and other materials that are routinely disseminated to the public.
- Ensure that translated materials provide referrals to telephone numbers or websites that are linguistically accessible.

### ***C. Training***

Training for front-line staff members, who are often the first points of contact with LEP individuals is provided by City Personnel. Staff training includes:

- Identifying and tracking language preference information of LEP persons;
- Delivering services effectively to LEP persons;
- Assuring staff sensitivity to the literacy level of LEP persons;
- Describing LEP services offered to the public;
- Procuring interpreter services;
- Identifying and documenting language needs of LEP persons;
- Processing a Title VI/LEP complaint;
- Familiarity with Disability Awareness, Ethics, Civil Rights and Conflict Management issues.

This LEP plan will be available electronically to all staff and included in the City's new employee orientation.

### ***D. Providing Notice to LEP Persons***

Notice of language assistance services will be accomplished as follows:

- Signs “Title VI is the Law” to be posted in the entry areas.
- At service counters Language Identification cards regarding the availability of interpreting services free of charge.
- Website, documents, community meeting notices, and brochures will be offered or printed in alternative languages upon request free of charge.
- Staff will inform LEP persons that language assistance is available and is free of charge.

## **VII. MONITORING AND UPDATING THE LEP**

In July of each year, the City’s ADA Task Force will review the effectiveness of the LEP Plan. The evaluation will include identification of any problem areas and development of required corrective action strategies. Elements of the evaluation may include:

- Identification of the number of LEP persons requesting interpreters/translators;
- Review of up-to-date community and demographic information;
- Determination of whether interpretation/translation services have been effective;
- Assessment of current language needs to determine if additional services or translated materials should be provided;
- Assessment whether staff members adequately understand LEP guidelines, service provider procedures, and how to carry them out;
- Gathering feedback from LEP communities at community outreach program events and meetings.
- Departments to self-assess number of licenses to renew each spring for contracted language interpretation service.

## **VIII. DEFINITIONS**

**Limited-English-Proficient Persons:** Individuals with a primary or home language other than English who must, due to limited fluency in English, communicate in that primary or home language if the individuals are to have an equal opportunity to participate effectively in or benefit from any aid, service or benefit provided by Anaheim Workforce Investment Board.

**Linguistically Isolated:** This term is defined in the Census as the percentage of the persons in households in which no one over the age of 14 speaks English well, and is used as a direct measure of those persons with a severe language barrier, as distinct from those of foreign origin who speak English well.

**Low Frequency and Unusual or Unexpected Languages:** An individual with limited English skills who does not speak a language spoken by a “significant number or proportion of the population”.

**Qualified Interpreter:** Qualified interpreter means an interpreter who is able to interpret effectively, accurately, and impartially, either for individuals with disabilities or for individuals with limited English skills. The interpreter should be able to interpret both receptively and expressively, using any necessary specialized vocabulary.

**Non-English Language Relay Service:** A telecommunications relay service that allows persons with hearing or speech disabilities who use languages other than English to communicate with voice telephone users in a shared language other than English, through a communications assistant who is fluent in that language.

The City's LEP Plan and Title VI Complaint Procedure are available on the City of Anaheim's website @ <http://www.anaheim.net/1740/Disability-Civil-Rights-Program>. Any person may request a copy of the LEP Plan via telephone, fax, mail, or in person and shall be provided a copy of the Plan at no cost.

Questions or comments about the LEP Plan may be submitted to:

Nadine Tengan  
ADA Coordinator  
City of Anaheim  
P.O. Box 3222, Mail Stop 19  
Anaheim, CA 92803  
(714) 765-6803 office  
(714) 765-6899 fax  
(714) 765-5125 TTY

**TITLE VI  
CITY OF ANAHEIM  
BOARDS AND COMMISSIONS**

According to the 2015 ESRI, the City of Anaheim's minority race/ethnic breakdown is as follows:

Black	2.9%
American Indian and Alaska Native	0.8%
Asian	15.8%
Native Hawaiian and Other Pacific Islander	0.5%
Hispanic or Latino	54.3%

Through its website, the City encourages residents to become involved in their community by participating on Boards, Commissions and Committees. The City accepts applications for Boards, Commissions and Committees, on an ongoing basis and keeps them active for a two-year period.

The Maddy Act requires that the City of Anaheim post one time per year by December 31st, all upcoming vacancies (Local Appointment List). This Notice includes current members of City Boards and Commissions, the title of Boards and Commissions with vacancies, term expiration dates, and the process to apply for Boards and Commissions.

Additionally, when a vacancy occurs, notices are posted in the following locations: The kiosk at City Hall, Central Library, our local Channel 3, City Facebook page, and the Anaheim Bulletin. A Notice is posted on the City's website as well. The applications of individuals who have applied in the past two years are reviewed and notification is made to interested individuals according to the Ward in which they reside.