

# OCTA Title VI Report | **2018**

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## Part II

## FTA FISCAL YEAR 2018 CERTIFICATIONS AND ASSURANCES

**FEDERAL FISCAL YEAR 2018 FTA CERTIFICATIONS AND ASSURANCES SIGNATURE PAGE**  
(Required of all Applicants for federal assistance to be awarded by FTA in FY 2018)

## AFFIRMATION OF APPLICANT

Name of the Applicant: Orange County Transportation AuthorityName and Relationship of the Authorized Representative: Lance M. Larson, Executive Director, External Affairs

BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all federal laws, regulations, and requirements, follow applicable federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in federal fiscal year 2018, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it

FTA intends that the Certifications and Assurances the Applicant selects on the other side of this document should apply to each Award for which it now seeks, or may later seek federal assistance to be awarded during federal fiscal year 2018.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. § 3801 *et seq.*, and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR part 31, apply to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. § 1001 apply to any certification, assurance, or submission made in connection with a federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute

In signing this document, I declare under penalties of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate

Signature  Date: 2/23/18Name Lance M. Larson, Executive Director, External Affairs  
Authorized Representative of Applicant

## AFFIRMATION OF APPLICANT'S ATTORNEY

For (Name of Applicant): Orange County Transportation Authority

As the undersigned Attorney for the above-named Applicant, I hereby affirm to the Applicant that it has authority under state, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.







I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA assisted Award

Signature  Date: 2/26/18Name James M. Donich, General Counsel  
Attorney for Applicant

*Each Applicant for federal assistance to be awarded by FTA must provide an Affirmation of Applicant's Attorney pertaining to the Applicant's legal capacity. The Applicant may enter its electronic signature in lieu of the Attorney's signature within TrAMS, provided the Applicant has on file and uploaded to TrAMS this hard-copy Affirmation, signed by the attorney and dated this federal fiscal year*

## Notification of Protection Under Title VI

This is a sample of the interior vehicle permanent placard which includes Title VI information in English and Spanish.

<p><b>NOTIFICATION OF TITLE VI PROTECTION</b></p> <p>The U.S. Civil Rights Act of 1964 provides that no person shall be subjected to discrimination on the basis of race, color, or national origin in the provision of services by any person or entity. This includes the provision of services by any person or entity that provides services to the public. This includes the provision of services by any person or entity that provides services to the public. This includes the provision of services by any person or entity that provides services to the public.</p> <p>Any person who is subjected to discrimination on the basis of race, color, or national origin in the provision of services by any person or entity that provides services to the public may file a complaint with the U.S. Department of Justice, Civil Rights Division, or the U.S. Department of Transportation, Office of the Assistant Secretary for Civil Rights. The U.S. Department of Justice, Civil Rights Division, may also be contacted at 202-512-2100. The U.S. Department of Transportation, Office of the Assistant Secretary for Civil Rights, may also be contacted at 202-365-4700.</p>	<p><b>NOTIFICACION DE PROTECCIÓN BAJO EL TÍTULO VI</b></p> <p>La Ley de Derechos Civiles de 1964 establece que ninguna persona será sujeta a discriminación por motivos de raza, color o origen nacional en la provisión de servicios por cualquier persona o entidad. Esto incluye la provisión de servicios por cualquier persona o entidad que presta servicios al público. Esto incluye la provisión de servicios por cualquier persona o entidad que presta servicios al público. Esto incluye la provisión de servicios por cualquier persona o entidad que presta servicios al público.</p> <p>Cualquier persona que sea sujeta a discriminación por motivos de raza, color o origen nacional en la provisión de servicios por cualquier persona o entidad que presta servicios al público puede presentar una queja ante el Departamento de Justicia de los Estados Unidos, División de Derechos Civiles, o ante el Departamento de Transportación, Oficina del Asesorado del Secretario para los Derechos Civiles. El Departamento de Justicia de los Estados Unidos, División de Derechos Civiles, también puede ser contactado al 202-512-2100. El Departamento de Transportación, Oficina del Asesorado del Secretario para los Derechos Civiles, también puede ser contactado al 202-365-4700.</p>
<p>To request Title VI information or file a complaint, contact 714-636-RIDE -- Option 2</p> <p>Para solicitar información sobre el Título VI (Title VI) o presentar una queja, comuníquese al 714-636-RIDE -- opción 2</p> <p>Để yêu cầu thông tin Title VI (Title VI) hoặc nộp đơn than phiền, liên lạc số 714 636 RIDE -- Lựa chọn 2</p>	<p> (714) 636-RIDE Option 2</p> <p> titlevi-lingual@octa.net</p> <p> octa.net/about/OCTA Title VI</p> <p> OCTA Admin Station Offices 600 South Main Street • Orange, CA 92663</p> <p>  octbus.com</p>

This is a sample of the Title VI Notice of Protection brochure in English and Spanish.

Title VI of the Civil Rights Act of 1964 prohibits that no person in the United States shall, on the grounds of race, color, or nation of 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."

## Our Policy

**Our Policy**  
As a recipient of federal funding, Orange County Transportation Authority (OCTA) strives to make all of its own programs, activities and that of its sub-agencies, be provided and administered fairly, without regard to race, color, national origin, or economic status. OCTA also makes efforts to ensure and document through the impact of its programs on minority and low-income populations. In addition, OCTA makes reasonable effort to provide meaningful access to programs, for persons with limited English proficiency. Further, OCTA promotes immediate concern, or participation in other situations, coordinated against any person because of the race, the sex a commitment to secure rights protected by the FTA-17

### Who May File a Title VI Complaint?

any person with no other status as the individual, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, national origin, or other protected class, interest may be a viable component of DOT. The Federal Transportation Administration (FTA) or the Secretary of Transportation (DOT).

### Procedures for Filing Civil Rights Complaints

• Signed complaint must be filed with a TDO clerk within the date of the alleged discrimination. This complaint must include the following information:

- Your name, address, and telephone number if you are filing on behalf of another person. Include your home address, telephone number, and your e-mail address to the complainant's e-mail (and fax) or contact address.
- The name and address of the agency, program, or organization that you believe is the respondent agency.
- A brief, plain statement of what you believe the agency did or failed to do, and what you believe the agency did or failed to do wrong. Include a short statement of the facts and the law that you believe the agency violated.
- Your signature.
- OIGs encourage complaints to be "truthful." We with the OIGs do not advocate that a complaint may be filed with the FEA or DOT


### Who Should I Report My Complaint To?

**Complaint To?**  
 Complaints may, but not are agreed, with  
 compare directly to OCTA or to the RT,  
 and to OCT of early, directly, only.

- **1. U.S. Customs**  
 U.S. Customs & Border Protection  
 Organized Crime Development  
 Organized Crime Transportation Unit  
 500 Court House Square  
 PO Box 1784  
 Chicago, IL 60680-0584  
 Attn: Mr. Thomas J. O'Connell
- **2. Federal Bureau of Investigation**  
 Federal Bureau of Investigation  
 201 Madison Avenue  
 New York, NY 10017-2400  
 Attn: Mr. J. Edgar Hoover
- **3. Department of Homeland Security**  
 Office of the Inspector General  
 1200 New Jersey Ave. SE  
 Washington, DC 20520

If you are unable to increase e-mail and/or fax rates, please advise the "corporate" or "department" fax number. The fax number is 714-634-4916. Please fax and e-mail a Customer Response Representative. This representative will be responsible for a number of tasks authorized to receive comments. The representative can assist the contact with converting e-mail comments to writing. Fax translation services will be provided to all companies who have a first English proficiency. All comments must be signed by the representative or other employee.

For more information or to download the  
formal procedure and printable completion form,  
visit our website at [www.oactrust.com/etf/](http://www.oactrust.com/etf/)  
or call 1-800-866-6336. OACTrust® is a  
601(a)(2) title-inheritance trust and, depending  
on OACTrust® structure, can also be a 501(c)(2) or  
501(c)(3) RIDE (option 2).



ORANGE COUNTY  
TRANSPORTATION AUTHORITY

**SUS DERECHOS DE  
ACUERDO CON EL  
TÍTULO VI DE LA  
LEY DE DERECHOS  
CIVILES DE 1964**



Orange County T. Solicitation Bureau,  
550 South Main Street, Orange, CA 92663



El Título VI de la Ley de Derechos Civiles de 1964 establece que "ninguna persona en el Estado Unidos, por motivo de raza, color, origen, será excluido de la participación de las reuniones benéficas, ni será sujeta a discriminación en ningún programa o actividad que sea o se considere "función pública".

## Nuestra Política

**Nuestra Política**  
Como beneficiario de financiamiento federal, Orange County Transportation Authority, OCTA, asegura que todos sus servicios, programas y actividades, y los de sus sub-beneficiarios, se brindan y administran de manera justa, sin discriminación, como exigen las regulaciones económicas. OCTA siempre se someterá por

### ¿Quiénes Pueden Presentar una Reclamación?

en Relación con el Título VII?

Cualquier persona que crea que es o en el futuro lo será miembro de un grupo susceptible de ser discriminado en base a su raza o origen o de cualquier otro factor protegido puede presentar una reclamación por escrito a Jairo OCM, a Administración Pública de la ciudad de Puerto Rico (Administración Pública de la Ciudad de Puerto Rico) a "Investigation Administration FTM" o a "Oficina de Transparencia y Acceso a la Información" (OATIA).

### Procedimientos Para la Presentación de

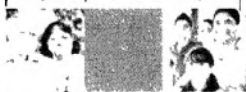
**Queja de Derechos Civiles**  
Se debe presentar una queja en por escrito /  
firmada dentro de los 180 días luego de la fecha  
de la supuesta discriminación. La reclamación  
debe contener la siguiente información:

- Cu nombre dirección y número de teléfono. Si una persona llama a la secretaría en nombre de otro persona (persona A) = nombre dirección y número de teléfono de otra persona. Cu dirección que es (por ejemplo, amigo de alguien) etc.
- El nombre y dirección de la agencia, propiedad u organización que sirve como que la dirección.
- Descripción de cómo por qué, cuando visitó (que fue de la dirección) y, si es, por qué, la información de respuesta de la zona entre cualquier e área de administración.
- Cu tema.

#### ¿A Quién Debo Informar Sobre

**Al Reclamacion?**  
En el primer despacho una reclamacion por el fido, y tras de ella una de OCU y una de la ODR de la DGT, y a DGT que le denegó la reclamacion.

- \* **Miguel Ángel 201**  
Human Resources - Organizational Development  
Orange County Probation/Parole Authority  
500 Court View Drive  
P.O. Box 14354  
Orange, CA 92668 154-  
Director of all social professionals  
"Mr. Miguel Ángel 201"
- \* **Patricia Tran, Administrator, Region 4**  
121 Mission Creek, Suite 1650  
San Jose, CA 95135 1639
- \* **Director of Probation/Parole, Office of U  
Right, Department of Justice**  
Office of Director of Justice  
Justice Program Committee  
Coordination of Programs and Practice

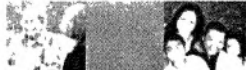
[illegible][illegible]

ORANGE COUNTY  
TRANSPORTATION AUTHORITY

**YOUR RIGHTS UNDER  
TITLE VI OF THE CIVIL  
RIGHTS ACT OF 1964**



Orange County, Transportation Services  
600 Court Street, Ste. 200  
Orange, CA 92668



This is a sample of an OCTA bus book which includes Title VI protection information in English and Spanish.

## information

### QUESTIONS?

Visit [www.octa.net](http://www.octa.net), or call OCTA's Customer Information Center (CIC) at 714 949 or 800-636-8255. Bilingual operators are available to answer your questions. OCTA is a public agency, therefore all information collected is subject to disclosure under the California Public Records Act.

### HOURS OF OPERATION

	MTWTF	SAT/Sun	Holidays
Trip Planning	7-7	8-6	8-5
Customer Service	8-5	Closed	Closed
Pass Sales	8-7	Closed	Closed

### CUSTOMER RELATIONS

If you have comments, concerns, or suggestions about OCTA service, contact Customer Relations by:

E-mail	<a href="mailto:customers@octa.net">customers@octa.net</a>	Web	<a href="http://octa.net/comment">octa.net/comment</a>
Phone	Monday – Friday from 8am to 5pm 714 949 or 800-636-8255 (7433) extension 2	Mailing	PO Box 14184 Orange, CA 92663

### NOTIFICATION OF TITLE VI PROTECTION

Title VI of the Civil Rights Act of 1964 provides that "no person in the United States shall, on the grounds of race, color or nation of 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."

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, national origin or other protected class interests may file a written complaint with the Orange County Transportation Authority (OCTA), the Federal Transit Administration (FTA) or the Secretary of Transportation. Further, OCTA prohibits intimidation, coercion, or engagement in other discriminatory conduct against anyone because he or she has filed a complaint to secure rights protected by Title VI.

To file a complaint or to request more information contact:

- E-mail: [TitleVI-Inquiries@octa.net](mailto:TitleVI-Inquiries@octa.net)
- Web: [octa.net/comment](http://octa.net/comment)
- Phone: 714 949 or 800-636-8255 (7433) extension 2
- Customer Relations: 714 636-8255 (7433)
- Hearing Impaired: 714-636-8255 (7433) TDD

## información

### PREGUNTAS?

Visite [www.octa.net](http://www.octa.net), o llame al Centro de Información al Cliente de OCTA a 714 949 or 800 636-8255. Los operadores bilingües están disponibles para contestar sus preguntas. Somos una agencia pública, toda la información que recibimos está sujeta a divulgación bajo la ley de Registros Públicos de California.

### HORARIO DE FUNCIONAMIENTO

	Lunes - Viernes	Sábado y Domingo	Días Festivos
Planificación de viaje	7-7	8-6	8-5
Servicio de atención al cliente	8-5	Cerrado	Cerrado
Ventas del pase	8-7	Cerrado	Cerrado

### ATENCIÓN AL CLIENTE

Si tiene comentarios, algún problema o sugerencia acerca de nuestro servicio, póngase en contacto con el Departamento de Relaciones con los Clientes por:

Correo Electrónico	<a href="mailto:customers@octa.net">customers@octa.net</a>	La Web	<a href="http://octa.net/comment">octa.net/comment</a>
Teléfono	Lunes - Viernes de 8am a 5pm 714 949 or 800-636-8255 (7433), extensión 2	Correo	PO Box 14184 Orange, CA 92663

### NOTIFICACIÓN DE PROTECCIÓN BAJO EL TÍTULO VI

El Título VI del Acto de Derechos Civiles de 1964 establece que "ninguna persona en los Estados Unidos debe, por motivo de su raza, color, origen o nacionalidad, ser excluida de participación, ser denegada los beneficios, o estar sujeta a la discriminación de cualquier programa o actividad que reciba fondos de la Administración Federal."

Cualquier persona que cree que él o ella, individualmente o como miembro de una clase específica de personas, ha sido objeto de discriminación por motivos de raza, color, origen nacional o otros intereses protegidos puede presentar una queja por escrito al Orange County Transportation Authority (OCTA), la Administración Federal del Tránsito (FTA) o la Secretaría de Transporte. Además, OCTA prohíbe la intimidación, la coacción o la participación en una conducta discriminatoria en contra de cualquier persona porque él o ella ha presentado una denuncia por escrito o solicitando más información, orientación.

- Para presentar una denuncia por escrito o solicitar más información, orientación:
- Correo Electrónico: [TitleVI-Inquiries@octa.net](mailto:TitleVI-Inquiries@octa.net)
- Web: [octa.net/comment](http://octa.net/comment)
- Phone: 714 949 or 800-636-8255 (7433) extension 2
- Customer Relations: 714 636-8255 (7433)
- Persons with disabilities: 714-636-8255 (7433) TDD

This is a sample of an OCTA bus informational kiosks which includes Title VI protection information in English and Spanish.

# 29

## North/ Norte – Huntington Beach to La Habra

# BUS STOP # 3002

**text  
4  
next**



**HelpLine: 714-560-5900**  
Map & data not always apply.  
Routes & schedules subject to change  
without notice.

**NOTA:** Tiempos provisionales, sin  
vehículo y sin hora exacta.  
"Next time".  
**NOTA:** Los horarios  
provisionales pueden ser  
cambiados sin aviso y  
sin hora exacta.

1



**OCTAGO (628246)**

2



**bus (space) stop # (space) route #**  
Example: bus 3002 29

3



**Next 3 Scheduled  
Arrival Times**  
*Para los próximos 3 tiempos  
de llegada prevista*

Hours of Operation	A.M. Peak 6-9am	Midday 9am-3pm	P.M. Peak 3-6pm	Evening 6-11pm
<b>WEEKDAY</b>	Frequency	Frequency	Frequency	Frequency
4:00a-10:50p	20 or 40	20 or 40	20 or 40	20 or 45
<b>SATURDAY</b>	Frequency	Frequency	Frequency	Frequency
4:00a-10:50p	20 or 40	20 or 40	20 or 40	20 or 45
4:00a-10:50p	20 or 60	20 or 60	20 or 60	20 or 60
<b>SUNDAY and HOLIDAYS</b>	Frequency	Frequency	Frequency	Frequency
5:00a-10:50p	20 or 60	20 or 60	20 or 60	20 or 60
5:00a-10:50p	20 or 60	20 or 60	20 or 60	20 or 60

**NOTE:** This chart is meant to give you approximate times for how frequently OCTA buses run at different times of the day and week. The hours of operation indicate the first and last trip from the beginning of the route. Routes and times are subject to change. Please refer to the OCTA website for the most current schedule. **NOTA:** Este gráfico es solo una guía de los tiempos de llegada y frecuencia de los autobuses. Los horarios y rutas de los autobuses pueden cambiar sin aviso. Consulte el sitio web de OCTA para obtener la información más actualizada. El horario de operación indica el primer y último viaje de la ruta. Los horarios y rutas de los autobuses pueden cambiar sin aviso. Consulte el sitio web de OCTA para obtener la información más actualizada.



Title VI prohibits discrimination on the basis of race, color, and national origin. If you feel you have been subjected to discrimination on the basis of Title VI, you may file a complaint by contacting OCTA Customer Relations at 714-560-5900 or at octa.net.

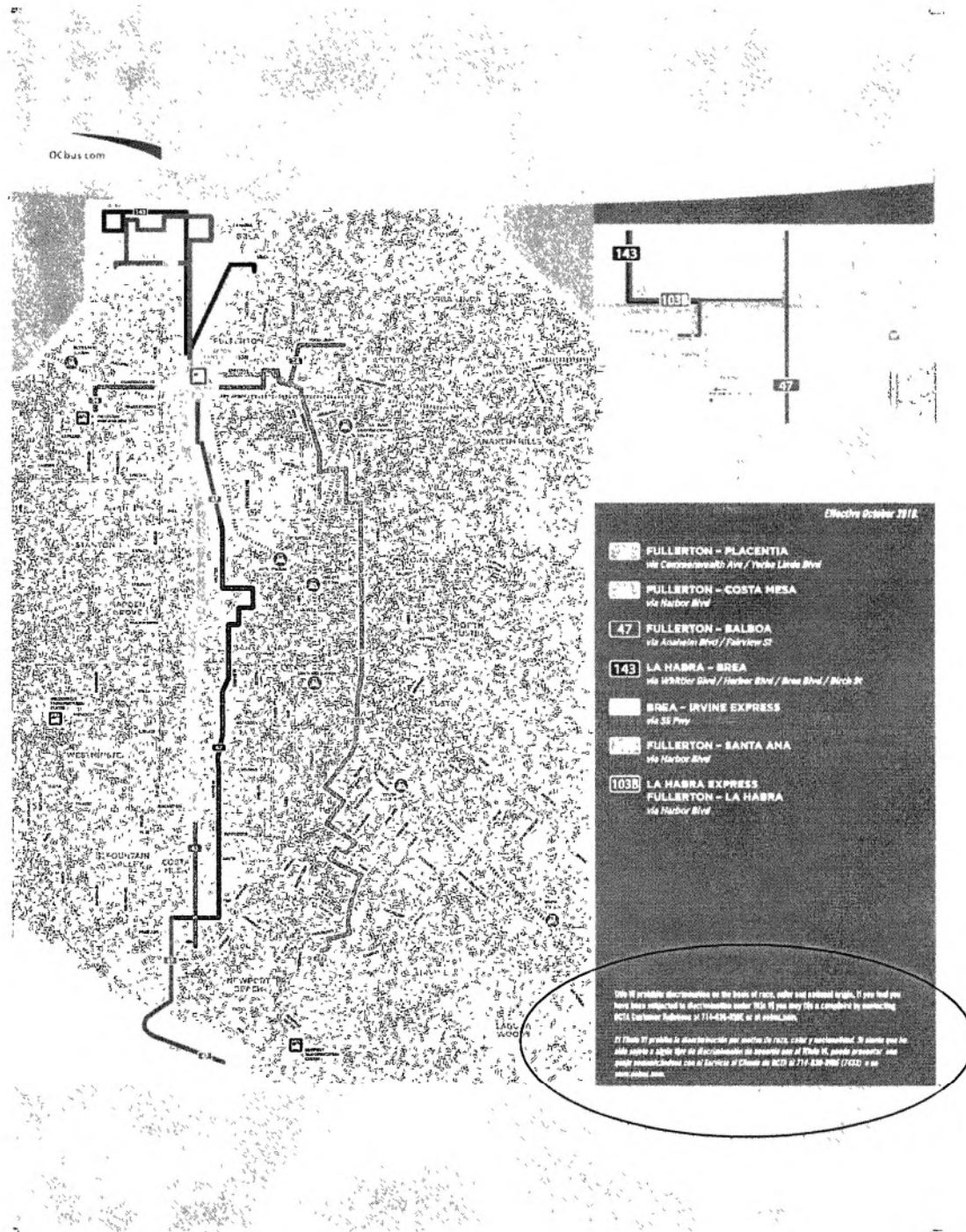
**El Título VI prohíbe la discriminación por motivos de raza, color y nacionalidad. Si usted cree que ha sido sujeto a alguna forma de discriminación en un vehículo con el Título VI, puede presentar una queja con el personal de Servicio al Cliente de OCTA al 714-560-5900 o en el sitio web octa.net.**

OCTA [www.octa.net](http://www.octa.net)

Facebook.com/octabus

@OCTABusUpdates

This is a sample of an OCTA transportation center informational kiosks which includes Title VI protection information in English and Spanish.







**Orange County Transportation Authority  
Title VI Complaint Procedure  
Tracking and Investigating**

It is the policy of the Orange County Transportation Authority (OCTA) to employ its best efforts to ensure that all programs, services, activities and benefits are implemented without discrimination. OCTA follows complaint investigation and format procedures which are in keeping with Title VI requirements. This is the OCTA procedure for tracking and investigating complaints alleging discrimination on the basis of race, color or national origin.

Any person who believes that he or she, individually or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, national origin may file a written complaint with OCTA, the Federal Transit Administration (FTA) or the Secretary of Transportation. Further, OCTA prohibits intimidation, coercion or engagement in other discriminatory conduct against anyone because he or she has filed a complaint to secure rights protected by Title VI.

A signed complaint must be filed within 180 days after the date of the alleged discrimination, unless the time for filing is extended by the Secretary of Transportation. OCTA encourages complaints to be initially filed with the OCTA for resolution. However, in those cases where the complainant is dissatisfied with the resolution by the OCTA, the same complaint may be submitted to the FTA or the Secretary of Transportation for investigation. Unless otherwise permitted, the final determination of all the Title VI complaints affecting programs administered by the FTA will be made by the Office of the Secretary, Department of Transportation (DOT).

Signed written complaints may be submitted to the OCTA directly or the FTA offices identified below:

- Maggie McJilton, Executive Director  
HROD  
Orange County Transportation Authority  
600 South Main Street  
P.O. Box 14184  
Orange, CA 92863-1584
- Federal Transit Administration  
Office of Civil Rights  
Title VI Program Coordinator  
East Building, 5<sup>th</sup> Floor-TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590
- Federal Transit Administration Region IX  
Civil Rights Officer  
201 Mission Street, Suite 1650  
San Francisco, CA 94105-1839

The complaint information should include the date of the alleged act of discrimination, when the complainant(s) became aware of the alleged action of discrimination; or the date on which that conduct was discounted or the latest instance of conduct.

Complainants should present a detailed description of the issue(s), including the name(s) and job title(s) of those individual(s) perceived as parties in the complaint. The allegation must involve discrimination on the grounds of race, color or national origin. Allegations must involve an OCTA service, programs or activity of a federal-aid recipient, sub-recipient or contractor.



In cases where the complainant is unable or incapable of providing a written statement but wishes the OCTA or the FTA to investigate alleged discrimination, a verbal complaint of discrimination may be made. The complainant will be interviewed by an appropriate official authorized to receive complaints. If necessary, the official will assist the complainant in converting verbal complaints to writing. Translation services will be provided to all complainants, as necessary. All complaints must, however, be signed by the complainant or his/her representative.

Information for filing a Title VI complaint can be accessed on the OCTA website at [www.octa.net](http://www.octa.net) or by contacting the OCTA Customer Relations Department at 714-636-RIDE. E-mail inquiries or initial complaints can be sent directly to the OCTA Office of Civil Rights at [titlevi-inquiries@octa.net](mailto:titlevi-inquiries@octa.net). English and Spanish Title VI protection notification is provided in the OCTA Bus Book and in brochures available on OCTA buses, at eight transportation hubs, two administrative office locations and the OCTA Store. Multi-lingual translation services are available at 714-636-RIDE.

### **Complaint Format:**

- All complaints must be in writing and signed by the complainant or his/her representative before action can be taken. Complaints shall state, as fully as possible, the facts and circumstances surrounding the alleged discrimination.
- OCTA will provide the complainant or his/her representative with a written acknowledgment that OCTA has received the complaint within ten working days.

### **Tracking Complaints:**

- The following complaint information will be tracked on the OCTA Title VI Complaint/Investigation log by the Office of Civil Rights in the Human Resources & Organizational Development Division:
  1. Date the complaint was received by the OCTA Office of Civil Rights
  2. Date an acknowledgment letter was sent to the complainant
  3. Entity
  4. Protected category
  5. Program/Activity/Service
  6. Summary of the allegation
  7. Status of the complaint
  8. Was the complaint investigated – yes/no
  9. Action Taken
  10. The response letter was sent to the complainant - action taken

### **Determination of Investigative Merit:**

OCTA will begin an investigation within fifteen (15) working days of receipt of a valid complaint. A complaint shall be regarded as meriting investigation unless:

- It clearly appears on its face to be frivolous or trivial.

- Within the time allotted for making the determination of jurisdiction and investigative merit, the party complained against voluntarily concedes noncompliance and agrees to take appropriate remedial action.
- Within the time allotted for making the determination of jurisdiction and investigative merit, the complainant withdraws the complaint; or
- Other good cause for not investigating the complaint exists (e.g. respondent is presently under investigation by another Federal agency).

**Request for Additional Information from Complainant and/or Respondent:**

In the event that the complainant or respondent has not submitted sufficient information to make a determination of jurisdiction or investigative merit, OCTA may request additional information from either party. This request shall be made within 15 working days of the receipt of the complaint and will require that the party submit the information within 60 working days from the date of the original request. Failure of the complainant to submit additional information within the designated time frame may be considered good cause for a determination of no investigative merit. Failure of respondent to submit additional information within the designated time frame may be considered good cause for a determination of noncompliance.

**Investigative Report:**

OCTA will complete an investigation within ninety (90) days of receipt of the complaint. If additional time for the investigation is needed, the complainant will be contacted. A written report will be prepared by the responsible investigator at the conclusion of the investigation. The investigative report will include the following:

- Summary of the complaint, including a statement of the issues raised by the complainant and the respondent's reply to each of the allegations, citations of relevant Federal, State, and Local Laws, rules, regulations, and guidelines, etc.
- Description of the investigation, including a list of the persons contacted by the investigator and a summary of the interviews conducted; and a statement of the investigator's findings and recommendations. A closing letter will be provided to the complainant.

**OCTA Timeline Requirements:**

Signed complaint filed with the OCTA Office of Civil Rights	180 days
OCTA written acknowledgement from date of receipt	10 days
Begin investigation	15 days
Request for additional information from complainant(s)	15 days
Submit additional information	60 days
Complete investigation	90 days

**Recordkeeping Requirements:**

The OCTA Civil Rights Compliance Officer will ensure that all records relating to the OCTA Title VI Complaint Process are maintained with the department records for seven years as of the date of the complaint.

Records will be available for compliance review audits.

Complaint Form – Available in English, Spanish, and Vietnamese



**Title VI Complaint Form  
Orange County Transportation Authority (OCTA)  
Office of Civil Rights**

**Title VI of the Civil Rights Act of 1964** provides that "no person in the United States shall, on the grounds of race, color or nation of 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".

It is the policy of OCTA to employ its best efforts to ensure that all programs, services, activities, and benefits are implemented in a non-discrimination manner.

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, national origin may file a written complaint within 180 days after the date of the alleged discrimination with OCTA, the FTA or the Secretary of Transportation. Further, OCTA prohibits intimidation, coercion, or engagement in other discriminatory conduct against anyone because he or she has filed a complaint to secure rights protected by Title VI.

Please provide the following information:

Your Name	Phone Number
Street Address	
City	State      Zip Code
Person(s) discriminated against (if someone other than complainant)	
Street Address	
City	State      Zip Code

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

Which of the following best describes the reason for the alleged discrimination took place (circle one)

- Race
- Color
- National Origin (Limited English Proficiency)

If you are unable or incapable of providing a written statement, but wish the OCTA to investigate alleged discrimination; a verbal complaint of discrimination may be made. Please contact **714/636-RIDE** and speak with a Customer Relations Representative. The complainant will be interviewed by an appropriate official authorized to receive complaints. If necessary, the official will assist you in converting verbal complaints to writing. Translation services will be provided to all complainants, as necessary. All complaints must, however, be signed by the complainant or his/her representative.

Please describe the alleged discrimination incident. Provide the names and title of all OCTA employees involved if available. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

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Please mail your complaint form directly to OCTA to the following address:

Kenneth Phipps, Deputy CEO  
Orange County Transportation Authority  
600 South Main Street  
Orange, CA 92863

Have you filed a complaint with any other federal, state or local agency? (Circle one) Yes/No

Agency	Contact Person
Street Address, City, State, Zip Code	
Agency	Contact Person

Street Address, City, State, Zip Code

Listed below are the state and federal addresses if you wish to file a Title VI complaint directly with one or both of these agencies.

**State Office**

Federal Transit Administration  
Region IX Office of Civil Rights  
201 Mission Street, Suite 1650  
San Francisco, CA 94105-1839

**Federal Office**

Federal Transit Administration  
Office of Civil Rights  
Title VI Program Coordinator  
East Building 5<sup>th</sup> Floor – TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590

I affirm that I have read the above charge and that it is true to the best of my knowledge, information and belief.

Complainant's Signature

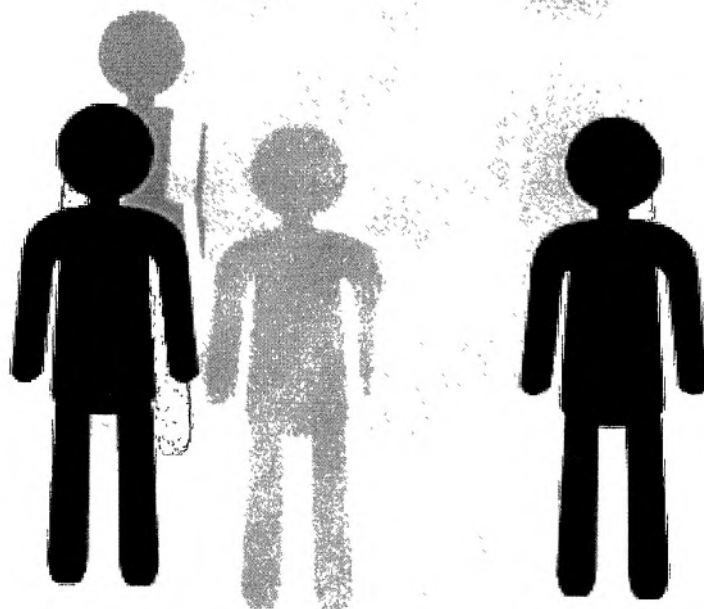
Date

**OCTA  
2016 Revised  
Public Involvement Plan**



# **Orange County Transportation Authority**

## **Public Involvement Plan**



## **Strategies and Methods for Promoting Public Involvement**

External Affairs Division  
Office of Civil Rights

April 2016

## **OCTA Public Involvement Plan**

### **Purpose**

The Orange County Transportation Authority (OCTA) Public Involvement Plan (PIP) establishes procedures that allow for, encourage, and monitor participation of all citizens in the OCTA service area including, but not limited, to low-income, minority individuals, and those with limited English proficiency (LEP)<sup>1</sup>. This document describes proactive strategies, procedures, and desired outcomes to seek out and consider the needs and input of the general public, and to engage them in planning and decision-making activities at OCTA.

In developing the PIP, OCTA analyzed the demographic population for minority, low-income, and LEP segments, as well as the steps required to incorporate these often underserved segments. The PIP is posted on the OCTA website and a copy of the PIP was, to the stakeholders identified the Public Involvement Plan Contact List.

### **Goals and Objectives of the Public Involvement Plan**

The goal of the PIP is to offer a variety of opportunities for the general public to engage in the planning and decision-making activities at OCTA in accordance with Federal Transit Administration (FTA) circular C 4702.1B Chapter III-5 *Promoting Inclusive Public Involvement* and the National Cooperative Highway Research Program Report 710 *Practical Approaches for Involving Traditionally Underserved Populations in Transportation Decisionmaking*.

#### **Objectives:**

- To determine what non-English languages and other cultural barriers may exist to public participation within the Orange County area;
- To provide a general notification of meetings, particularly forums for public input, in a manner that is understandable to all populations in the area;
- To 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;
- To provide avenues for two-way flow of information and input from populations which are typically not likely to attend such meetings;
- To provide a framework of actions appropriate to various types of plans and programs, as well as amendments or alterations to any such plan or program;
- To use various illustrative visualization techniques to convey the information, including, but not limited to, charts, graphs, photos, maps, and the OCTA website.

### **Identification of Stakeholders**

Stakeholders are those who are either directly or indirectly affected by a plan, project or the recommendations of that plan or project. 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

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<sup>1</sup> OCTA defines an LEP person as those individuals limited by the ability to speak English less than "not very well" or "not at all" as reported by the U S Census Bureau

groups: general citizens, minority, low- income, public agencies, non-profit organizations and businesses.

### **Direct Stakeholders**

**General Citizens:** According to the 2010 U.S. Census Bureau, there are 3,010,232 residents in the Orange County Area. Over 60 percent of the population consider themselves to be solely of the white race. Over 99 percent of the households have somebody over the age of 14 who speaks English, with 90 percent speaking only English in the home.

Some of the techniques that can be used to engage the general population are public notices of meetings in the local newspaper and open house format public information meetings. While these techniques will continue, staff will make a greater effort to engage the general public, possibly with techniques such as nominal group exercises, surveys, use of local news media, etc.

**Minorities:** According to the U.S. Census Bureau, minority populations comprise almost half of the percentage of the population in the Orange County area (See Table 1). Hispanics are the largest minority, with nearly 34 percent of the total population of Orange County. Black and Asian persons account for 1.7 percent and 18 percent of the population, respectively. There are also a small number of American Indian/Alaska natives and Hawaiian/Pacific Islander individuals, accounting for less than 1 percent each. Persons who consider themselves to be of more than one race account for slightly over 4.2 percent of the population.

**TABLE 1**  
**Orange County Area**  
**Population**

Category	Number	Percentage of
Total	3,010,232	100%
Hispanic/Latino	1,012,973	33.7%
White	1,328,499	44.1%
African American	50,744	1.7%
American Indian/Alaskan Native	18,132	0.6%
Asian	537,804	17.9%
Hawaiian and Pacific Islander	9,354	0.3%

Source. U.S. Bureau of the Census, 2010  
Less than 1.8% of population is equal to persons of two or more races

**Limited English Proficiency:** Engaging LEP populations can initially appear to be challenging. Language and cultural differences may not be compatible with the more traditional means of engaging the public in the planning process. OCTA will make reasonable efforts to engage LEP populations using techniques such as including notations in public notices in appropriate non-English languages that will provide contact where individuals can be informed of the process/project and will have the opportunity to give input. Focus groups may also be established for the purpose of gaining input from a particular defined portion of the community. Also, non-profit organizations and advocacy groups can be a good resource for contacts and dissemination of information to LEP populations. Such non-profit organizations,

advocacy groups, or agencies can have insight into the needs of the under-represented populations, as well as providing valuable contacts for arenas for input.

**Low-Income:** According to the 2010 U.S. Census Bureau, low-income households are classified as below poverty "if their total family income or unrelated individual income was less than the poverty threshold specified for the applicable family size, age of householder, and number of related children under 18 present." Low income households account for 10.2 percent of all households in the Orange County area, while 10.7 percent of the population is actually below the poverty level. To ensure low income segments are not under-served, OCTA has identified the service area segments with a per capita income of 80 percent or less of the national average in order to establish low income thresholds. Low-income population in the Orange County area should be given every reasonable opportunity to provide input on transportation plans and programs to avoid disproportionate harm, or lack of benefit, of transportation programs and projects. Consideration should be given to the correlation between low-income and illiteracy when developing effective means of communication.

While low-income individuals may have access to all of the traditional means of public involvement, discussed under "general public," they may be less likely to become involved or offer input. Some methods of gaining input either directly or indirectly from this portion of the population include focus groups, informal interviews, and agency/advocacy group contacts.

### **Indirect Stakeholders**

**Non-Profit Organizations/Public Agencies:** Non-profit organizations and public agencies can provide valuable input to the planning process in addition to assisting in gaining participation from traditionally under-represented populations<sup>2</sup>. Pertinent public agencies include those that have clients who fall into under-represented populations, including, but not limited to minorities, low-income, and LEP households. These agencies have great insight into the needs of their clients and are useful partners in overcoming difficult barriers that may not be understood by professionals dealing more distinctly with the provision of proposed program or project services.

**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 employers. For that reason, representation of private business interests will be welcomed in the planning process.

### **Public Involvement Plan**

This document will serve as the PIP for the OCTA. Availability of the policy for review will be advertised in a manner reasonably expected to reach the general public, as well as minority populations, low-income persons, and other traditionally under-served populations before the document goes into effect. This could occur through contacts mentioned earlier in this document, with notification of contacts available in English, Spanish, Vietnamese, Braille and other languages upon request, in addition to traditional public notices in local newspapers.

Public involvement is important at all stages of plan development. Opportunities for participation for both users and non-users of the OCTA programs, service, projects and

activities will be available. Members of the public can obtain information about the process from or submit input to OCTA at:

Title VI Process, Room 724  
Orange County Transportation Authority  
550 S. Main Street  
P.O. Box 14184  
Orange, CA 92863-1584

Other stages of the planning process, such as reviewing draft documents and mapping, are more conducive to other techniques. Documents will be available for review at the OCTA administrative offices, located at 550 S. Main Street in Orange, California, and on OCTA webpage, [www.octa.net](http://www.octa.net). If materials are requested in other languages, large type, and/or Braille, staff will make a reasonable attempt to accommodate those needs.

Other techniques may also be determined useful at other stages of the process, and new and different techniques will be utilized, as deemed appropriate, to engage public participation.

### **Outreach Efforts**

In addition to the outreach efforts identified earlier in this plan, OCTA's External Affairs Division staff will use the following techniques during its planning studies, as deemed appropriate by OCTA External Affairs Division staff and the Orange County Transportation Authority:

### **Capital Projects:**

Some or all of the following procedures, strategies, techniques, and media will be utilized to engage the public in the decision-making and planning process for all capital programs:

- Presentations to professional, citizen, civic clubs, student, and faith-based organizations.

- Articles in community newsletters.

- Participation in special events, such as community fairs, health care fairs, and cultural celebrations.

- Press releases and meetings with local media representatives.

- Informal conversations with individuals and small groups.

- Interviews with people who are or could be affected by study recommendations.

- Presentations by experts on various transit-related subjects.

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<sup>2</sup> Traditionally under-represented populations include but are not limited to minorities, low-income, and LEP households



User and non-user surveys.

Use of various illustrative visualization techniques to convey the information, including, but not limited to, charts, graphs, photos, maps and the internet.

### **Major Service & Fare Changes and Fixed Route Bus Initiatives**

#### **Major Service & Fare Change:**

##### **Public Hearing Process:**

The Federal Transit Administration requires that transit agencies have policies that provide the public an opportunity to comment on proposed major service changes and fare increases or decreases, and policy changes. The following procedure provides for a public hearing in the event of a major service change or fare increase or decrease. The procedure for public review includes the following elements:

1. Public open house(s), workshop(s), focus group(s), and/or community meeting(s).
2. Publishing a notice describing the proposed major service change or fare increase or decrease in multiple language newspaper(s) of general circulation 30 days prior to the public hearing.
3. Place public notice brochures on board buses describing the proposed changes.
4. Conduct a public hearing.

The public must be notified of each major service change or fare increase or decrease proposal and their comments must be presented to the Board of Directors (Board) prior to Board approval of the proposed major service change or fare increase or decrease. Some or all of the following procedures, strategies, techniques, and media will be utilized to engage and notify the public in the public hearing process prior to OCTA Board adoption:

Place printed materials on buses: interior cards, flyers, and/or comment cards describing the proposed changes.

Information available on website.

Social media outlets: email blasts, Facebook.

Press releases and meetings with local media representatives.

Presentations to professional, citizen, and student organizations.

User and non-user surveys.

Use of various illustrative visualization techniques to convey the information, including, but not limited to, charts, graphs, photos, maps, and the Internet.

### **Fixed-Route Bus Initiatives and Policies:**

Some or all of the following procedures, strategies, techniques, and media will be utilized to engage the public in transit related decision-making and planning initiatives and policies prior to OCTA Board adoption:

- Place printed materials on buses: interior cards, flyers, and/or comment cards describing the proposed changes.

- Information available on website.

- Social media outlets: email blasts, phone blasts, and Facebook.

- Paid media: newspaper and radio ads

- Press releases and meetings with local media representatives.

- Presentations to professional, citizen, and student organizations.

- User and non-user surveys.

- Use of various illustrative visualization techniques to convey the information, including, but not limited to, charts, graphs, photos, maps, and the Internet.

### **Community Board Recruitment:**

Some or all of the following procedures, strategies, techniques, and media will be utilized to recruit membership for open positions for transit related decision-making and planning committees and boards:

- Notifications to professional, citizen, and student organizations.

- Articles in community newsletters.

- Press releases to all local media

- Informal conversations with individuals and small groups.

### **Stakeholder Working Group Recruitment**

Some of or all of the following procedures, strategies, techniques, and media will be utilized to recruit membership for open positions for transit related decision-making and planning stakeholder working groups:

- Notifications to professional, citizen, and student organizations.

- Informal conversations with individuals and small groups.

- Interviews with people who are or could be affected by study recommendations.

- Presentations by experts on various transit-related subjects.

- User and non-user surveys.



Use various illustrative visualization techniques to convey the information, including, but not limited to, charts, graphs, photos, maps, and the internet.

Other techniques will be examined to determine the best methods of involving greater participation from all segments of the service area population during the planning process.

**Availability of Planning Documents:** Hard copies of documents, upon completion, will be available at the OCTA main office located at 550 South Main St., Orange, CA 92863. Electronic versions of the documents will be available on the OCTA.net website.

**Response to Information Requests and Comments:** Comments will be documented by the External Affairs Division, presented to decision-making bodies, modified in the content of the document, as necessary, and will be included in the appendices of planning products after they are approved and published. Comments received after studies and when other planning documents are completed and approved, will be documented and referenced when amending or updating planning projects in the future.

**Public Involvement Plan Contact List:** Information can be requested from External Affairs Division staff in person and e-mail at [titlevi-inquiries@octa.net](mailto:titlevi-inquiries@octa.net), and U.S. mail at:

Title VI Process, Room 724  
Orange County Transportation Authority  
550 S. Main Street  
P.O. Box 14184  
Orange, CA 92863-1584

The PIP will be subject to public engagement and will be updated as appropriate based on public input received during the solicitation period, the changing needs of the demographics, and communication preferences once every five years.

OCTA will continually update the stakeholder list to reflect additional minority and low-income organizations that are the most significant stakeholders for Title VI compliance.

#### **Public Involvement Plan Stakeholders**

Orange County Hispanic Chamber of Commerce  
Vietnamese Community of Orange County  
Vietnamese American Chamber of Commerce of Orange County  
Korean Community Services  
Orange County Korean Community Center

Orange County Chinese-American Chamber of Commerce  
Filipino-American Chamber of Commerce of Orange County  
OCAPICA (Orange County Asian and Pacific Islander Community Alliance)  
Iranian Cultural Center of Orange County  
NIPOC Network of Iranian-American Professionals of Orange County  
Regional Center of Orange County  
Asian Native Ethnic Chamber of Commerce  
Christ Our Redeemer AME Church  
The Black Chamber of Commerce of Orange County

**Sample - Public Committee Member Recruitment – Press Release**



**FOR MORE INFORMATION:**  
Joel Zlotnik (714) 560-5713  
Eric Carpenter (714) 560-5697

**FOR IMMEDIATE RELEASE:**  
April 26, 2018

## **OCTA Seeks Qualified Members for Two Public Committees**

*Measure M Taxpayer Oversight and Citizens Advisory committees oversee transportation funding and programs*

**ORANGE** – The Orange County Transportation Authority is seeking qualified volunteers to serve on two vital public committees that review OCTA programs and monitor funding to help ensure that OCTA continues efficiently delivering on its promise to keep Orange County moving.

The committees are the Taxpayer Oversight Committee and the Citizens Advisory Committee. The deadline to apply for openings on each committee is quickly approaching, with applications due by 5 p.m. on Tuesday, May 1.

### **Taxpayer Oversight Committee**

The Taxpayer Oversight Committee is an 11-member committee that monitors OCTA's use of Measure M funds, also known as OC Go. The half-cent sales tax for transportation improvements was first passed by voters in 1990 and renewed in 2006.

Positions on the committee are open in the First, Second, Fourth and Fifth Supervisorial Districts of Orange County.

The committee ensures that all revenue collected is spent on voter-approved transportation projects. The projects have helped improve and preserve Orange County's quality of life, keeping people moving and enhancing the environment.

Through the Freeway Environmental Mitigation Program and the Environmental Cleanup Program, OCTA has helped restore habitats, protect endangered species, and improve water quality by removing litter and debris from roadways and storm drains.

The local sales tax funding has also been a crucial part in the development of community bus shuttles, trolleys, and the new OC Streetcar. These alternate transportation options complement OCTA's regular bus service and provide convenient ways for riders to get to their destinations more quickly.

OC Go funding is divided into three categories, with 43 percent going to freeway improvements, 32 percent to local road projects and 25 percent to transit.

Applications for a 3-year committee term (2018 through 2021) will be accepted through May 1. Applicants must be Orange County residents who live in either the First, Second, Fourth or Fifth District that they will represent.

The First District consists of the cities of Garden Grove, Santa Ana, Westminster, portions of Fountain Valley, and the unincorporated community of Midway City.

The Second District consists of the cities of Costa Mesa, Cypress, Huntington Beach, La Palma, Los Alamitos, Newport Beach, Seal Beach, Stanton, and portions of Buena Park and Fountain Valley.

The Fourth District consists of the cities of Anaheim, Brea, Fullerton, La Habra, Placentia and portions of Buena Park.

The Fifth District consists of the cities of Aliso Viejo, Dana Point, Laguna Beach, Laguna Hills, Laguna Niguel, Laguna Woods, Lake Forest, Mission Viejo, Rancho Santa Margarita, San Clemente, San Juan Capistrano, portions of Irvine, and the unincorporated communities of Coto de Caza, Ladera Ranch, Las Flores, and Wagon Wheel.

Applications are available at [octa.net/TOC](http://octa.net/TOC).

### **Citizens Advisory Committee**

The Citizens Advisory Committee (CAC) is a 34-member group that provides input on a range of transportation projects, studies and outreach activities.

Appointed by OCTA's Board of Directors, the CAC's responsibilities include identifying opportunities for community input, serving as a liaison between the public and OCTA, and participating in roundtable discussions.

OCTA is seeking individuals with a demonstrated interest in community activities and transportation issues who are willing to dedicate at least 15 hours per year to meetings and activities.

This is an unpaid volunteer position and CAC members are asked to commit to a two-year term. Candidates must be at least 18 and live in Orange County.

Applications are available at [octa.net/CAC](http://octa.net/CAC).

The OCTA Board of Directors is expected to select the members of each committee by the end of June.