EXHIBIT “A”

City of Palmdale Title VI Program & Limited English Proficiency Plan

2020-2023 Update
**Table of Contents**

City of Palmdale Title VI Program .................................................................................................................. 3

Appendix 1: Title VI Notice to Beneficiaries .................................................................................................. 8
Appendix 2: Title VI Complaint Procedures .................................................................................................. 9
Appendix 3: Title VI Complaint Form ......................................................................................................... 10
Appendix 4: List of Transit-Related Title VI Investigations, Complaints, and Lawsuits .................. 12
Appendix 5: Public Participation Plan ........................................................................................................ 15
Appendix 6: Table Depicting Minority Representation on Committees and Councils Selected by City of Palmdale .................................................................................................................. 17
Appendix 7: Employee Education Form ..................................................................................................... 18
Appendix 8: Letter Acknowledging Receipt of Title VI Complaint .......................................................... 19
Appendix 9: Letter of Finding (Notifying Complainant that Complaint Is Substantiated) ................... 20
Appendix 10: Closure Letter (Notifying Complainant that the Complaint Is Not Substantiated) .... 21
City of Palmdale Limited English Proficiency Plan (2019-2025) .................................................................
City of Palmdale Title VI Program

Plan Statement:

This plan is an update to the original approved City of Palmdale Title VI program, dated March 17, 2017. As required, the Title VI Program is to be updated every three (3) years. The City has reviewed the existing plan and has made minor changes.

The City of Palmdale occasionally receives Federal Transit Administration (FTA) grant money for construction of transit related projects. This was in the case of the Palmdale Transportation Center. As a condition of receiving Federal Transit Administration (FTA) financial assistance from the U.S. Department of Transportation (DOT) to construct these projects, the City must ensure that their programs, policies, and activities comply with DOT’s Title VI regulations. The following program was developed to guide the City of Palmdale in its administration and management of Title VI-related activities, and details how the City of Palmdale meets the requirements as set forth in FTA Circular 4702.1B. As of this date, March 2020, the City of Palmdale has not received any additional FTA funding for transit projects.

Section 601 under Title VI of the Civil Rights Act of 1964 states the following:
“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.”

Policy:

City of Palmdale is committed to ensuring that no person on the basis of race, color, or national origin will be excluded from participation or subjected to discrimination in the level and quality of transit services or related benefits provided by the City of Palmdale’s employees, affiliates, and contractors.

Governing Board:

The governing board for is made up of five elected members of the Palmdale City Council.

General Reporting Requirements:

Chapter III of FTA Circular 4702.1B addresses the general reporting requirements for recipients and sub-recipients of Federal Transit Administration (FTA) funding to ensure that their activities comply with DOT Title VI regulations. The City of Palmdale is not a provider of fixed route service and therefore only addressed the general reporting requirements in Chapter III. Below are summaries of each requirement and how the City of Palmdale’s Title VI Program fulfills that requirement.

1. REQUIREMENT TO PROVIDE TITLE VI ASSURANCES.
   In accordance with 49 CFR Section 21.7(a), every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with DOT’s Title VI regulations. This requirement shall be fulfilled when the
applicant/recipient submits its annual certifications and assurances to FTA.

City of Palmdale annually submits its Certifications and Assurances to FTA in association with projects that received federal transit grant funding.

2. REQUIREMENT TO PREPARE AND SUBMIT A TITLE VI PROGRAM.
FTA requires that all direct and primary recipients document their compliance with DOT’s Title VI regulations by submitting a Title VI Program to their FTA regional civil rights officer once every three years or as otherwise directed by FTA. For all recipients (including sub-recipients), the Title VI Program must be approved by the recipient’s board of directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA. Sub-recipients shall submit Title VI Programs to the primary recipient from whom they receive funding in order to assist the primary recipient in its compliance efforts.

The City of Palmdale City Council will approve this updated Title VI Program by resolution. The effective date will be the date of the resolution.

3. REQUIREMENT TO NOTIFY BENEFICIARIES OF PROTECTION UNDER TITLE VI
The Title VI Program shall include recipient’s Title VI notice to the public that indicates the recipient complies with Title VI, and informs members of the public of the protections against discrimination afforded to them by Title VI. Include a list of locations where the notice is posted.

City of Palmdale has developed a public Title VI Notice to Beneficiaries following the guidelines of Circular FTA C 4702.1B, Appendix B. A copy of this notice is found in Appendix 1 of this Title VI Program. The notice is displayed at the Palmdale Transportation Center on the front window on the customer window of the lobby, and at City Hall. The notice is also posted on the following website: https://www.cityofpalmdale.org/296/Title-VI.

4. REQUIREMENT TO HAVE TITLE VI COMPLAINT PROCEDURES AND A COMPLAINT FORM
All recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public. Recipients must also develop a Title VI complaint form, and the form and procedure for filing a complaint shall be available on the recipient’s website.

City of Palmdale has developed a Title VI complaint procedure and form. In this Title VI Program, Appendix 2 outlines the City’s Title VI Complaint Procedures, and Appendix 3 is a copy of the City’s Title VI Complaint form.

The complaint procedures and form are available in at the Palmdale Transportation Center and on the city’s website: https://www.cityofpalmdale.org/296/Title-VI. Individuals who do not have access to the internet may request that the City mail them a paper copy of the procedures and form.
5. **REQUIREMENT TO RECORD AND REPORT TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS**

   In order to comply with the reporting requirements of 49 CFR Section 21.9(b), FTA requires all recipients to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin: active investigations conducted by entities other than FTA; lawsuits; and complaints naming the recipient. This list shall include the date that the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to, the investigation, lawsuit, or complaint.

   City of Palmdale will maintain a list of all investigations, lawsuits and complaints naming City of Palmdale according to the guidelines of Circular FTA C 4702.1B, Appendix E. A copy of this list is provided in Appendix 4 of this Title VI Program. In addition, the City will maintain permanent records of all related documents. The City of Palmdale has not received any Title VI complaints of discrimination and therefore does not have any investigations or lawsuits to report, however the processes are in place in the instance that complaints are made.

6. **REQUIREMENT TO PROMOTE INCLUSIVE PUBLIC PARTICIPATION**

   The content and considerations of Title VI, the Executive Order on LEP, and the DOT LEP Guidance shall be integrated into each recipient’s established public participation plan or process (i.e., the document that explicitly describes the proactive strategies, procedures, and desired outcomes that underpin the recipient’s public participation activities).

   City of Palmdale’s public participation policy is shown in Appendix 5 of this Title VI Program. The City of Palmdale ensures that minority and LEP populations, as with all members of the public, will be empowered to participate in decisions involved with the City of Palmdale’s transit related projects.

7. **REQUIREMENT TO PROVIDE MEANINGFUL ACCESS TO LEP PERSONS**

   Consistent with Title VI of the Civil Rights Act of 1964, DOT’s implementing regulations, and Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency” (65 FR 50121, Aug. 11, 2000), recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are limited-English proficient (LEP).

   Please see the City of Palmdale Limited English Proficiency Plan (LEP) [2019-2025] attached to this Title VI Program. The City of Palmdale’s Four Factor Analysis and language access plan are contained therein.

8. **MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES**

   Title 49 CFR Section 21.5(b)(1)(vii) states that a recipient may not, on the grounds of race, color, or national origin, “deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program.” Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.
City of Palmdale does not have a non-elected council; however in the event that one were established, the City would ensure proper minority representation on such council. Appendix 6 shows the City’s draft ‘Table Depicting Minority Representation on Committees and Councils Selected by City of Palmdale’.

9. REQUIREMENT TO PROVIDE ASSISTANCE TO SUBRECIPIENTS

Title 49 CFR Section 21.9(b) states that if “a primary recipient extends Federal financial assistance to any other recipient, such other recipient shall also submit such compliance reports to the primary recipient as may be necessary to enable the primary recipient to carry out its obligations under this part.” Primary recipients should assist their subrecipients in complying with DOT’s Title VI regulations, including the general reporting requirements. Assistance shall be provided to the subrecipient as necessary and appropriate by the primary recipient.

The City of Palmdale does not have any sub recipients on the FTA funded projects for the Palmdale Transportation Center and the City has not received any other FTA funds as of this date.

10. DETERMINATION OF SITE OR LOCATION OF FACILITIES

Title 49 CFR Section 21.9(b)(3) states, “In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin; or with the purpose or effect of defeating or substantially impairing the accomplishment of the objectives of the Act or this part.” Title 49 CFR part 21, Appendix C, Section (3)(iv) provides, “The location of projects requiring land acquisition and the displacement of persons from their residences and businesses may not be determined on the basis of race, color, or national origin.” For the purposes of this requirement, “facilities” does not include bus shelters, as these are transit amenities and are covered in Chapter IV, nor does it include transit stations, power substations, etc. as those are evaluated during project development and the NEPA process. Facilities included in this provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc.

The City of Palmdale will ensure that both environmental analysis and Title VI environmental justice requirements are incorporated into the scope of work for all facilities projects.

1. As of this date, March 2020, the City has not received any additional FTA funding for transit projects.

2. For the development of the Palmdale Transportation Center and associated Parking Lot Expansion project, the City of Palmdale used funds for construction of these projects, on property owned by the City of Palmdale. The City did not displace people from their homes and therefore did not need to conduct a Title VI equity analysis. For future FTA funded projects the City will conduct a Title VI equity analysis if applicable and will follow the additional steps below.

3. When evaluating locations of facilities, City of Palmdale will give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts
might result. Analysis will be done at the Census tract or block group where appropriate to ensure that proper perspective is given to localized impacts.

4. If the City of Palmdale determines that the location of the project will result in a disparate impact on the basis of race, color, or national origin, City of Palmdale will only locate the project in that location if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin. City of Palmdale will show how both tests are met and will consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative.

11. REQUIREMENT TO PROVIDE ADDITIONAL INFORMATION UPON REQUEST.
FTA may request, at its discretion, information other than that required by this Circular from a recipient in order for FTA to investigate complaints of discrimination or to resolve concerns about possible noncompliance with DOT’s Title VI regulations.

City of Palmdale will fully cooperate with any FTA investigation of discrimination complaints to the extent required by Title VI regulations.
Appendix 1: Title VI Notice to Beneficiaries

The City of Palmdale operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Palmdale. The public can go to the below website to see more information with regard to the Title VI. This link is also where a complaint form can be downloaded and then submitted to the City.
https://www.cityofpalmdale.org/296/Title-VI

This information is also posted at the Palmdale Transportation Center, 39000 Clock Tower Plaza Drive, Palmdale, CA 93550.

For additional information on the City of Palmdale’s obligation regarding non-discrimination, please write to: City of Palmdale, 38300 Sierra Highway, Palmdale, CA 93550.

HOW TO FILE A TITLE VI COMPLAINT

Any person who believes he or she may have been discriminated against on the basis of race, color, or national origin may file a complaint with the City of Palmdale.

The complaint must be filed within 180 days of the alleged discrimination date. Written complaints may be sent to City of Palmdale, 38300 Sierra Highway, Palmdale, CA 93550, or an online complaint form may be accessed at City of Palmdale’s website: https://www.cityofpalmdale.org/296/Title-VI. In addition to utilizing the Civil Rights complaint process at the City of Palmdale, a complainant may file a Title VI complaint concerning race, color or national origin discrimination with the Federal Transit Administration (FTA), Office of Civil Rights, and Attention: Title VI Program Coordinator; East Building, 5th Floor – RCR; 1200 New Jersey Avenue, SE, Washington, DC 20590.

**All vital documents are translated in Spanish and posted accordingly. The translated vital documents are not part of this attachment.**
Appendix 2: Title VI Complaint Procedures

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the City of Palmdale (hereinafter referred to as “City”) may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form. The City of Palmdale investigates complaints received no more than 180 days after the alleged incident. The City will process complaints that are complete.

Once the complaint is received, the City will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

All complaints will be investigated promptly. Reasonable measures will be undertaken to preserve any information that is confidential.

At a minimum the investigating will:
• Identify and review all relevant documents, practices and procedures;
• Identify and interview persons with knowledge of the alleged discrimination, that is, the person making the complaint; witnesses or anyone identified by the Complainant; anyone who may have been subject to similar activity, or anyone with relevant information.

Upon review of the complaint, the City will issue one of two letters to the complainant; a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of staff, or other action will occur.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue, SE, Washington, DC 20590.

**All vital documents are translated in Spanish and posted accordingly. The translated vital documents are not part of this attachment.**
Appendix 3: Title VI Complaint Form

The following information is necessary to assist us in processing your complaint. If information is needed in another language, please contact (661) 267-5115.

La siguiente información es necesaria para ayudarnos a procesar su queja. Si necesita información en otro idioma, por favor contacte al (661) 267-5115.

Complete and return this form to: City of Palmdale, 38300 Sierra Highway, Palmdale, CA 93550.

1. Complainant’s Name:______________________________________________________________

2. Address:______________________________________________________________________

3. City:________________________ State:_________ Zip Code:__________________________

4. Telephone Number (home):____________________ (business):_____________________

5. Person discriminated against (if someone other than the Complainant):
   Name:________________________________________________________________________
   Address:______________________________________________________________________
   City:________________________ State:_________ Zip Code:__________________________

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

7. What date did the alleged discrimination take place?______________________________

8. In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.
   ___________________________________________________________________________
   ___________________________________________________________________________
   ___________________________________________________________________________
9. Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court? Yes: □ No: □

If yes, check each box that applies:

- Federal agency □
- Federal court □
- State agency □
- State court □
- Local agency □

10. Please provide information about a contact person at the agency/court where the complaint was filed.

   Name: ____________________________________________

   Address: ____________________________________________

   City: __________________ State: ________ Zip Code: __________

11. Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

   Complainant’s Signature __________________________ Date ______________

**All vital documents are translated in Spanish and posted accordingly. The translated vital documents are not part of this attachment.**
Appendix 4: List of Transit-Related Title VI Investigations, Complaints, and Lawsuits – Updated March 2020

Per FTA Circular 4702.1B, “all recipients are required to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin”:
- Active investigations conducted by FTA and entities other than FTA
- Lawsuits; and
- Complaints naming the recipient

Below is the list of complaints that the City has received since the approval of the Title VI program:

<table>
<thead>
<tr>
<th>Investigations, Lawsuits and Complaints</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date</strong> (Month, Day, Year)</td>
</tr>
<tr>
<td>-----------------------------</td>
</tr>
<tr>
<td>Investigations</td>
</tr>
<tr>
<td>1.</td>
</tr>
<tr>
<td>Lawsuits</td>
</tr>
<tr>
<td>1.</td>
</tr>
<tr>
<td>Complaints</td>
</tr>
<tr>
<td>1. Joseph Matthew Doss</td>
</tr>
<tr>
<td>2. Meriah Denning</td>
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<td></td>
</tr>
<tr>
<td>3. Mollie Watson</td>
</tr>
<tr>
<td>4. Stacy Page</td>
</tr>
<tr>
<td>5. Maria Correa</td>
</tr>
<tr>
<td>6. Estate of Manuel Correa</td>
</tr>
<tr>
<td>#</td>
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<tr>
<td>-----</td>
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<tr>
<td>7.</td>
</tr>
</tbody>
</table>
Appendix 5: Public Participation Plan

A. Introduction and Policy Statement

The City of Palmdale is committed to providing an open and visible decision-making process to which Palmdale residents has equal access. It is the goal of the City Council to actively solicit the involvement of citizens in the public decision-making process, through public notification, media exposure, neighborhood meetings, and public hearings. This includes seeking out and considering the viewpoints of minority, low-income, and limited English proficiency (LEP) populations (as well as older adults and people with limited mobility) in the course of conducting public outreach activities, consistent with Federal Transit Administration (FTA) Circular 4702.1B (“Title VI Requirements and Guidelines for Federal Transit Administration Recipients”).

B. Public Involvement Principles

The following principles will be used to develop the Public Involvement Plan for transit projects and programs:

- When a project (e.g., construction activity) may affect a neighborhood, special neighborhood meetings will be scheduled early in the project planning process. Notices will be sent to organized neighborhood groups and any individual who has requested notification.
- All public hearing notices shall be written in clear, concise and understandable language and will incorporate graphics when it aids the message. The notices will clearly be identified as a City of Palmdale notice.
- The Public Involvement Plan will reflect the city’s goal to provide early and continuous opportunities for the public to be involved in the identification of the impacts of proposed decisions. It will also reflect the City’s goal to seek out the viewpoints of minority, low-income, and Limited English Proficiency (LEP) populations, as well as older adults and people with limited mobility, in the course of conducting public outreach and involvement activities, consistent with the City’s Title VI Program, Executive Order 13166 on access for individuals with Limited English Proficiency, and U.S. Department of Transportation (DOT) LEP Guidance.
- The Public Involvement Plan will be tailored to the populations affected and the type of plan, program, or service under consideration.
- Public meetings will be held in locations that are accessible to transit riders and people with disabilities, and will be scheduled at times that are convenient for members of the public.
- Public meetings and hearings will be broadly advertised in the community in both English and Spanish (e.g., through posters onboard buses and at major transit stops and facilities, the City’s website, local print media, social media) and notification will be provided regarding the availability of language assistance.
C. Targeted Public Outreach to Minority and Limited English Proficient (LEP) Populations

During development of the Public Involvement Plan and/or planning for public engagement in general, the City will incorporate strategies intended to promote involvement of minority and LEP individuals in public participation activities, as appropriate for the plan, project, or service in question, and consistent with federal Title VI regulations, Executive Order 13166 on Limited English Proficiency, and the U.S. Department of Transportation LEP Guidance.

At a minimum, staff will implement the strategies identified in Section B, including holding public meetings in locations that are accessible to transit riders and people with disabilities, scheduling meetings at times that are convenient for members of the public, advertising meetings and hearings in English and Spanish, and providing notice of the availability of language assistance.

In addition, City staff should consider implementing the following public engagement strategies to complement the minimum requirements, as appropriate to the plan, project, or service:

- Using supplemental outreach strategies such as surveys regarding City projects
- Partnering with community organizations to engage members of the public who are less likely to attend traditional public meetings (including LEP populations) through means such as surveys and focus groups. The City maintains a list of current and potential future community partners.
- Attending community events and meetings of neighborhood associations, faith-based organizations, advocacy groups, and other groups to solicit feedback from diverse members of the public.

City staff may consult FTA Circular 4703.1 (“Environmental Justice Policy Guidelines for Federal Transit Administration Recipients”) for additional strategies that may be incorporated into the Public Involvement Plan.
Appendix 6: Table Depicting Minority Representation on Committees and Councils Selected by City of Palmdale

The City of Palmdale does not have a non-elected council, however the Planning Commission is appointed along with transit related committees.

### Membership of Boards, Councils, and Committees Broken Down by Race

<table>
<thead>
<tr>
<th>Body</th>
<th>Caucasian</th>
<th>Latino</th>
<th>African American</th>
<th>Asian American</th>
<th>2 or more races</th>
<th>Native American</th>
<th>Some other race</th>
<th>Native Hawaiian and other</th>
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<tr>
<td>Population</td>
<td>34,700</td>
<td>92,200</td>
<td>19,400</td>
<td>6782</td>
<td>3,060</td>
<td>770</td>
<td>303</td>
<td>187</td>
</tr>
<tr>
<td>Non-elected Planning Board</td>
<td>5</td>
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<tr>
<td>Committees</td>
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<tr>
<td>Antelope Valley Air Quality</td>
<td>2</td>
<td></td>
<td>1(alternate)</td>
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<td></td>
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<tr>
<td>Antelope Valley Transit Authority</td>
<td>2 + 1(alternate)</td>
<td>1(alternate)</td>
<td></td>
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</tr>
<tr>
<td>High Desert Corridor Joint Powers Authority</td>
<td>2</td>
<td></td>
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<tr>
<td>North County Transportation Coalition (NCTC)</td>
<td>1 + 1(alternate)</td>
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<tr>
<td>Southern California Association of Governments (SCAG)</td>
<td>1</td>
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</table>
Appendix 7: Employee Education Form

Title VI Policy

No person 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.

All employees of the City and its affiliates are expected to consider, respect, and observe this policy. Citizen questions or complaints shall be directed to City of Palmdale Title VI Coordinator.
Appendix 8: Letter Acknowledging Receipt of Title VI Complaint

Today’s Date

Ms. Jane Doe
1234 Main St.
Palmdale, CA 93550

Dear Ms. Doe:
This letter is to acknowledge receipt of your complaint against the City of Palmdale alleging ________________________________.

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by telephoning (661) 267-5115, or write to:

City of Palmdale
City Attorney Office
Attn: Title VI Coordinator
38300 Sierra Highway
Palmdale, CA  93550

Sincerely,

City of Palmdale Title VI Coordinator
Appendix 9: Letter of Finding (Notifying Complainant that Complaint Is Substantiated)

Today’s Date

Ms. Jane Doe
1234 Main St.
Palmdale, CA 93550

Dear Ms. Doe:
The matter referenced in your letter of ______________ (date) against the City of Palmdale alleging a Title VI violation has been investigated.

(An/Several) apparent violation(s) of Title VI of the Civil Rights Act of 1964, including those mentioned in your letter (was/were) identified. Efforts are underway to correct these deficiencies.

Thank you for calling this important matter to our attention. You were extremely helpful during our review of this matter. (If a hearing is requested, the following sentence may be appropriate.) You may be hearing from this office, or from Federal authorities, if your services should be needed during the administrative hearing process.

Sincerely,

City of Palmdale Title VI Coordinator
Appendix 10: Closure Letter (Notifying Complainant that the Complaint Is Not Substantiated)

Today’s Date

Ms. Jane Doe
1234 Main St.
Palmdale, CA 93550

Dear Ms. Doe:
The matter referenced in your complaint of ______________ (date) against the City of Palmdale alleging _______________________________ has been investigated.

The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964, have in fact been violated. As you know, Title VI prohibits discrimination based on race, color, or national origin in any program receiving Federal financial assistance.

The City has analyzed the materials and facts pertaining to your case for evidence of the City’s failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated.

I therefore advise you that your complaint has not been substantiated, and that I am closing this matter in our files.

You have the right to appeal this decision within thirty calendar days of receipt of this final written decision from the City.

Thank you for taking the time to contact us. If I can be of assistance to you in the future, do not hesitate to contact me.

Sincerely,

City of Palmdale Title VI Coordinator
CITY OF PALMDALE

Consolidated Plan Programs
Limited English Proficiency Plan
2019-2020 through 2024-2025
Adopted March 2020
A. PLAN PURPOSE


Executive Order No. 13166 was adopted to ensure meaningful 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.

LEP persons are those whose proficiency in speaking, reading, writing, or understanding English is such that it would deny or limit their meaningful access to federally conducted and assisted programs and activities provided by the City of Palmdale, if language assistance were not provided.

B. POLICY

The City is committed to ensuring that federally funded programs and resources are accessible to LEP persons, without discrimination on the basis of national origin. The City is further committed to providing translation assistance for federally funded programs and resources to LEP persons whose primary language constitutes 5 percent or 1,000 persons, or more of the City of Palmdale population.

C. FOUR-FACTOR ANALYSIS

As a recipient of federal funding, the City is required to take reasonable steps to ensure meaningful access to their federally funded programs and activities by LEP persons. The following four-factor analysis is the starting point for creating a Plan which balances LEP needs and assistance measures provided:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or grantee.

According to the 2017 American Community Survey 5-year Estimates (ACS), Palmdale had a population of 157,358 in 2017. Approximately 74.7 percent of its residents are native born, with the remaining 25.3 percent foreign born.

The City of Palmdale is ethnically diverse, with racial and ethnic minorities representing fast growing segments of the population. Approximately 42.6% of the population is white, which exceeds the 39% estimate of the white population for the State of California. Whites are followed by the following single race populations: Black or African Americans at 12.5%, Asians at 4.4%, American Indian and Alaskan Native at 0.9%, Native Hawaiian and Other Pacific Islanders at 0.3%, and “Some Other Race” at (34.0%). Hispanics of any race are the largest ethnic group, comprising 58.6% of the population.

Of critical concern for the development of this LEP Plan is the language spoken at home, which as reflected in the 2013-2017 ACS is detailed as follows:
HUD has provided “safe harbor” guidance which establishes language group size thresholds as the basis for determining the minimum required written materials LEP assistance.

### Size of Language Group - Recommended Provision of Written Language Assistance

<table>
<thead>
<tr>
<th>Size of Language Group</th>
<th>Recommended Provision of Written Language Assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,000 or more in the eligible population in the market area or among current beneficiaries.</td>
<td>Translate vital documents.</td>
</tr>
<tr>
<td>More than 5 percent of the eligible population or beneficiaries and more than 50 in number.</td>
<td>Translate vital documents.</td>
</tr>
<tr>
<td>More than 5 percent of the eligible population or beneficiaries and 50 or less in number.</td>
<td>Translate written notice of right to receive free oral interpretation of documents.</td>
</tr>
<tr>
<td>5 percent or less of the eligible population or beneficiaries and less than 1,000 in number.</td>
<td>No written translation is required.</td>
</tr>
</tbody>
</table>

### CITY OF PALMDALE

#### LANGUAGE SPOKEN AT HOME

#### 2013-2017 ACS

<table>
<thead>
<tr>
<th>Population 5 years of age and over</th>
<th>Number</th>
<th>Percent of Population 5 years of age and over</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population 5 years of age and over</td>
<td>143,962</td>
<td>100.0</td>
</tr>
<tr>
<td>English only</td>
<td>85,210</td>
<td>59.2</td>
</tr>
<tr>
<td>Language other than English</td>
<td>58,752</td>
<td>40.8</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>26,987</td>
<td>18.7</td>
</tr>
<tr>
<td>Spanish</td>
<td>52,039</td>
<td>36.1</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>24,178</td>
<td>16.8</td>
</tr>
<tr>
<td>Other Indo-European languages</td>
<td>2,003</td>
<td>1.4</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>682</td>
<td>0.5</td>
</tr>
<tr>
<td>Asian and Pacific Islander languages</td>
<td>3,724</td>
<td>2.6</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>1,811</td>
<td>1.2</td>
</tr>
<tr>
<td>Other Languages</td>
<td>986</td>
<td>0.7</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>316</td>
<td>0.2</td>
</tr>
</tbody>
</table>
The above 2013-2017 ACS Language Spoken at Home table reflects that Spanish is the largest language group which may require the provision of LEP assistance, with 52,039 persons, or 36.1 percent of the City’s population over the age of five indicating the primary use of Spanish at home, and 24,178 persons, or 16.8 percent of the City’s population over the age of five indicating that they speak English “less than very well.” The 24,178 Spanish speaking persons indicating that they speak English less than “very well” exceeds the 1,000-person threshold established under HUD’s safe harbor guidance. Based on these findings, LEP translation is required for the Spanish language for CDBG, HOME, and NSP programming, and for participatory contact programs and projects.

While the number of persons speaking Asian and Pacific Islander languages at home totals 3,724 (2.6% of the City population over the age of five), it is important to note that 1,811 persons (48.6 percent of the language group) indicated that they spoke English less than “very well,” or approximately 1.2 percent of Palmdale’s population over the age of five. The following table reflects the prorated distribution of the various Asian and Pacific Islander languages based on race characteristics for the City of Palmdale.

<table>
<thead>
<tr>
<th>City of Palmdale</th>
<th>Percentage of Total Population</th>
<th>Percentage of Asian, Hawaiian and Pacific Islander Race Population</th>
<th>Prorated Distribution of Asian, Hawaiian and Pacific Islander that Speak English Less Than Very Well</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asian, Native Hawaiian and Other Pacific Islander</td>
<td>4.67</td>
<td>100.00</td>
<td>1,811</td>
</tr>
<tr>
<td>Asian-Indian</td>
<td>0.31</td>
<td>7.69</td>
<td>139</td>
</tr>
<tr>
<td>Chinese</td>
<td>0.38</td>
<td>7.19</td>
<td>130</td>
</tr>
<tr>
<td>Filipino</td>
<td>2.17</td>
<td>48.06</td>
<td>870</td>
</tr>
<tr>
<td>Japanese</td>
<td>0.14</td>
<td>5.53</td>
<td>100</td>
</tr>
<tr>
<td>Korean</td>
<td>0.44</td>
<td>6.45</td>
<td>117</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>0.39</td>
<td>8.55</td>
<td>155</td>
</tr>
<tr>
<td>Other Asian</td>
<td>0.56</td>
<td>12.36</td>
<td>224</td>
</tr>
<tr>
<td>Native Hawaiian</td>
<td>0.01</td>
<td>2.09</td>
<td>38</td>
</tr>
<tr>
<td>Guamanian or Chamorro</td>
<td>0.12</td>
<td>1.37</td>
<td>25</td>
</tr>
<tr>
<td>Samoan</td>
<td>0.15</td>
<td>0.18</td>
<td>3</td>
</tr>
<tr>
<td>Other Pacific Islander</td>
<td>0.00</td>
<td>0.00</td>
<td>0</td>
</tr>
</tbody>
</table>
Considering the distribution reflected in the above table, the Filipino race with approximately 3,410 persons is the largest race among the Asian population in the City. The Filipino race also constitutes 48.06% of the combined Asian, Hawaiian and Pacific Islander race population. Applying the prorated 48.06% of Filipino persons to the 1,811 Asian, Native Hawaiian and Pacific Islander persons that speak English less than “very well”, results in an estimated 870 Filipino persons potentially requiring LEP assistance.

These 870 persons are further distributed over the fourteen (14) major languages inclusive of: Tagalog, Cebuano, Ilocano, Hiligaynon or Ilonggo, Northern Bicol, Kapampangan, Pangasinan, Chavacano, Meranaw, Maguindanao, Kinaray, Tausug, Surigaonon, and Waray-Waray; each of which has in excess of one million Philippine speakers. Of these major languages, Tagalog and Cebuano, account for approximately 31% and 25% of the population respectively. Accordingly, this array of languages serves to further dilute the number of LEP persons for any given language spoken by Filipino residents to levels significantly below the 1,000 person or 5% of the eligible population HUD thresholds; thereby excluding them from the required translation of vital documents.

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

The City of Palmdale annually conducts a wide variety of programs utilizing HUD funding resources. While programs and their respective funding levels vary from year to year, the general range of activities has remained relatively consistent. Based on this historical consistency, this LEP Plan is designed to be effective for the period between 2019-2020 and 2024-2025. In the event that projects or programs are HUD funded, and not adequately considered under this LEP Plan, an amendment to the Plan shall be performed to appropriately consider and address the approved activities. The City's Consolidated Plan Program has $1,608,313 in CDBG funds and $854,832 of HOME funds ($300,000 derived from prior year resources) available for FY 2019-2020, and approved 2019-2020 activities include the following:

<table>
<thead>
<tr>
<th>Approved 2019-2020 CDBG Program Activity</th>
<th>Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>CDBG Administration</td>
<td></td>
</tr>
<tr>
<td>CDBG Program Administration</td>
<td>$ 288,300</td>
</tr>
<tr>
<td>Sub-Total</td>
<td>$ 288,300</td>
</tr>
<tr>
<td>CDBG Public Service Activities</td>
<td></td>
</tr>
<tr>
<td>Fair Housing Services</td>
<td>$ 33,363</td>
</tr>
<tr>
<td>South Antelope Valley Emergency Services</td>
<td>$ 241,247</td>
</tr>
<tr>
<td>Sub-Total</td>
<td>$ 274,610</td>
</tr>
<tr>
<td>CDBG Non-Public Service Activities</td>
<td></td>
</tr>
<tr>
<td>ADA Compliance – Public Facilities and Infrastructure Improvements</td>
<td>$ 618,433</td>
</tr>
<tr>
<td>Section 108 Debt Service</td>
<td>$ 426,970</td>
</tr>
<tr>
<td>Sub-Total</td>
<td>$ 1,045,970</td>
</tr>
<tr>
<td>CDBG TOTAL</td>
<td>$ 1,608,313</td>
</tr>
</tbody>
</table>
Approved 2019-2020 HOME Program Activity

<table>
<thead>
<tr>
<th>HOME Administration</th>
<th>Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>HOME Program Administration</td>
<td>$ 55,483</td>
</tr>
<tr>
<td><strong>Sub-Total</strong></td>
<td><strong>$ 55,483</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>HOME Activities</th>
<th>Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Housing Development Organization</td>
<td>$ 83,225</td>
</tr>
<tr>
<td>Tenant Based Rental Assistance</td>
<td>$ 339,312</td>
</tr>
<tr>
<td>Multi-Family Rental New Construction</td>
<td>$ 376,812</td>
</tr>
<tr>
<td><strong>Sub-Total</strong></td>
<td><strong>$ 799,349</strong></td>
</tr>
</tbody>
</table>

**HOME TOTAL** $ 854,832

Of the CDBG funded activities, the ADA Compliance – Public Facilities and Infrastructure Improvements project is a capital improvement project, and will not entail participatory contact with LEP persons. The HOME funded Community Housing Development Organization project and Multi-Family Rental New Construction projects are also capital development projects that do not anticipate contact with LEP persons during their construction phase.

Both of the CDBG funded Public Service activities and the HOME funded Tenant Based Rental Assistance Program projects have the greatest expectation of contact with LEP persons. Consequently, the City has an obligation to ensure reasonable access to these programs and services for LEP persons.

Consistent with the above analysis and program reviews, historic CDBG and HOME inquiries, utilization, and outreach have reflected Spanish to be the largest language group in need of LEP assistance.

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

CDBG and HOME funded activities provide positive impacts to the lives of all City residents. However, as previously discussed, there are a number of federally funded activities which provide substantial direct benefits to participants, inclusive of the following:

<table>
<thead>
<tr>
<th>Program</th>
<th>Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fair Housing Services</td>
<td>Affirmatively furthers fair housing choice through the provision of fair housing education, counseling, and anti-discrimination and landlord-tenant mediation services.</td>
</tr>
<tr>
<td>Tenant Based Rental Assistance</td>
<td>Provides rental assistance to extremely-low income households, particularly seniors</td>
</tr>
<tr>
<td>Program</td>
<td>Benefits</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>South Antelope Valley Emergency Services</td>
<td>Provides a continuum of services to prevent and eliminate homelessness, including, but not limited to emergency services, homeless prevention programs, case management and transitional housing.</td>
</tr>
</tbody>
</table>

The above activities involve potential participatory contact with LEP persons, and as such require the provision of LEP language assistance.

The CDBG and HOME Administration projects provide administrative oversight and are responsible for the citizen participation process for federally funded activities. In this capacity, these Administration projects are directly linked to all of the above projects, and require that LEP language assistance be provided.

4. The resources available to the grantee/recipient and costs.

The City of Palmdale currently has bilingual (English/Spanish) staff available for the provision of interpretation services in facilities where the City is the direct provider of federally funded services. All federally-funded sub-recipients also have bilingual (English/Spanish) staff available or interpreters accessible to assist clientele. In addition, the City has direct link translation services available on its City web site for a multitude of major languages. Based on the presence of bilingual staff, in addition to available interpretation (oral) services, translation (written) services are also available for most required documents.

Due to the potential liabilities for errors in translation, legal documents may require that external professional translators be employed. Additionally, large scale documents may also require the use of professional translators. Evaluation of cost-effective measures for the provision of LEP translation services will be made prior to engaging external service providers.

D. LANGUAGE ACCESS PLAN

Based on the foregoing “Four Factor Analysis,” the greatest need for LEP resources is in the provision of Spanish language services. In an effort to meet these needs, the City will implement responsible measures that provide the following:

1. While interpretation services are widely available at the various venues providing services, enhanced efforts are required in the provision of translation services for vital federally funded program documents.

“Vital documents” are those that contain information that is critical for obtaining or maintaining the services or benefits that are supported by Federal funds, or that are required by law. Such documents may include but are not limited to outreach materials, applications, consent forms, complaint forms, notices of participant rights and responsibilities, disciplinary notices, letters or notices that require a response from the participant or beneficiary, legal notices, and notices advising LEP persons of the availability of free language services.

The City will perform written Spanish translations for all documents deemed vital for each federally funded public participation program implemented by the City. Where HUD or other
forms have been translated, and participant signature is required, the participant shall sign the English version of the form as the legally binding document, with the Spanish language translation attached. Translations which require signature shall carry the disclaimer that: “This document is a translation of a HUD-issued and/or required document. This translation is provided to you merely as a convenience to assist in your understanding of your rights and obligations. The English language version of this document is the official, legal, controlling document. This translated document is not an official document.

Where federally funded public participation programs use initial-contact “template” or “form letters”, such letters shall be provided in both English and Spanish, and will advise of the availability of language assistance services by the City.

2. With regard to the public participation process for Consolidated Plan Programs, the City will provide public hearing notices for its Consolidated Plan and Annual Action Plan in both English and Spanish, which will contain an advisory regarding the availability of language services throughout the planning process.

Public participation surveys will be provided in both English and Spanish; and Spanish interpretation services will be made available at all public meetings related to Consolidated Plan Programs.

In an effort to enhance participation in the planning process for Consolidated Plan Programs by LEP persons, outreach efforts will be conducted by the City with local community groups, and at public facilities in English and Spanish.

Both the draft and final Consolidated Plan and Annual Action Plans will be condensed into a Summary, and these summary documents will be translated into Spanish with a notification that specifies that additional translation or interpretation services are available on request. The Spanish Summary documents will be made available on the City’s website.

The City’s Citizen Participation Plan will be amended to reflect changes that are consistent with the requirements of this LEP Plan.

3. The City’s Sub-recipient and Public Service Application process for Consolidated Plan Programs will be amended to include requirements for the provision of LEP resources by sub-recipients and public service providers for all public participatory activities, including marketing, outreach, applications, vital document translations, and monitoring requirements.

All new Consolidated Plan Program Sub-recipient and Public Service agreements will be amended to incorporate LEP requirements relative to:

a. Providing Spanish translations for all outreach, marketing, application materials, and vital documents, and to advise of the availability of language assistance services.

b. Requirements will also be added for sub-recipients and public service providers to:

   i. Develop and maintain operating procedures that address LEP assistance
   ii. Maintain inquiry and application logs that specify language of choice
   iii. Submit documentation to the City supporting sub-recipient and public service provider efforts to further LEP access
   iv. Submit translated documentation to the City for maintenance in the City’s project files
v. Require periodic City monitoring for compliance with LEP requirements.

4. Provide annual staff training for staff, sub-recipients, and public service providers of Consolidated Plan Program grant funds on the requirements of this LEP Plan, and its effective implementation at the staff, program, and project level.

In conjunction with this training, a curriculum shall be developed which addresses: a description of internal resources available and how to access them, sensitivity to LEP persons, response protocols for addressing LEP callers, written communications, in-person contacts, and availability and access to external referral resources.

5. Staff, sub-recipients, and public service providers will maintain inquiry and application logs that document the language preference of persons seeking to apply or participate in the Consolidated Plan Program funded activities and programs. The data derived from these logs will be analyzed to make any necessary adjustments to the LEP Plan.

6. The City and its Consolidated Plan Program sub-recipients and public service providers will insert "tag lines" on all printed outreach materials for federally funded programs and activities indicating the availability of Spanish translation and interpretation services by the City and its Consolidated Plan Program sub-recipients.

7. The City and its Consolidated Plan Program sub-recipients and public service providers will continue to provide Spanish language interpretation services as necessary to ensure access by LEP persons in all federally funded activities.

8. The City's Consolidated Plan Program staff will explore access to federally funded community-based services which provide needed translation and interpretation services for non-Spanish speaking LEP persons.

9. The City's Consolidated Plan Program staff will conduct targeted outreach for federally funded programs and activities to LEP populations via community contacts, ethnic media, or other available means.

Language Access Plan Implementation

Implementation of the above listed measures will be performed in accordance with the following schedule:

1. Spanish translations for all documents deemed vital for each federally funded public participatory or public contact program offered by the City will be completed by July 1 of each Program Year. Documents requiring translation also include: marketing, outreach and marketing/information brochures and publications, applications, and initial-contact “template” or “form letters”.

2. Upon approval of this LEP Plan, amendments to the City’s Citizen Participation Plan will be performed prior to the next planning cycle for Consolidated Plan Programs.

3. The provision of public hearing notices in Spanish for both the Consolidated Plan and Annual Action Plans will be performed for each future respective document preparation cycle; with advisories regarding the availability of language services throughout the planning process contained in the English and Spanish language notices.
4. Spanish interpretation services will be made available at all public meetings for each future Consolidated Plan Program planning cycle.

5. Public participation surveys for the Consolidated Plan Program will be provided in both English and Spanish; and Spanish interpretation services will be made available at all related public meetings for each respective document preparation cycle.

6. During all future Consolidated Plan Program planning cycles, outreach efforts will be conducted by the City with local community groups, and at public facilities in English and Spanish.

7. All future draft and final Consolidated Plan and Annual Action Plans will be condensed into a summary, and these summary documents will be translated into Spanish with a notification that specifies that additional translation or interpretation services are available on request. The Spanish Summary documents will be made available on the City’s website concurrently with the availability of the uncondensed draft and final documents.

8. Amendment of the City’s Consolidated Plan Program Sub-recipient Application process and sub-recipient agreements to include requirements for the provision of LEP resources by sub-recipients for all public participatory activities, and to address monitoring responsibilities, will be performed prior to the initiation of the next Consolidated Plan Program planning cycle.

9. An LEP Training curriculum will be initiated for Consolidated Plan Program sub-recipients by July 1 of the 2020-2021 Program Year. Training for City staff and sub-recipients will be conducted subsequent to funding approvals.

10. Existing Consolidated Plan Program sub-recipients will be advised in writing of the approval of this LEP Plan and of the need to provide Spanish translations for all outreach, marketing, application materials, and vital documents, and to advise of the availability of language assistance services.

11. Inquiry and Application Log forms will be developed and placed into service for Consolidated Plan Program sub-recipient programs and projects by July 1 of the 2020-2021 Program Year. The analysis of the resulting data will be performed on an annual basis.

12. The insertion of “tag lines” on all printed outreach materials indicating the availability of Spanish translation and interpretation services by Consolidated Plan Program sub-recipients will be initiated by July 1 of the 2020-2021 Program Year.

13. Spanish language interpretation services for all Consolidated Plan Program funded activities will be performed on an ongoing basis.

14. Access to federally funded community based services which provide needed translation and interpretation services for non-Spanish speaking LEP persons will be explored on an ongoing basis.

15. Targeted outreach for federally funded programs and activities to the LEP populations via community contacts, ethnic media, or other available means will be performed on an ongoing basis, and be adjusted to meet program demands.
E. PLAN MONITORING AND UPDATE

During the term of this LEP Plan, it shall be reviewed annually to ensure conformance with all statutory requirements, monitor changes in the language characteristics of its population, monitor program demand by LEP persons, evaluate its effectiveness, and amended as necessary to accommodate modifications to demographic changes, client needs, regulatory requirements, and revised for new federally funded programs and projects.