

Title VI Program



ROUTT COUNTY

Adopted August 15, 2016

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TITLE VI PROGRAM QUESTIONNAIRE

PART I.

General Title VI Requirements for All Grant Partners

BACKGROUND

Routt County, Colorado ("County"), is a recipient of federal funds used for County programs and facilities and is therefore subject to the provisions of Title VI of the Civil Rights Act of 1964 as amended. Discrimination against any person in the United States in connection with participation in a County program or the use of a County facility because of race, color, national origin, sex, disability or age is prohibited whether such discrimination is intentional or has such effect. Any such discrimination is strictly prohibited and will not be tolerated. Such discrimination is a violation of federal law

Routt County is a governmental entity which provides services to our senior residents via the Routt County Council on Aging. The council on aging (RCCOA) is an independent 501 (c)3 nonprofit organization that serves Routt County. RCCOA's certificate of incorporation was issued June 13, 1977, and the organization received a non-profit 501(C)(3) designation February 20, 1980. Given a choice, older adults often prefer to stay in their community—and in most cases, in their own homes—for as long as possible. Routt County helps make that choice possible. The mission of Routt County though the Council on Aging is to determine the needs of the senior citizens in Routt County and to make every effort to meet those needs with appropriate action.

Routt County provides a demand responsive transportation service for participants age 60 and older. We operate three shuttle busses in Routt County; four days per week in Steamboat Springs, two days per week in Hayden, and three days per week in South Routt. Transportation is available to and from meal sites, medical appointments, shopping, banking and other errands as needed. The vans used for our program are managed donated in-kind from Routt County. RCCOA receives funding from government grants, foundations and individual contributions.

Older adults need safe and affordable transportation options. Transportation services are vital to helping people age successfully in the community. The need for transportation options will grow along with the expanding senior population. Routt County's ability to help people stay in their own homes as they age will be directly correlated to the transportation services available to them.

NOTICE TO THE PUBLIC

1. Have you adopted a title VI notice? **Yes**

If so, please provide a copy of your Title VI notice. **See appendix A**

2. Where are the notices posted? **On our website, in the lobby, on all shuttle busses operated by RCCOA**

At a minimum, has the agency posted a Title VI notice on the agency's website, in the reception area of your office, and in the public meeting spaces of agency's office? **Yes**

COMPLAINT INSTRUCTIONS AND FORM

3. Please attach a copy of your complaint form **See Appendix D**

4. Please attach your complaint procedures **See Appendix C**

5. Where are the complaint procedures posted? **Any citizens can start a complaint on the Routt County website, Through the RCCOA on their website, a written letter can be sent to our County Commissioners. Complaint procedures are posted on our website, and are available on all shuttle busses operated by RCCOA**

TITLE VI COMPLAINTS, INVESTIGATIONS AND LAWSUITS

6. Since submitting the last grant application to CDOT, has the agency had any Title VI complaints, investigations, or lawsuits related to your transit program? **NO, Appendix B is attached for reference**

PUBLIC PARTICIPATION ELEMENT

7. Does your organization conduct planning activities? **Yes, the RCCOA board of directors meets bi-monthly, the board reviews and plans ways to reach low-income and LEP seniors.**

8. Are any agency meetings open to the public? **Board meetings are open to the public**

9. How does your organization publicize the dates, times, and locations of these meetings? **Board meetings are posted in our newsletters and on our website**

10. Where are the meetings held? **Board Meetings are held at the RCCOA meal sites**
Are these meetings scheduled at times and locations that are convenient and accessible to minorities? **Yes, the board meetings are held before lunch and rotate between the 3 senior meal sites in Routt County**

11. Is the location accessible to persons with disabilities? **Yes**

12. Has your organization employed different meeting sizes and formats? **no**

13. Is transit service available to the location and during the hours of these meetings? **Yes**
If yes, please describe. **Routt County through the RCCOA provides transportation and the city transit center is next door for public transportation**
14. What other efforts has your organization made to ensure that transit riders or clients can attend these meetings? **Offered carpool efforts and convenient locations for every meeting.**
15. Does your organization rely on any counties or cities for funding? **The receiving organization is Routt County. Routt County does not receive funding from any city or any other counties.**
16. Has your organization coordinated with community or faith-based organizations, educational institutions or other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities? **Routt County through the RCCOA coordinates with Northwest Colorado Health, Routt County United Way, Lift Up, and NW CO Center for Independence to reach minority and/or LEP seniors**
17. Discuss any other outreach efforts, including transit advisory committees, procedures for soliciting comments for fare increases and service changes, passenger surveys, public involvement for transit development plans, presentations, etc. **Annual survey and coordination with other agencies in our community**
18. Please describe any specific outreach efforts to involve minority, low-income or LEP person. **Booth at local health fair and at local Routt County Fair**

LIMITED ENGLISH PROFICIENCY (LEP) ELEMENT

RCCOA will conduct a staff LEP survey to assess the needs of seniors in Routt County. The RCCOA will review these surveys to determine what steps are needed to assist or increase participation of minorities and seniors with LEP. See Appendix E

PLANNING

Routt County Council on Aging is strategically planning ways to meet the needs of the county's growing, changing senior population. Many of the county's new residents are "young" seniors who are still working. Some are caring for grandchildren. Some of them have different needs and interests than seniors that our organization has been serving since 1977. It is our job (and mission) to determine their needs and do our best to meet them.

Goals Include:

- Provide increased education about our services to the members of our community through presentations, individual meetings and marketing efforts
- Determine needs in rural areas of Routt County specifically around transportation and work to encourage more participation in those areas
- Continue to expand transportation service in all three locations throughout Routt County

FACILITY LOCATION EQUITY ANALYSIS

19. Has your organization constructed any facilities in the last three years? **No**

APPENDICES

Appendix A: Notice to The Public (English)

Appendix B: Complaint/Investigations Table

Appendix C: Complaint Procedure

Appendix D: Complaint Form

Appendix E: Staff LEP survey

APPENDIX A

Notice to Beneficiaries (English)

Title VI Plan for CDOT FHWA Subrecipient

Routt County, Colorado

August 11, 2015

Prepared by: John D. Merrill, Routt County Attorney

I. Statement of Policy

**STATEMENT OF POLICY OF ROUTT COUNTY, COLORADO
PROHIBITING DISCRIMINATION IN ITS PROGRAMS AND ACTIVITIES**

Routt County, Colorado ("County"), is a recipient of federal funds used for County programs and facilities and is therefore subject to the provisions of Title VI of the Civil Rights Act of 1964 as amended. Discrimination against any person in the United States in connection with participation in a County program or the use of a County facility because of race, color, national origin, sex, disability or age is prohibited whether such discrimination is intentional or has such effect. Any such discrimination is strictly prohibited and will not be tolerated. Such discrimination is a violation of federal law.

Responsibility of Supervisors: All supervisors are responsible for implementation of this policy, for ensuring that all employees they supervise have knowledge of and understand the policy, and for taking or assisting in prompt and appropriate corrective action when necessary to ensure compliance with the policy.

Any person believing that they have been discriminated against in connection with their participation in a County program and the use of a County facility is strongly encouraged to use the complaint procedure outlined below if (1) they believe they have been subjected to discrimination prohibited by this policy or (2) they have knowledge of discrimination prohibited by this policy. All County employees and County officials shall advise any person they become aware of who may

have experienced discrimination prohibited by this policy of the complaint procedure outlined below.

Complaint Procedure: Any person who (1) believes they have been subjected to discrimination prohibited by this policy or (2) has knowledge of discrimination prohibited by this policy directed at others is encouraged to make a complaint concerning that situation in accordance with the procedure set forth below. The initiation of any such complaint, in good faith, shall not under any circumstances be grounds for retaliation or other adverse action against the person making the complaint. It is a violation of this policy and applicable law for any person to be subjected to retaliation or otherwise disadvantaged as a result of the good faith use of this complaint procedure.

The County Human Resources Director is hereby designated as the Title VI Coordinator.

Any person who (1) believes they have been subjected to discrimination prohibited by this policy or (2) has knowledge of discrimination prohibited by this policy directed at others is encouraged to make a complaint concerning that situation to the County's Title VI Compliance Officer or the County Manager.

If the County Human Resources Director or County Manager is believed to be involved in the conduct which is believed to constitute discrimination prohibited by this policy, then the complainant may initiate the complaint process by reporting the conduct to (1) any of the persons specified above or (2) a member of the Board of County Commissioners.

All complaints will be investigated as promptly as possible consistent with a fair and complete investigation. Any such investigation shall be completed within 10 working days after the complaint is made by the complainant unless, due to the unavailability of a critical witness or documentary evidence during said time period, the investigator concludes that a fair and complete investigation is not possible. Unless the County Human Resources Director is believed to be involved in the conduct which is believed to constitute discrimination prohibited by this policy, the County Human Resources Director shall be responsible for conducting the investigation of the complaint. If the County Human Resources Director is believed to be involved in the conduct to be investigated then the investigation shall be conducted by the County Manager or such other person as designated to do so by the Board of County Commissioners. During the pendency of any investigation, the investigator may make recommendations to the Board of County Commissioners concerning interim corrective or protective actions as the investigator believes appropriate or necessary to protect the complainant or others from probable further prohibited discrimination or retaliation. When the investigation is completed and after the results have been reported to the Board of County Commissioners by the investigator, the complainant shall be entitled to know the results of such investigation and any action taken in response to such investigation.

During any period when there is no County Human Resources Director or when the County Human Resources Director is, for any reason, unable to act, the functions of the County Human Resources Director shall be discharged by such person as the Board of County Commissioners shall appoint to act in such capacity on a temporary basis.

This policy statement shall be effective immediately upon adoption.

Adopted by the Routt County Board of County Commissioners on August 11, 2015.

Routt County Board of County
Commissioners

By: _____
Douglas B. Monger, Chairman

T:\POLICIES\TITLE VI PLAN FOR CDOT FHWA SUBRECIPIENT.FINAL.DOC (6/24/2015)

II. Organization, Staffing, and Structure

The Board of County Commissioners of Routt County is ultimately responsible for assuring full compliance with the provisions of Title VI of the Civil Rights Act of 1964 and related statutes and has directed that non-discrimination is required of all agency employees, contractors, and agents pursuant to 23 CFR Part 200 and 49 CFR Part 21.

Routt County has appointed a Title VI Coordinator to ensure implementation of Routt County's Title VI program.

The Title VI Coordinator is responsible for:

1. Maintaining the County's Title VI plan and annual reports on behalf of Routt County.
2. Developing procedures for the prompt processing and disposition of complaints.
3. Investigating complaints, compiling a complaint log, and reporting to CDOT.
4. Developing procedures for the collection and analysis of statistical data.
5. Developing a procedure to conduct Title VI reviews of program areas.
6. Conducting annual Title VI assessments of pertinent program areas.
7. Developing and distributing, as appropriate, Title VI information.
8. Establishing procedures for resolving deficiency status and reducing to writing the remedial action agreed to be necessary.

III. Primary Program Area Descriptions & Review Procedure

The Routt County Road and Bridge Department engages in the following program areas:

Program Area	General Description	Title VI/Non-Discrimination Concerns and Responsibilities	Review Procedures for Ensuring Non-Discrimination
<i>Right of Way Acquisition</i>	Routt County has not constructed a new public road in many years. New right of way is acquired by the County for widening and realignment projects from time to time.	Most County projects are funded in part by state or federal funds. Therefore, Routt County complies with the applicable federal and Colorado regulations regarding acquisition of right of way and relocation of residences. All of these projects are subject to competitive bidding processes that are noticed on the County’s website, published in the local newspaper and notices and plans are placed in plans rooms within Colorado including plans rooms where they are available for review by people of minority status.	See Section VI below
<i>Road and bridge construction</i>	Routt County upgrades existing roads and replaces deficiency bridges according to pavement sufficiency and bridge deficiency studies to the extent of available funds.	Some of these projects are funded in part by state or federal funds. All of these projects are subject to competitive bidding processes that are noticed on the County’s website, published in the local newspaper and notices are placed in plans rooms within Colorado including plans rooms where they are available to review by people of minority status.	See Section VI below

<p><i>Snowplowing and Maintenance</i></p>	<p>Routt County plows snow on public roads in unincorporated areas of Routt County as needed and to the extent of budgeted resources. Routt County does road maintenance on public roads as needed and to the extent of budgeted resources. Road maintenance such as asphalt and chip and seal replacement is done in accordance with a road maintenance schedule developed with the assistance of a pavement management system which measures the sufficiency of paved surfaces.</p>	<p>Snowplowing and some road maintenance projects are performed by County employees who are protected by the County's equal employment and sexual harassment and discrimination policies. The remaining road maintenance projects are subject to competitive bidding processes that are noticed on the County's website, published in the local newspaper and notices are placed in plans rooms within Colorado including plans rooms where they are available for review by people of minority status.</p>	<p>See Section VI below</p>

IV. Title VI Complaint Procedures

This complaint procedure will be placed on the Routt County website and copies will be available in the County Commissioners' office. Notices of the availability of the complaint procedure will be placed on the two bulletin boards in the Historic Courthouse reserved for official notices. Upon request, this complaint procedure will be made available in alternative formats for persons who are blind or have other visual impairments. Questions about this complaint procedure can be directed to the County's Human Resource Director who is the County's Title VI Coordinator for further description and explanation.

Discrimination Complaint Procedure for Routt County, Colorado

Federal law prohibits discrimination on the basis of race, color, national origin, age, sex or disability in any Routt County program or activity. This prohibition applies to all departments and offices of Routt County. By contract, this prohibition is extended to certain contractors, consultants and vendors of the County.

Routt County has previously adopted a "Statement of Policy of Routt County, Colorado Concerning Equal Employment Opportunity and Discrimination in the Workplace", a "Statement of Policy of Routt County, Colorado Prohibiting and Concerning Sexual Harassment in the Workplace" and a "Routt County, Colorado ADA Grievance Procedure." The first two of these documents have complaint processes available to employees and applicants for employment with the County and the third document provides a complaint procedure which is available to employees as well as non-employees. This Title VI complaint process does not eliminate the processes and procedures contained in these earlier documents and anyone with a complaint that is covered by any of these earlier documents and this Title VI complaint procedure may elect which procedure to use.

Federal law requires that Routt County investigate, track, and report discrimination complaints. Complaints under this Title VI procedure must be filed in writing and will be investigated within sixty days of submission unless information critical to a resolution of the complaint is not reasonably available within that time period. If you need assistance to file your complaint or need interpretation services, please contact the County's Human Resources Director, who is the County's Title VI Coordinator.

Who is eligible to file a complaint?

Anyone who believes they have been excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any Routt County program or activity because of their race, color, national origin, age, sex, or disability may file a complaint.

Discrimination includes lack of access, harassment, retaliation and disparate impacts from a program or activity. Harassment includes a wide range of abusive and humiliating verbal or physical behaviors. Retaliation includes intimidating, threatening, coercing, or engaging in other discriminatory conduct against anyone because they filed a complaint or otherwise participated in a discrimination investigation.

How do you file a complaint?

Complaints must be filed in writing within 180 days from the last date of the alleged discrimination. However, contact the County's Human Resources Director who is the County's Title VI Coordinator if you believe your complaint may fall outside this deadline.

Reasonable efforts will be made to assist persons with disabilities, non-English speakers, and others unable to file a written complaint. For assistance in filing a complaint, please contact the County's Human Resources Director who is the County's Title VI Coordinator

Complaints may be submitted via mail, email, fax or in person to:

Routt County Human Resources Director
P.O. Box 773598
Room 107
136 Sixth Street [No U.S. Postal Service to this address]
Steamboat Springs, Colorado 80477
Telephone: (970) 879-0108
Fax: (970) 870-5362
chensen@co.routt.co.us

Complaints may also be filed directly with the following agencies:

Colorado Department of Transportation
Civil Rights & Business Resource Center
4201 East Arkansas Ave., Room 150
Denver, CO 80222
dot_civilrights@state.co.us
Phone: (800) 925-3427
Fax: (303) 952-7088
dot_civilrights@state.co.us

Federal Highway Administration, Colorado Division
12300 West Dakota Avenue, Suite 180
Lakewood, Colorado 80228
Phone: (720) 963-3000
Fax: (720) 963-3001

What happens after a complaint is filed?

Title VI complaints must be investigated within sixty days unless information critical to a resolution of the complaint is not reasonably available within that time period. Investigating a complaint includes interviewing all parties involved and key witnesses. The investigator may also request relevant information such as books, records, electronic information, and other

sources of information from all involved parties. You may specify if there is a particular individual or individuals that you feel should not investigate your complaint due to conflict of interest or other reasons.

In some cases, complaints will be forwarded to either the Colorado Department of Transportation or the Federal Highway Administration for investigation. If your complaint is forwarded to one of these agencies, you will be provided the name and contact information of the employee handling your complaint.

Federal law prohibits retaliation against individuals because they have filed a discrimination complaint or otherwise participated in a discrimination investigation. Any alleged retaliation should be reported in writing to the investigator.

VI. Data Collection

Describe your agency’s process for collecting and analyzing data on the race, color, national origin, sex, age and disability of participants and beneficiaries of your agency’s programs and activities. Examples include tracking the race/ethnicity of residents relocated through your agency’s right of way program; tracking the race/ethnicity of members of the public participating in public meetings; and collecting U.S. Census data on populations impacted by your agency’s projects.

According to the estimate of Routt County’s population in 2014 based upon the U.S. Census of 2010 and other data, as reported in the quickfacts.census.gov website, Routt County’s 2014 population was 23,865. According to the same source, the “White alone, 2013” population was 96.5% of the total and the “White alone, not Hispanic or Latino” population was 90.3 % of the total. The “Foreign born persons” population was 3.5% of the total and the “Language other than English spoken at home” group was 4.7% of the total population. The point of these statistics is that there is a very small population of individuals belonging to most of the populations protected by this plan. As stated in Section III, Routt County has not historically engaged in road projects that displace any individuals. Most construction and maintenance projects not undertaken by County employees are subject to competitive bidding and advertising both within Routt County and in other parts of Colorado which are more diverse. For these reasons, Routt County proposes to engage in the following data collection at this time.

Program Area	Type of Data Collected & Process for Collecting	Intended Outcome of Data Analysis (i.e. Title VI Purpose for Collecting the Data)
Road maintenance and snowplowing	The location of persons with disabilities living in unincorporated Routt County SSI data will be used to determine these locations	This data will help the County determine how to prioritize maintenance and snowplowing efforts

VII. Public Participation

Describe your agency's processes for conducting public outreach. Your description should include answers to the following:

- *How does your agency identify minority populations for outreach? (ex: demographic data, use of community liaisons, etc.)*
- *How does your agency communicate with and conduct outreach to minority populations? (ex: website, newsletters, public meetings, etc.)*
- *How does your agency communicate with and conduct outreach to Limited English Proficient individuals?*
- *Explain how your agency considers input from minority populations for decision making within its pertinent program areas.*

As stated in Section VI, above, Routt County has a very small population of non-Caucasian, non-English speaking individuals; moreover most of the permanent population is located in Steamboat Springs which is a relatively small community where “everyone knows everyone and everything going on.” Routt County has asked Comunidad Integrada/Integrated Community for assistance in reaching the non-English speaking community with information concerning Routt County projects and programs and to advise the County as to what other means of outreach to minorities are appropriate. Additionally, in drafting this policy, Routt County has consulted with Horizons, an organization active in Routt County in assisting the disabled in northwest Colorado and the North West Colorado Center for Independence, another organization assisting disabled persons living in northwest Colorado. This policy incorporates some the suggestions made by these organizations.

VIII. Notice of Rights

Routt County will disseminate this notice by placing it on the County's internet website and by posting it in the locations in the Historic Courthouse where official County notices are placed. A translation of this notice will be provided in the same locations in Spanish. Alternative formats will be made available upon request for people who are blind or have low vision.

Your Rights Against Discrimination under Title VI of the Civil Rights Act of 1964

Routt County, Colorado operates its programs and services without regard to race, color, national origin, sex, age, and disability. Anyone who believes they have been excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any Routt County program or activity because of their race, color, national origin, age, sex, or disability may file a discrimination complaint with Routt County or the Colorado Department of Transportation.

To file a Title VI discrimination complaint, contact:

Routt County Human Resources Director
P.O. Box 773598
Room 107
136 Sixth Street [No U.S. Postal Service to this address]
Steamboat Springs, Colorado 80477
Telephone: (970) 879-0108
Fax: (970) 870-5362
chensen@co.routt.co.us

Colorado Department of Transportation
Civil Rights & Business Resource Center
4201 East Arkansas Avenue, Room 150
Denver, CO 80222
(303)757-9234
dot_civilrights@state.co.us

APPENDIX B

INVESTIGATIONS/COMPLAINTS CHART

Type	Date	Summary (basis)	Status	Action(s) taken
Complaints and Investigations Naming the recipient				
Lawsuits				

APPENDIX C

TITLE VI COMPLAINT PROCEDURE

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Routt County may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Routt County investigates complaints received no more than 180 days after the alleged incident. The Routt County Council on Aging (RCCOA) will process complaints that are complete.

Once the complaint is received, the RCCOA 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.

The RCCOA has 60 days to investigate the complaint. If more information is needed to resolve the case, the RCCOA may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 business days, the RCCOA can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he 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. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.

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 2059

If information is needed in another language, then contact 970-879-0633

Si se necesita información en otro idioma , a continuación, ponerse en contacto con 970-879-0633

APPENDIX D

TITLE VI COMPLAINT FORM

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party: _____				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.				

Section IV				

Have you previously filed a Title VI complaint with this agency?	Yes	No
Section V		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?		
<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, check all that apply: <input type="checkbox"/> Federal Agency: _____ <input type="checkbox"/> Federal Court _____ <input type="checkbox"/> State Agency _____ <input type="checkbox"/> State Court _____ <input type="checkbox"/> Local Agency _____		
Please provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		
Section VI		
Name of agency complaint is against:		
Contact person:		
Title:		
Telephone number:		

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

Signature and date required below

Signature Date

Please submit this form in person at the Steamboat Springs Community Center or mail this form to:
 Routt County Council on Aging
 PO Box 770207
 Steamboat Springs, CO 80477

APPENDIX E

STAFF LEP (Limited English Proficiency) SURVEY

RCCOA is studying the language assistance needs of its riders so that we can better serve, communicate, and increase access with Limited English Proficient persons. Please complete the following survey and return it to April Sigman, Program Coordinator by August 15, 2016.

How often do you come into contact with passengers who do not speak English or have trouble understanding you when you speak English to them? (Circle one)

Daily

Weekly

Monthly

Less frequently than monthly

What languages do these passengers speak? Please list.

What languages other than English do you understand or speak?

Would you be willing to serve as a translator when needed?