



00059887201900047600510512

I, Gayle V. Trotter, County Clerk for Malheur County,  
Oregon certify that the instrument identified herein was  
recorded in the Clerk records.

Gayle V. Trotter - County Clerk

**BEFORE THE MALHEUR COUNTY COURT  
FOR THE STATE OF OREGON, FOR THE COUNTY OF MALHEUR**

<b>In the matter of Adopting Malheur County's</b>	<b>)</b>	
<b>2019 Civil Rights Program Title VI, Limited English</b>	<b>)</b>	<b>Resolution</b>
<b>Proficiency Plan for Public Transportation</b>	<b>)</b>	<b>R19-25</b>
<b>Services</b>	<b>)</b>	

**WHEREAS**, Title VI is a federal statute which provides that no person in the United States shall on the grounds of race, color, or national origin, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance; and

**WHEREAS**, federal statute and Oregon administrative regulations require that local transportation programs such as those provided by Malheur Council on Aging and Community Services (MCOACS) with federal funds (Federal Transit Administration (FTA) grant dollars) passed through from Malheur County to MCOACS, prepare and submit to the Oregon Department of Transportation (ODOT) a Title VI Program Plan every three years; and

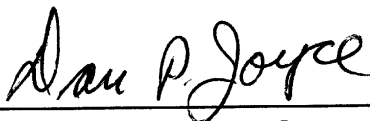
**WHEREAS**, Malheur County approved the 2019 Civil Rights Program and VI Limited Proficiency Plan (which requires updating every three years with the latest year being 2016); and

**WHEREAS**, although Malheur County is not a direct public transit provider, Malheur County must have a Civil Rights Program VI, Limited English Proficiency Plan for public transportation services tailored to the County's organization structure and general operations; and

**WHEREAS**, Malheur County has separate Title VI policies and statements for services within the Malheur County Health Department and for County employment practices.

**NOW, THEREFORE, IT IS HEREBY RESOLVED** by the Malheur County Court that the document attached and entitled Malheur County Transportation Title VI Program Plan, Limited English Proficiency for public transportation services be adopted and submitted to ODOT in satisfaction of federal requirements.

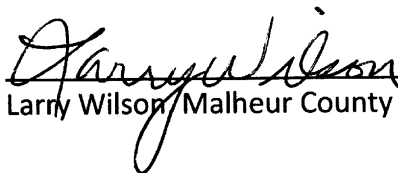
Dated this 30 day of December 2019.



Dan P. Joyce, Malheur County Court Judge



Don Hodge, Malheur County Commissioner

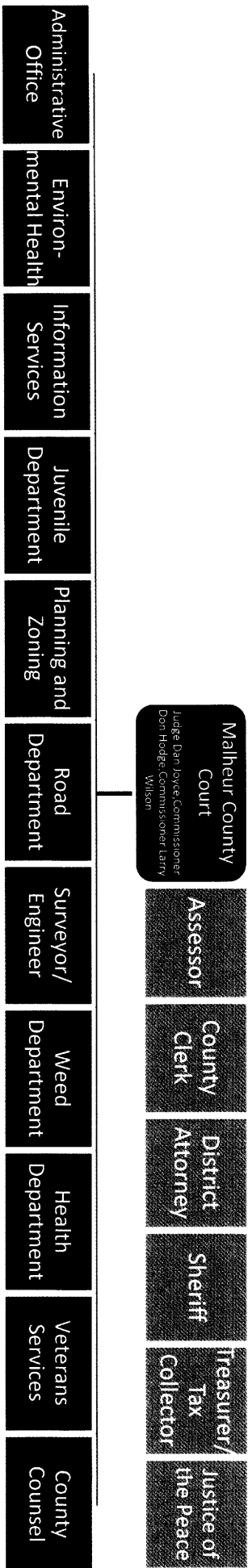


Larry Wilson, Malheur County Commissioner

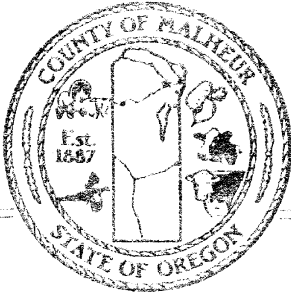
## APPENDIX A

# Malheur County Organizational Chart

## Elected Offices



## APPENDIX B



## *County of Malheur*

251 'B' STREET WEST • VALE, OREGON 97918

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### Title VI Non-Discrimination Policy Statement

October 2019

Title VI of the Civil Rights Act of 1964 states:

"No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

Malheur County's transportation program (provided through a personal service contract with Malheur County Council on Aging and Community Services) is committed to complying with the requirements of Title VI in all of its programs and activities.

Malheur County's non-discrimination policy is contained within the County's Policy and Information Manual, a copy of which is included on the following pages.

Questions and complaints may be reported to MCOA&CS at 541-889-7651 ext. 102, [executive.director@mcoacs.org](mailto:executive.director@mcoacs.org) or to the Malheur County Court at (541) 473-5124.

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Dan P. Joyce, Malheur County Court Judge

**101- PROHIBITION OF HARASSMENT, SEXUAL ASSAULT, DISCRIMINATION AND BULLYING; NO-RETALIATION; COMPLAINT PROCEDURE; REQUEST FOR ACCOMMODATION (DISABILITY AND PREGNANCY RELATED); REPORTING CONCERNS OR VIOLATIONS OF OTHER LAWS**

**POLICY STATEMENTS**

It is the policy of Malheur County to recruit, hire, train and promote all persons in all job titles and to provide County services to all individuals without unlawful regard to race, color, religion, national origin, mental or physical disability, sex, sexual orientation, age, gender identity, pregnancy (including childbirth and related medical conditions), genetic information, veterans status, domestic violence, victim status or any other status protected by applicable federal, Oregon or local law.

Malheur County employees must be able to work in a setting/workplace free from all forms of unlawful discrimination, harassment, sexual assault and bullying: (a) in the workplace, (b) at a work-related event that is off the employment premises and coordinated by or through Malheur County, or (c) outside of the workplace when an employee's right to work in a discrimination or harassment-free workplace is compromised or violated.

Harassment, sexual assault, discrimination and bullying are unacceptable in the workplace, in any work-related setting outside of the workplace and when using County owned equipment including vehicles and electronic devices such as computers, phones, photocopiers and faxes.

Employees who violate this policy are subject to disciplinary action, up to and including termination.

Every employee and elected official shares the responsibility to create a work atmosphere free from harassment, discrimination, sexual assault, or bullying. Every employee and elected official shares the responsibility for promptly bringing to the County's attention conduct that interferes with providing a work environment free of unlawful discrimination, harassment, sexual assault or bullying.

Malheur County supports Oregon's Pay Equity Law. *See Pay Equity Policy 208.*

MALHEUR COUNTY, OR 2019-4740  
MRCOUNTY COURT  
DOCUMENT 12/30/2019 01:01 PM  
Cnt=1 Pgs=17 Total:\$0.00



I, Gayle V. Trotter, County Clerk for Malheur County,  
Oregon certify that the instrument identified herein was  
recorded in the Clerk records.

Gayle V. Trotter - County Clerk

**2019-4760**

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MALHEUR COUNTY, OREGON

## DEFINITIONS

**BULLYING:** Bullying refers to repeated, unreasonable actions of individuals (or a group) directed towards an individual or a group of employees, which is intended to intimidate and that creates a risk to the health and safety of the employee(s). Examples of bullying include:

1. Verbal Bullying: Slandering, ridiculing or maligning a person or his/her family; persistent name calling which is hurtful, insulting or humiliating; using a person as butt of jokes; abusive and offensive remarks.
2. Physical Bullying: Pushing; shoving; kicking; poking; tripping; assault, or threat of physical assault; damage to a person's work area or property.
3. Gesture Bullying: Non-verbal threatening gestures, glances that can convey threatening messages.
4. Exclusion Bullying: Socially or physically excluding or disregarding a person in work-related activities. In some cases, failing to be cooperative and working well with co-workers may be viewed as bullying.
5. Cyber Bullying: Bullying that takes place using electronic technology, which includes devices and equipment such as cell phones, computers, and tablets as well as communication tools including social media sites, text messages, chat and websites. Examples of cyber bullying include transmitting or showing mean-spirited text messages, emails, embarrassing pictures, videos or graphics, rumors sent by email or posted on social networking sites, or creating fake profiles on websites for co-workers, managers or supervisors or elected officials.

**DISCRIMINATION:** Unequal or different treatment of an individual on the basis of race, color, sex, religion, sexual orientation, national origin, age, disability, political affiliation, marital status or familial status or other protected status in accordance with applicable state and federal law.

**HARASSMENT:** Harassment is verbal or physical conduct that demeans or shows hostility toward an individual because of his/her race, color, religion, sexual orientation, sex, political affiliation, marital status, familial status, national origin, age or disability or that of his/her relatives, friends or associates that: (1) has the purpose or effect of creating an intimidating, hostile or offensive working environment; (2) has the purpose or effect of unreasonably interfering with an individual's work performance; or (3) otherwise adversely affects an individual's employment opportunities.



**SEXUAL  
ASSAULT:**

Unwanted conduct of a sexual nature that is inflicted upon a person or compelled through the use of physical force, manipulation, threat or intimidation (defined in Oregon Workplace Fairness Act (SB 726 (2019))).

**SEXUAL  
HARASSMENT:**

The Equal Employment Opportunity Commission defines sexual harassment as follows:

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, (2) submission or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

**PROHIBITED  
CONDUCT:**

This is not a complete list:

**(A) Verbal or Physical Conduct**

- (1) Use of epithets or slurs because of race, color, sex, age, sexual orientation, religion, national origin, political affiliation, familial status, marital status, physical or mental disability or other protected status in accordance with applicable law, such as racial slurs or derogatory remarks based on national origin or ethnicity.
- (2) Jokes, pranks or other banter that are derogatory or show hostility because of race, color, sex, age, sexual orientation, political affiliation, religion, national origin, familial status, marital status, physical or mental disability or other protected status in accordance with applicable law, such as making fun or telling jokes about physical or mental disabilities or sexual orientation; or negative stereotyping.
- (3) Unwelcome physical touching or contact, such as pinching, grabbing, patting, touching, hugging; threatening, intimidating or hostile acts. Unwanted sexual advances; demands for sexual favors in exchange for favorable treatment or continued employment; sexual jokes; flirtations; advances or propositions; verbal abuse of a sexual nature; comments about an individual's

body, sexual prowess, or deficiency; talking about your sex life or asking others questions about theirs; leering or whistling; unwelcome touching or assault; sexually suggestive, insulting, or obscene comments or gestures; displays of sexually suggestive objects or pictures; making derogatory remarks about individuals who are gay, lesbian, bisexual or transgender; or discriminatory treatment based on sex.

(B) Written or Graphic Material

Material that is disparaging of or displays hostility on the basis of race, color, sex, age, religion, national origin, sexual orientation, political affiliation, familial status, marital status or physical or mental disability or other protected status in accordance with applicable law and is placed on walls or elsewhere on County premises or circulated in the workplace. This includes sending inappropriate jokes, cartoons, magazines, or other written or graphic materials via e-mail, the internet, facsimile, or downloading from the internet.

(C) Bullying: As set out in the Definitions paragraph above.

## **RETALIATION**

Malheur County will not tolerate retaliation against any individual who reports discrimination, harassment, sexual assault or bullying, testifies, assists or participates in any manner in such an investigation, proceeding or hearing, regardless of the outcome of the harassment, sexual assault, discrimination or bullying complaint. Examples of retaliation toward an individual include, but are not limited to: demotion, suspension, failing to hire or consider hiring, failing to treat impartially when making employment decisions, assigning the individual the least desirable jobs etc.

Employees who believe they have been retaliated against in violation of this policy should immediately report it to:

- (a) A supervisor;
- (b) Department Head/Elected Official;
- (c) Malheur County Court Judge (541) 473-5124;
- (d) Malheur County Personnel Officer (541) 473-5167;
- (e) Malheur County Administrative Officer (541) 473-5187; or
- (f) County Counsel (541) 473-5501.

*See County's Open Door Policy – 113.*

Any employee who is found to have retaliated against another employee in violation of this policy will be subject to disciplinary action up to and including termination of employment.

## COMPLAINT PROCEDURE

1. Employees are expected to promptly report violations of this policy. Employees are advised to document conduct that is unlawful under this policy.
2. Any employee who believes he or she has been the subject of harassment, sexual assault, discrimination or bullying should report the circumstance immediately to one or more persons identified in 4. immediately below.
3. Complaints may be submitted orally or in writing. A complaint may also include a suggested method of resolution. An employee does not have to file a formal written complaint in order to discuss a concern about a situation he/she believes may involve discrimination, harassment, sexual assault, bullying or retaliation.
4. A violation of this policy may be reported to one or more of the following persons:
  - (a) A supervisor;
  - (b) Department Head/Elected Official;
  - (c) Malheur County Court Judge (541) 473-5124;
  - (d) Malheur County Personnel Officer (541) 473-5167;
  - (e) Malheur County Administrative Officer (541) 473-5187; or
  - (f) County Counsel (541) 473-5501.

*See County's Open Door Policy-113.*

5. A particular form for a written complaint is not necessary. However, sample forms are attached to this policy for convenience and may be used. If a written complaint is made, it will be filed with the Personnel Officer after delivery to any person identified in 4 above. Complaints should be filed as soon as possible.
6. All complaints will be promptly investigated. The individual who receives the complaint may discuss options for informally resolving the complaint with the complainant.
7. Confidentiality will be maintained to the extent possible, consistent with Malheur County's need to conduct an adequate investigation and to take prompt corrective action to rectify any harassment, sexual assault, discrimination or bullying in violation of this policy, which is found to have taken place.
8. No employee will suffer any adverse consequences or retaliation as a result of acting in good faith to bring harassment, sexual assault, discrimination or bullying complaint or participate in an investigation.
9. Any employee found in violation of this policy will be subject to discipline, up to and including termination.

10. The foregoing procedure is separate from the grievance procedure under the respective collective bargaining agreements with Malheur County Sheriff's Association and the Malheur County Employee's Association under AFSCME.
11. Malheur County encourages individuals to use the internal complaint procedure for resolution of discrimination, harassment, sexual assault, bullying concerns and retaliation concerns. Individuals also have the right to file civil rights complaints with the Oregon Bureau of Labor and Industries (BOLI), United States federal Equal Employment Opportunity Commission (EEOC) and/or U.S. Department of Labor Civil Rights Center (CRC). Individuals can also consult an attorney for other ways to file a discrimination complaint.
12. Although Malheur County cannot provide employees with legal advice, employees should be aware of the statute of limitations applicable to harassment or discrimination claims under ORS 659A.030, ORS 659A.082, ORS 659A.121 or section 2 of Oregon's Workplace Fairness Act - which is 5 (five) years.

Other civil claims (other than those under ORS 659A.030, ORS 659A.082, ORS 659A.121 or section 2 of Oregon's Workplace Fairness Act) must be commenced within one (1) year after the occurrence of the unlawful employment practice unless a complaint has been filed under ORS 659A.820. Further, before an employee can take any legal action against Malheur County, the employee must provide written notice of the claim within 180 days of the act or omission the employee claims has caused him/her harm (Oregon Tort Claims Act). When an employee can prove harm as a result of unlawful harassment or discrimination in an administrative proceeding or in a court, remedies available to the employee may include enforcement of a right, imposition of a penalty, money damages or issuance of an order to the employee's employer (in limited circumstances).

## **OTHER RESOURCES AVAILABLE TO EMPLOYEES**

Malheur County provides an Employee Assistance Program (EAP) through Cascade Centers to employees and dependents who are enrolled in Malheur County's medical coverage. For access to confidential help 24 hours a day, seven days a week, call toll-free: 1-800-433-2320, or go online [www.cascadecenters.com](http://www.cascadecenters.com). The EAP program provides confidential counseling services and educational tools such as resources relating to eldercare, childcare, legal consultation, financial coaching, identity theft, and others.

Malheur County cannot provide legal resources to its employees or referrals to specific attorneys. Employees may contact the Oregon State Bar for more information: <https://www.osbar.org/public/>.

## **OTHER EMPLOYEE RIGHTS (voluntary agreement)**

Nothing in this policy is intended to diminish or discourage an employee who has experienced workplace harassment, discrimination, or sexual assault, from talking about or disclosing his/her experience.

Malheur County is committed to creating and maintaining a workplace free of sexual assault, harassment, discrimination, bullying, and retaliation and it has confidence in the process it has developed for addressing good-faith complaints. However, Oregon law requires Malheur County to inform employees that if they have been aggrieved by workplace harassment, discrimination or sexual assault and want to enter into an agreement with Malheur County regarding his/her experience and/or employment status (i.e. settlement, separation or severance), the employee should contact County Counsel (541) 473-5501, or County Administrative Officer (541) 473- 5187, or County Personnel Officer (541) 473-5167. The employee's request to enter into such an agreement must be in writing (email is acceptable). Requests of this nature will be considered on a case-by-case basis; such agreements are not appropriate for every situation. If Malheur County and employee do reach an agreement, Malheur County will not require an employee to enter into a nondisclosure agreement (which would prohibit the employee from discussing or communicating about his/her experiences in the workplace or the terms of the agreement) or a non-disparagement agreement (which would prohibit the employee from speaking slightly about Malheur County or making comments that would lower Malheur County in rank or reputation). If, however, the employee makes a request for an agreement under this paragraph, nondisclosure and non-disparagement are terms that Malheur County and the employee may agree to. The employee will have seven days to revoke the agreement after signing it.

## **DISABILITY ACCOMMODATION AND REQUESTS FOR REASONABLE ACCOMMODATIONS**

Malheur County complies with Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act (ADA) and other applicable federal and state regulations that prohibit discrimination on the basis of disability. These acts mandate that no qualified person shall, solely by reason of disability, be denied access to, participation in, or the benefits of programs, facilities, places of public accommodation, or employment opportunities of Malheur County. Each qualified person will receive reasonable accommodation to ensure equal access to employment, programs, services and activities of Malheur County in the most integrated setting.

1. Requests for reasonable accommodations must be submitted in writing to the Malheur County Personnel Officer at Malheur County Courthouse, 251 B. Street West #1 or room 104, Vale, Oregon 97918; 541-473-5167; Susan.Salove@malheurco.org.
2. Malheur County will give serious consideration to an employee or applicant requesting reasonable accommodation. Each request will be considered on its own merits, in light of the particular job, of other related jobs, of the capabilities of a particular employee and the specific accommodation requested.
3. A reasonable accommodation is any change or adjustment to a job or work environment that does not cause an undue hardship on the department or Malheur County and that permits a qualified applicant or employee with a disability to participate in the job application process, to perform the essential functions of a job, or to enjoy benefits and privileges of employment equal to those enjoyed by employees without disabilities. For example, a reasonable accommodation may include providing or modifying equipment or devices, job restructuring, allowing part-time or modified work schedules, reassigning an individual, adjusting or modifying examinations or training materials provided by Malheur County, providing readers and interpreters, or making the workplace readily accessible to and usable by people with disabilities.
4. Employees should request an accommodation as soon as it becomes apparent that a reasonable accommodation may be necessary to enable the employee to perform the essential duties of a position. All requests for accommodation should be made with the Personnel Officer and should specify which essential functions of the employee's job cannot be performed without a reasonable accommodation. In most cases, an employee will need to secure medical verification of his/her need for a reasonable accommodation. Both Malheur County and employee must monitor the employee's accommodation situation and make adjustments as needed.

## **PREGNANCY RELATED ACCOMMODATION AND REQUESTS FOR ACCOMMODATION**

Employees who are concerned that their pregnancy, childbirth, or a related medical condition (including lactation) will impact their ability to work should contact their supervisor and the Personnel Officer to discuss their options for continuing to work and, if necessary, leave of absence options. Malheur County will provide one or more reasonable accommodations pursuant to this policy for employees with known limitations unless such accommodations impose an undue hardship on the department, office or Malheur County operations.

Although this policy refers to “employees,” Malheur County will apply this policy equally to an applicant with known limitations caused by pregnancy, childbirth or a related medical condition.

### **Requesting a Pregnancy-Related Accommodation**

Employees who are concerned that their pregnancy, childbirth or a related medical condition will limit their ability to perform their duties should request an accommodation as soon as it becomes apparent that a reasonable accommodation may be necessary to enable the employee to work. All requests for accommodation should be made with the Personnel Officer (Malheur County Courthouse, 251 B. Street West #1 or room 104, Vale, Oregon 97918; 541-473-5167; [Susan.Salove@malheurco.org](mailto:Susan.Salove@malheurco.org). and should specify which essential functions of the employee’s job cannot be performed without a reasonable accommodation. In most cases, information from the employee’s doctor may be needed to assist Malheur County and the employee to find an effective accommodation, or to verify the employee’s need for an accommodation. Both Malheur County and employee must monitor the employee’s accommodation situation and make adjustments as needed.

### **No Discrimination, No Retaliation For Pregnancy-Related Accommodations**

Malheur County prohibits retaliation or discrimination against any employee who, under this policy: (1) asked for information about or requested accommodations; (2) used accommodations provided by Malheur County; or (3) needed an accommodation.

Employees who ask about, request or use accommodations under this policy and applicable Oregon law have the right to refuse an accommodation that is unnecessary for the employee to perform the essential functions of the job or when the employee doesn’t have a known limitation. Under Oregon law, an employer can’t require an employee to use OFLA or FMLA if a reasonable accommodation can be made that doesn’t impose an undue hardship on the operations of Malheur County. Also, no employee will be denied employment opportunities if the denial is based on the need of the Malheur County to make reasonable accommodations under this policy.

### **Leave of Absence Options for Pregnant Employees**

Employees who are pregnant or experiencing pregnancy-related medical conditions should also be aware of their leave of absence options under OFLA and FMLA. *See Policy 304.*

## **REPORTING CONCERNS OR OTHER VIOLATIONS OF LAW - NO RETALIATION**

Employees may report reasonable concerns about Malheur County's compliance with any law, regulation or policy, using any method identified in this policy (written, oral, email, completing complaint form). Malheur County will not retaliate against employees who disclose information that the employee reasonably believes is evidence of:

- A violation of any federal, Oregon, or local law, rules or regulations by Malheur County;
- Mismanagement, gross waste of funds, abuse of authority;
- A substantial and specific danger to public health and safety resulting from actions of the Malheur County; or
- The fact that a recipient of government services is subject to a felony or misdemeanor arrest warrant.

Further, in accordance with Oregon law, Malheur County will not prohibit an employee from discussing the activities of a public body or a person authorized to act on behalf of a public body with a member of the Legislative Assembly, legislative committee staff acting under the direction of a member of the Legislative Assembly, any member of the elected governing body of a political subdivision, or an elected auditor of a city, county or metropolitan service district.

### **Employee Reporting Options**

In addition to Malheur County's Open Door Policy – 113 employees who wish to report improper or unlawful conduct should first talk to his/her supervisor. If you are not comfortable speaking with your supervisor, or you are not satisfied with your supervisor's response, you are encouraged to speak with a County Commissioner, County Judge, County Counsel or County Administrative Officer. Supervisors and managers are required to inform County Counsel or the County Judge about reports of improper or unlawful conduct they receive from employees.

Reports of unlawful or improper conduct will be kept confidential to the extent allowed by law and consistent with the need to conduct an impartial and efficient investigation.

If Malheur County were to prohibit, discipline, or threaten to discipline an employee for engaging in an activity described above, the employee may file a complaint with the Oregon Bureau of Labor and Industries or bring a civil action in court to secure all remedies provided for under Oregon law.



### **Additional Protection for Reporting Employees**

Oregon law provides that, in some circumstances, an employee who discloses a good faith and objectively reasonable belief of Malheur County's violation of law will have an "affirmative defense" to any civil or criminal charges related to the disclosure. For this defense to apply, the employee's disclosure must relate to the conduct of his/her coworker or supervisor acting within the course and scope of his/her employment. The disclosure must have been made to: (1) a state or federal regulatory agency; (2) a law enforcement agency; (3) a manager with Malheur County; or (4) an Oregon-licensed attorney who represents the employee making the report/disclosure. The defense also only applies in situations where the information disclosed was lawfully accessed by the reporting employee.

### **Policy Against Retaliation**

Malheur County will not retaliate against employees who make reports or disclosures of information of the type described above when the employee reasonably believes he/she is disclosing information about conduct that is improper or unlawful, and who lawfully accessed information related to the violation (including information that is exempt from disclosure as provided in Oregon law or by Malheur County policy).

In addition, Malheur County prohibits retaliation against an employee for participating in good faith in any investigation or proceeding resulting from a report made pursuant to this policy. Further, no Malheur County employee will be adversely affected because he/she refused to carry out a directive that constitutes fraud or is a violation of local, Oregon, federal or other applicable laws and regulations. Malheur County may take disciplinary action (up to and including termination of employment) against an employee who has engaged in retaliatory conduct in violation of this policy.

This policy is not intended to protect an employee from the consequences of his/her own misconduct or inadequate performance simply by reporting the misconduct or inadequate performance. Furthermore, an employee is not entitled to protections under this policy if Malheur County determines that the report was known to be false, or information was disclosed with reckless disregard for its truth or falsity. If such a determination is made, an employee may be subject to discipline up to and including termination of employment.

Revised: August 17, 1993; April 28, 1999; January 2, 2008;  
November 2, 2011; September 7, 2016, April 10, 2019  
December 30, 2019

## Malheur County Sample Complaint Form

1. Name: \_\_\_\_\_
2. Supervisor's name: \_\_\_\_\_
3. Name of individual engaging in prohibited conduct: \_\_\_\_\_  
\_\_\_\_\_
4. Position and title of individual named in #3: \_\_\_\_\_  
\_\_\_\_\_
5. Complaint's relationship to individual engaging in alleged prohibited conduct:  
Supervisor ☐      Co-Worker ☐      Other (specify): ☐  
(ie. Volunteer)
6. Please described the specific act(s) alleged:
7. Location(s) of alleged incident:
8. Date(s) and approximate time(s) of incidents:
9. Are there others who witnessed this behavior or others who experienced similar behavior by the individual named above? If so, please provide their names(s), indicate if witness or individual with similar experience.

10. Did you tell anyone about your experience after the alleged incident(s)? If so, please provide name(s) and phone number(s).

11. Actions taken, if any, to attempt to stop the prohibited conduct.

12. Have you reported this incident to anyone else?

Yes ☐ No ☐

If yes, with whom? Union ☐ Attorney ☐ Supervisor ☐ Other ☐

13. What resolution or proposed action would you like to occur to resolve or address the conduct?

14. Additional information and comments, if any:

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

Signature: \_\_\_\_\_  
Your signature certifies that the information on this form is true and accurate.

**Form: 502**

## **Malheur County Internal Sample Complaint Form**

### **Instructions**

Use this form to file a complaint.

### **Definitions**

*Discrimination Complaint:* Alleges an action was motivated by discrimination.

*Discrimination:* Unequal or different treatment on the basis of a protected category established by policy or law.

*Harassment:* Verbal or physical conduct that is derogatory or shows hostility based on a protected category.

*Sexual Assault:* Unwanted conduct of a sexual nature that is inflicted upon a person or compelled through the use of physical force, manipulation, threat or intimidation (defined in Oregon Workplace Fairness Act (SB 726 (2019))).

*Sexual Harassment:* Any unwelcome conduct including but not limited to sexual advances, request for sexual favors and other verbal or physical conduct of a sexual nature that has the purpose or effect of unreasonably interfering with an employee's work, is the basis for an employment decision or creates an intimidating, hostile or offensive work environment.

*Bullying:* Refers to repeated, unreasonable actions of individuals (or a group) directed towards an individual or a group of employees, which is intended to intimidate and that creates a risk to the health and safety of the employee(s).

### **Confidentiality Notice**

The authority for collecting this information comes from Malheur County's commitment to provide its employees with a workplace this is free of illegal bias, prejudice, harassment, and bullying. The information obtained by this form is used to process complaints and conduct investigations of alleged violations of the County's policies. The information collected may be verified with others who may have knowledge relevant to the complaint. Failure to provide complete information may impede the investigation process and the action that can be taken on your behalf to resolve the issues associated with the complaint. Alternatives to filing an internal complaint may also be available under applicable collective bargaining agreements. External resources for filing complaints include the State of Oregon Bureau of Labor and Industries Civil Rights Division (BOLI) and the United States Equal Employment Opportunity Commission (EEOC).

**No-Retaliation**

Malheur County policies require its managers and supervisors to take all necessary steps to assure that there is no retaliation against any person who files a complaint or assists in its investigation. This includes any intimidation, threat, or coercion. Any employee involved in retaliatory conduct will be subject to disciplinary action in accordance with personnel policy or appropriate collective bargaining agreement.

**Filing**

In order to investigate complaints in a timely manner, Malheur County suggests that complaints be filed as soon as possible, but no later than 30 days of the event that gave rise to the complaint.

**Complainant Information:**

1. Today's Date: \_\_\_\_\_

2. Your Name: \_\_\_\_\_

3. Persons involved :

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4. List of Witnesses. Next to each name briefly describe type of information witness can provide:

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5. List date(s) and describe of each alleged act(s):

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6. Check the category or categories you believe to be the basis of the sexual assault, discrimination/harassment/bullying against you. If you believe that there is more than one basis, more than one category may be checked:

- |   |  |   |  |
|---|--|---|--|
| <input type="checkbox"/> Color              | <input type="checkbox"/> Race                  | <input type="checkbox"/> Religion       | <input type="checkbox"/> Disability      |
| <input type="checkbox"/> Sex                | <input type="checkbox"/> Political Affiliation | <input type="checkbox"/> Age            | <input type="checkbox"/> National Origin |
| <input type="checkbox"/> Sexual Orientation | <input type="checkbox"/> Sexual Harassment     | <input type="checkbox"/> Marital Status | <input type="checkbox"/> Familial Status |
| <input type="checkbox"/> Veteran            | <input type="checkbox"/> Domestic Violence     | <input type="checkbox"/> Sexual Assault | <input type="checkbox"/> Victim Status   |
| <input type="checkbox"/> Pregnancy          |  |   |  |

Other (please specify): \_\_\_\_\_  
(such as retaliation, association with protected class, taking leave)

7. Check the category or categories below that best represent the area of your concern:

- |  |  |   |                                    |                                    |
|--|--|---|------------------------------------|------------------------------------|
| <input type="checkbox"/> Accommodation         | <input type="checkbox"/> Layoff          | <input type="checkbox"/> Termination      | <input type="checkbox"/> Demotion  | <input type="checkbox"/> Seniority |
| <input type="checkbox"/> Opportunity           | <input type="checkbox"/> Facility Access | <input type="checkbox"/> Pregnancy Leave  | <input type="checkbox"/> Training  | <input type="checkbox"/> Hiring    |
| <input type="checkbox"/> Job Benefits          | <input type="checkbox"/> Job Assignment  | <input type="checkbox"/> Work Environment | <input type="checkbox"/> Treatment | <input type="checkbox"/> Wages     |
| <input type="checkbox"/> Religious Observation |  |   |                                    |                                    |

Other (please specify): \_\_\_\_\_

8. Do you know of any other employee, applicant or individual who was treated in the same way as you allege you were treated?

Yes ☐ If yes, include names: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

No ☐

Don't Know ☐

**Statement of Complaint**

For each issue above, explain in your statement of complaint how you were treated and provide details of the alleged acts, omission or conduct. Please include the following points:

- Why you believe the act(s) was based on a reason protected by policy or law.
- Dates, places, names and titles of persons involved and witnesses, if any.
- What act(s) took place.
- Describe any explanations, if any, that was offered for the acts that occurred.
- Any and all information you can provide that supports your allegations.
- If this is a complaint based on disability, describe your request for reasonable accommodation and the explanations given regarding your request.

(ADDITIONAL SHEETS MAY BE ADDED TO PROVIDE FURTHER INFORMATION)

9. How would you like the matter resolved?

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**Signature and Verification**

I have reviewed and read this document and to the best of my knowledge all information it contains is true and correct.

---

Signature

---

Date

## APPENDIX C





# ***County of Malheur***

251 'B' STREET WEST • VALE, OREGON 97918

## **TITLE VI NON DISCRIMINATION STATEMENT AND NOTICE TO PUBLIC**

**Malheur County ensures compliance with VI of the Civil Rights Act of 1964; 49 CFR, part 21; related statutes and regulations to the end that no person shall be excluded from participation in or be denied the benefits or, or be subject to discrimination under any program or activity receiving federal financial assistance from the US Department of Transportation on the grounds of race, color or national origin.**

**Any person who believes he or she has been discriminated against should contact at least one of the following:**

Malheur County Court  
251 B. Street West #5  
Vale, Oregon 97918  
(541) 473-5124 phone  
(541) 473- 5576 -fax

Snake River Transit  
Malheur Council on Aging  
& Community Service  
842 SE First Avenue  
Ontario, Oregon 97914  
541-889-7651/ Oregon Relay 800-735-2900  
Spanish/Espanol Relay 844-889-7651  
[executive.director@mcoacs.org](mailto:executive.director@mcoacs.org)

Federal Transit Administration  
Office of Civil Rights  
Attn: Title VI Program Coordinator  
East Building, 5th Floor- TCR  
1200 New Jersey Avenue SE  
Washington DC 20590

Oregon Department of Transportation  
Office of Civil Rights  
Intermodal Civil Rights Mgr  
355 Capitol Street, NE  
Salem, Oregon 97301  
(503) 986-3169



# County of Malheur

251 'B' STREET WEST • VALE, OREGON 97918

## Titulo VI Politica de No Discriminacion

### El Area de Transito de SRT-Malheur Express respeta los derechos civiles

De acuerdo con el Tftulo VI de la Ley de Derechos Civiles, con ORS Capitulo 659A o con otras leyes aplicables. El Transporte del Area de SRT-Malheur Express opera programas ofreciendo igualdad en la oportunidad sin considerar la raza, el color, el origen nacional, Para mas informaci6n contacte al Director del Transporte del SRT-Malheur Express al 541-889-7651, al Servicio de Retransmision de Oregon al 800 735-2900 o email: [executive.director@mcoacs.org](mailto:executive.director@mcoacs.org) o Malheur County Court 251 B. Street West, #5 Vale, Oregon 97914 (541) 473-5124.

### Declaraci6n de la Politica del Titulo VI del Transporte del Area de SRT-Malheur Express

El Tftulo VI de la Ley de Derechos Civiles de 1964 establece:

"Ninguna persona en los Estados Unidos, por motivos de raza, color, o nacionalidad de origen, sera excluida de cualquier programa o actividad que reciba ayuda financiera Federal, o se le impedira participar en ellos, o se le negaran los beneficios de los mismos, o sera sujeta a discriminacion en esos programas o actividades."

El Transporte del Area de SRT-Malheur Express esta abocada a cumplir con los requisitos del Tftulo VI en todos sus programas y actividades.

### Como hacer una Queja bajo el Titulo VI

Toda persona que crea que ha sido agredida por una practica discriminatoria ilegal segun el Tftulo VI puede presentar una queja ante el Transporte del Area de SRT-Malheur express, un departamento de la Ciudad de SRT-Malheur Express. Tales quejas deben hacerse por escrito, presentarse ante la Ciudad de SRT-Malheur Express dentro de los 180 dfas siguientes a la fecha del alegado acto discriminatorio. Para informaci6n sobre como presentar una queja, contacte a SRT-Malheur Express mediante cualquiera de los medics provistos debajo.

El demandante tambien puede mandar una queja directamente a la oficina de administracion:

Federal Transit Administration  
Office of Civil Rights  
Attn: Title VI Program Coordinator  
East Building 5th Floor- TCR  
1200 New Jersey Ave., SE  
Washington DC 20590

Malheur County Court  
251 B. Street W. #5  
Vale, Oregon 97918  
Telefono: 541-473-5124  
Fax: 541-473-5576

Transporte del Area de SRT-Malheur Express  
Executive Director  
PO BOX 937 or 842 SE First Avenue  
Ontario, OR 97914  
Telefono: 541-889-7651  
Servicio de Retransmision de Oregon 800 735-2900  
FAX: 541-889-7433  
electronico: [executive.director@mcoacs.org](mailto:executive.director@mcoacs.org)

Oregon Department of Transportation  
Office of Civil Rights  
355 Capitol Street, NE  
Salem, Oregon 97301  
Telefono: (503) 986-3169

## APPENDIX D

# Title VI Complaint Form (English)

<b>Section I</b>				
Name:				
Address:				
Telephone (Home):			Telephone(Work):	
E-Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TTY		Other	
<b>Section II</b>				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If no, 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 from the aggrieved party if you are filing on behalf of a third party.			Yes	No
<b>Section III</b>				
<p>I believe the discrimination experienced was based on (check all that apply): <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin <input type="checkbox"/> Other _____</p> <p>Date of Alleged Discrimination (Month, Day, Year): _____</p> <p>Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all person(s) who were involved, including the name and contact information of the person(s) who discriminated against you (if known). List name(s) and contact information of any witnesses. If more space is needed, please use the back of this form.</p>				
<b>Section IV</b>				
Have you previously filed a Title VI complaint with this agency?			Yes	No
<b>Section V</b>				
<p>Have you filed this complaint with any other federal, state, or local agency, or with any federal or state Court?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, check all that apply and enter name of agency or court:</p>				

<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 or court where the complaint was filed.	
Name:	
Title:	
Agency:	
Address:	
Telephone:	
<b>Section VI</b>	
Name of agency complaint is against:	
Contact person:	
Title:	
Telephone:	

Please 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 address below, or mail this form to:

**Mail:**

Malheur Council on Aging &  
Community Services  
Attn: Executive Director  
PO Box 937/842 SE First Ave  
Ontario, OR 97914

**Phone:**

541-889-7651  
Spanish Translation 844-889-7651  
Oregon Relay Service 800- 735-2900  
**Fax:** 541-889-7433  
**Email:** [executive.director@mcoacs.org](mailto:executive.director@mcoacs.org)

# Title VI Complaint Form (Spanish)

## Title VI Formulario de Queja

<b>Sección I</b>				
Nombre:				
Dirección:				
Teléfono (Casa):			Teléfono (Trabajo):	
Correo Electrónico:				
Formato accesibles en:	Letra Grande		Cinta de audio	
	TTY		Otro	
<b>Sección II</b>				
¿Está usted presentando esta queja en su propio nombre?			Sí *	No
* Si usted contestó "sí" a esta pregunta, pase a la sección III.				
Si no es así, por favor proporcione el nombre y la relación de la persona por la que usted se queja:				
Por favor, confirme que ha obtenido el permiso de la parte agraviada si usted está presentando en nombre de un tercero.				
Por favor, explique por qué usted está presentado la queja por un tercero:			Sí	No
<b>Sección III</b>				
Creo que la discriminación que experimenté fue basada en (marque todo lo que corresponda): <input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen Nacional <input type="checkbox"/> Otro _____				
Fecha de la discriminación alegada (Mes, Día, Año): _____				
Explique lo más claramente posible lo que pasó y por qué cree que fue discriminado.				
Describa a la persona (s) que participaron, incluyendo el nombre y la información de contacto de la persona (s) que lo discriminó (si se tiene). Liste el nombre e información de contacto de cualquier testigo. Si se necesita más espacio, adjunte páginas adicionales..				
<b>Sección IV</b>				
¿Ha presentado anteriormente una queja de Derechos Civiles con esta agencia?			Sí	No
¿Ha presentado anteriormente una queja del Título VI con esta agencia?			Sí	No
<b>Sección V</b>				
¿Ha presentado esta queja en cualquier otra agencia federal, estatal o local, o con cualquier corte federal o estatal? <input type="checkbox"/> Sí <input type="checkbox"/> No				

En caso afirmativo, marque todo lo que corresponda y escriba el nombre de la agencia o de la corte:

☐ Agencia Federal \_\_\_\_\_ ☐ Corte Federal \_\_\_\_\_

☐ Agencia Estatal \_\_\_\_\_ ☐ Corte Estatal \_\_\_\_\_ ☐ Agencia Local \_\_\_\_\_

Sírvanse proporcionar información acerca de la persona de contacto en la agencia o tribunal donde se presentó la queja.

Nombre:

Título:

Agencia:

Dirección:

Teléfono:

## Sección VI

Nombre de la agencia de la cual la queja es en contra:

Persona de contacto:

Título:

Teléfono:

Por favor adjunte cualquier material escrito o cualquier otra información que usted piensa que es relevante para su queja.

Firma y fecha abajo requieren.

\_\_\_\_\_  
Firma

\_\_\_\_\_  
Fecha

Por favor, envíe este formulario por fax, correo o correo electrónico:

Malheur Council on Aging & Community Services

Executive Director

PO Box 937

Ontario, OR 97914

Telefono: 541-889-7651; Fax: 541-889-7433

Correo Electrónico: executive.director@mcoacs.org

Espanol: 844-889-7651

Oregon Relay Service 800- 735-2900

## APPENDIX E



## **Malheur County Public Involvement Framework/Plan for transportation planning and programming**

**Goal:** The goal of this framework/plan is to provide guidance to Malheur County and Malheur County Council on Aging and Community Services (MCOA&CS), as well as the STF and STIF Advisory Committees, on public involvement in order to gain maximum participation of all citizens and stakeholders in transportation planning and programming activities.

**Objectives:**

The objectives of this plan are to:

1. Inform the public about transportation issues and considerations by Malheur County, STF and STIF Advisory Committees and MCOA&CS.
2. Provide opportunities to the public to get involved in all phases of transportation planning.
3. Coordinate transportation activities and planning with those of other public agencies.
4. Coordinate transportation activities and planning with private transit providers in the Malheur County ServiceArea.
5. Provide timely notice to the public on all transportation planning and programming activities.
6. Consider input received from the public.
7. Provide timely responses to public comments, responses and questions.
8. Identify and involve traditionally underserved segments of population, including minorities, low-income, people with disabilities and people with Limited English Proficiency (LEP).

**Process and Means of Public Outreach:**

In developing transportation programs, activities and planning a combination of the following measures should be used:

1. Conduct rider and general public surveys.
2. Open public meetings (STF and STIF Advisory Committees, Malheur County Court).
3. Website information (MCOA&CS, Malheur County). Other means: wrap buses, advertise in media, post on bulletin boards, newsletters, and direct communication with stakeholders and special interest groups.
4. Solicitation of comments and members to advisory committees.
5. Involve customers and potential customers in development of plans, policies, service changes, and funding decisions. Broad outreach during planning processes such as ADA plan updates or major service changes and riders, general public and stakeholders are notified and invited to participate and comment.
6. Plans available in alternate formats, Spanish, and other languages as necessary. Formats should be user-friendly.
7. Public hearing(s) held with adequate notice and advertisement in local paper, on websites and to special interest circulation.
8. Accessibility of information at public places - library, city halls, courthouse.
9. Make presentations to stakeholders and community groups.

**Periodic Evaluation:**

This plan/framework will be review periodically for effectiveness. The Malheur County Court will ultimately decide the need for periodic review, evaluation and modification of this plan. Tools to be used for review include, but not limited to:

1. Consultation with MCOA&CS and STF and STIF Advisory Committees.
2. Input from citizens from phone calls, complaints or comments at public meetings.

## APPENDIX F

# Limited English Proficiency Plan (LEP)

## Introduction

The purpose of this plan is to ensure that responsible steps are taken to provide meaningful access to benefits, services and information by individuals who are Limited English Proficient (LEP) and to comply with Title VI of the Civil Rights Act of 1964 and implementing regulations. Title VI of the Civil Rights Act of 1964 provides that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives federal financial assistance.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training, how to notify LEP persons that assistance is available, and information for future plan updates.

## Goals

Primary LEP goals are as follows;

- » Comply with federal regulations to "Improve access to services for persons with limited English proficiency" by providing meaningful access to the benefits, services, information, and other important aspects of transportation programs and activities for individuals with limited English proficiency.
- » Develop materials, conduct outreach, and distribute information designed to educate both community leaders and county officials who serve Spanish speaking LEP populations and LEP community members about transportation services and programs.
- » Work with transportation service provider (MCOA&CS) to ensure there is sufficient training of service provider's employees regarding LEP programs and policies. Ensure that MCOA&CS employs key personnel that are bilingual.

The Department of Transportation four factor LEP analysis considers the following:

- 1) The number or proportion of LEP persons eligible in the Malheur County service area who may be served or likely to encounter the transit program, activity, or service.
- 2) The frequency in which LEP individuals come into contact with transit services.
- 3) The nature and importance of the program, activity or service provided.
- 4) The resources available to provide transportation services to the general public and overall cost to provide LEP assistance. A brief description of these considerations as they apply to SRT- Express is provided in below.

## **Four Factor Analysis**

### ***1. The number or proportion of LEP persons eligible in the SRT-Malheur Express service area who may be served or likely to encounter a SRT- Malheur Express program, activity, or service.***

According to 2010 Census data, the SRT- Malheur Express service area population is 30,421 and approximately 33.1 percent are Hispanic or Latino. In the City of Ontario the population is 10,740 and approximately 41.3 percent are Hispanic or Latino. In the SRT-Malheur Express service area all other races and ethnicities comprise 5.2 percent of the total population. In addition the 2010 Census data reports 24.8% of residents in the service area speak a Language other than English at home. **See Exhibits G- H.** Prior experience with LEP individuals reveal that translation services are needed weekly. In most cases a family member of the rider/caller is able to assist with transaction. Staff at MCOA&CS are available daily during normal business hours for translation services.

### ***2. The frequency with which LEP individuals come in contact with SRT - Malheur Express program, activity, or service.***

LEP individuals come in contact with SRT - Malheur Express services frequently. Currently, SRT- Malheur Express does not collect data about the frequency of this contact. However, the scheduling process provides a method for translation services. Staff at MCOA&CS as well as County personnel can provide translation services.

A representative from the Hispanic population/LEP persons is on the STIF Advisory Committee. During the planned update to 2016 Coordinated Plan (Project 1 of STIF Plan dated July 18, 2019), Malheur County and MCOA&CS plans to gather input from the LEP community. Surveys will be developed in English and Spanish for riders and the general public. This will provide additional data on LEP persons using SRT-Malheur Express services and those in the community who may be potential customers.

### ***3. The nature and importance of the transportation program, activity, or service provided to the LEP community.***

Malheur County understands that transportation is critically important to the daily lives of our LEP community members. Language barriers would most affect users of the senior, disabled and paratransit services. To date, there have been zero service denials to individuals due to limited English proficiency.

#### **4. *The resources available and costs.***

Current translation services/resources:

- 1.) Bi-lingual in-house staff provide verbal translation in Spanish to callers requesting information about SRT - Malheur Express services.
- 2.) Passport to Languages provides written translation services when customers or the public request documents in other languages.
- 3.) Brochures, fares and routes are available in Spanish. Service related information and how to access it in Spanish is on the MCOA&CS and County websites.

Costs:

Large printed documents and plans are available upon request. Translating large documents can be a cost issue because documents of 20 pages or more can cost over \$500 to be translated. Currently, costs do not exceed \$1000 a year for translation services. The after-hours telephone announcement at MCOA&CS requesting callers to leave a message is recorded in both English and Spanish.

#### **Implementation Methods**

##### ***1. How to Identify an LEP Person who Needs Language Assistance***

These following methods may be used to help identify persons who may need language assistance:

Continually monitor uses of Certified Languages International and Passport to Languages and requests submitted through SRT-Malheur Express dispatchers and office staff.

Examine records requests for language assistance from past meetings and events to anticipate the possible need for assistance at upcoming meetings.

When public meetings are held, have a staff member greet and briefly speak to each attendee. To informally gauge the attendee's ability to speak and understand English, ask a question that requires a full sentence reply.

- Provide Certified International cards at public meetings. While staff may not be able to provide translation assistance, the cards will be used to identify language needs for future meetings.
- Regularly survey drivers and other first line staff of any direct or indirect contact with LEP individuals.

## ***2. Language Assistance Measures***

SRT-Malheur Express has implemented the following LEP procedures:

- SRT-Malheur Express has contracts with Certified Languages International and Passport to Languages to provide ad hoc verbal, written, and in person translation services upon request and as needed.
- Public notice, publications, and other printed material are provided in Spanish upon request, and service information is available in Spanish on SRT-Malheur Express' website.
- SRT-Malheur Express' phone system includes options for Spanish speaking customers.
- SRT-Malheur Express is in process of developing a comprehensive contact list of organizations, schools, churches, apartment complexes and other stakeholders who work with or serve LEP populations.

## ***3. Training - SRT-Malheur Express Employees***

Employee training on Title VI and LEP. This plan will be disseminated to employees.

MCOA&CS will also ensure the SRT-Malheur Express employees are familiar with specific procedures to be followed when serving a LEP customer, including how to handle a potential Title VI/LEP complaint.

It is a priority to continue to recruit and hire bilingual and or bicultural individuals. The following recruitment activities are encouraged:

- Attend job fairs targeting the Latino/Hispanic population.
- Place job announcements in local newspapers, on MCOA&CS website, in e-mail notifications, and any other medium used to attract potential employees, with a note encouraging bilingual (English/Spanish)/bicultural individuals to apply.
- Place job announcements in appropriate local publications for Spanish-speaking residents.

## ***4. Outreach - General Strategy***

This program will utilize existing networks within the Spanish-speaking community to contact, engage, and educate community leaders serving Spanish-speaking LEP populations and LEP community members about transportation services and programs.

A comprehensive mailing list of a variety of organizations, churches, schools, apartment complexes, and media outlets that work with or serve the Latino population is being developed. SRT-Malheur Express and Malheur County will refer to this mailing list to conduct outreach to the Spanish community. Specific outreach efforts will vary depending on the project, proposal or activity. Some or all of the following methods may be used:

- Flyers and/or brochures will be made available through Evalcree, local churches, social service agencies, ethnic retail outlets, the school district office and possibly specific schools within the Malheur County School District, Treasure Valley Community College, City Hall, the library, apartment complexes with high concentration of LEP populations.
- Other printed materials, such as transit schedules and maps, will be translated and made available in SRT-Malheur Express vehicles and at select outlets.
- Paid advertisements and the Malheur Council on Aging & Community Services website with a link to SRT-Malheur Express will indicate ways in which LEP persons can access information about transportation services.
- If staff know that they will be presenting a topic that could be of importance to an LEP individual or if staff will be hosting a meeting or a workshop in a geographic location with a known concentration of LEP persons, meeting notices, fliers, advertisements, and agendas will be printed in alternative languages, based on known LEP population in the area.

### **Monitoring and Updating the LEP Plan**

This plan is designed to be flexible and should be viewed as a work in progress. As such, it is important to consider whether new documents and services need to be made accessible for LEP persons, and it will be important to monitor changes in demographics and types of services.

This plan will be updated every three (3) years as required by the FTA. Also, the plan will be reviewed and updated when it is clear that higher concentrations of LEP individuals are present in SRT- Malheur Express' service area.

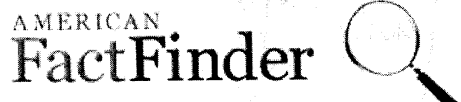
### **Dissemination of the Limited English Proficiency Plan**

Copies of the plan will be provided to any person or agency requesting a copy. LEP persons may obtain copies/translations of the plan upon request.

Any questions or comments regarding this plan should be directed to Malheur County Administrative Officer, 251 B. Street West, #1 Vale, Oregon 97918, (541) 473-5183.



## APPENDIX G



DP05

## ACS DEMOGRAPHIC AND HOUSING ESTIMATES

2013-2017 American Community Survey 5-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Technical Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities, and towns and estimates of housing units for states and counties.

Subject	Malheur County, Oregon			
	Estimate	Margin of Error	Percent	Percent Margin of Error
<b>SEX AND AGE</b>				
Total population	30,421	*****	30,421	(X)
Male	16,514	+/-59	54.3%	+/-0.2
Female	13,907	+/-59	45.7%	+/-0.2
Sex ratio (males per 100 females)	118.7	+/-0.9	(X)	(X)
Under 5 years	2,124	+/-33	7.0%	+/-0.1
5 to 9 years	2,340	+/-190	7.7%	+/-0.6
10 to 14 years	1,982	+/-185	6.5%	+/-0.6
15 to 19 years	2,028	+/-100	6.7%	+/-0.3
20 to 24 years	2,231	+/-115	7.3%	+/-0.4
25 to 34 years	4,077	+/-82	13.4%	+/-0.3
35 to 44 years	3,697	+/-68	12.2%	+/-0.2
45 to 54 years	3,538	+/-69	11.6%	+/-0.2
55 to 59 years	1,677	+/-167	5.5%	+/-0.5
60 to 64 years	1,866	+/-165	6.1%	+/-0.5
65 to 74 years	2,767	+/-77	9.1%	+/-0.3
75 to 84 years	1,394	+/-134	4.6%	+/-0.4
85 years and over	700	+/-107	2.3%	+/-0.4
Median age (years)	36.1	+/-0.3	(X)	(X)
Under 18 years	7,731	*****	25.4%	*****
16 years and over	23,601	+/-103	77.6%	+/-0.3
18 years and over	22,690	*****	74.6%	*****
21 years and over	21,562	+/-118	70.9%	+/-0.4
62 years and over	5,823	+/-141	19.1%	+/-0.5
65 years and over	4,861	+/-40	16.0%	+/-0.1
18 years and over	22,690	*****	22,690	(X)
Male	12,676	+/-51	55.9%	+/-0.2
Female	10,014	+/-51	44.1%	+/-0.2
Sex ratio (males per 100 females)	126.6	+/-1.2	(X)	(X)

Subject	Malheur County, Oregon			
	Estimate	Margin of Error	Percent	Percent Margin of Error
65 years and over	4,861	+/-40	4,861	(X)
Male	2,315	+/-37	47.6%	+/-0.4
Female	2,546	+/-17	52.4%	+/-0.4
Sex ratio (males per 100 females)	90.9	+/-1.6	(X)	(X)
RACE				
Total population	30,421	*****	30,421	(X)
One race	29,393	+/-308	96.6%	+/-1.0
Two or more races	1,028	+/-308	3.4%	+/-1.0
One race	29,393	+/-308	96.6%	+/-1.0
White	26,489	+/-534	87.1%	+/-1.8
Black or African American	306	+/-89	1.0%	+/-0.3
American Indian and Alaska Native	325	+/-79	1.1%	+/-0.3
Cherokee tribal grouping	42	+/-48	0.1%	+/-0.2
Chippewa tribal grouping	2	+/-5	0.0%	+/-0.1
Navajo tribal grouping	2	+/-3	0.0%	+/-0.1
Sioux tribal grouping	11	+/-17	0.0%	+/-0.1
Asian	486	+/-130	1.6%	+/-0.4
Asian Indian	0	+/-25	0.0%	+/-0.1
Chinese	103	+/-117	0.3%	+/-0.4
Filipino	49	+/-35	0.2%	+/-0.1
Japanese	235	+/-58	0.8%	+/-0.2
Korean	45	+/-42	0.1%	+/-0.1
Vietnamese	27	+/-34	0.1%	+/-0.1
Other Asian	27	+/-27	0.1%	+/-0.1
Native Hawaiian and Other Pacific Islander	27	+/-21	0.1%	+/-0.1
Native Hawaiian	23	+/-20	0.1%	+/-0.1
Guamanian or Chamorro	0	+/-25	0.0%	+/-0.1
Samoan	0	+/-25	0.0%	+/-0.1
Other Pacific Islander	4	+/-9	0.0%	+/-0.1
Some other race	1,760	+/-426	5.8%	+/-1.4
Two or more races	1,028	+/-308	3.4%	+/-1.0
White and Black or African American	87	+/-50	0.3%	+/-0.2
White and American Indian and Alaska Native	285	+/-83	0.9%	+/-0.3
White and Asian	156	+/-73	0.5%	+/-0.2
Black or African American and American Indian and Alaska Native	25	+/-26	0.1%	+/-0.1
Race alone or in combination with one or more other races				
Total population	30,421	*****	30,421	(X)
White	27,431	+/-432	90.2%	+/-1.4
Black or African American	439	+/-108	1.4%	+/-0.4
American Indian and Alaska Native	822	+/-250	2.7%	+/-0.8
Asian	708	+/-152	2.3%	+/-0.5
Native Hawaiian and Other Pacific Islander	104	+/-73	0.3%	+/-0.2
Some other race	2,145	+/-522	7.1%	+/-1.7
HISPANIC OR LATINO AND RACE				
Total population	30,421	*****	30,421	(X)
Hispanic or Latino (of any race)	10,078	*****	33.1%	*****
Mexican	9,312	+/-302	30.6%	+/-1.0
Puerto Rican	72	+/-53	0.2%	+/-0.2
Cuban	36	+/-38	0.1%	+/-0.1
Other Hispanic or Latino	658	+/-286	2.2%	+/-0.9
Not Hispanic or Latino	20,343	*****	66.9%	*****
White alone	18,782	+/-5	61.7%	+/-0.1
Black or African American alone	268	+/-81	0.9%	+/-0.3
American Indian and Alaska Native alone	223	+/-55	0.7%	+/-0.2

Subject	Malheur County, Oregon			
	Estimate	Margin of Error	Percent	Percent Margin of Error
Asian alone	478	+/-130	1.6%	+/-0.4
Native Hawaiian and Other Pacific Islander alone	27	+/-21	0.1%	+/-0.1
Some other race alone	23	+/-27	0.1%	+/-0.1
Two or more races	542	+/-111	1.8%	+/-0.4
Two races including Some other race	6	+/-10	0.0%	+/-0.1
Two races excluding Some other race, and Three or more races	536	+/-109	1.8%	+/-0.4
Total housing units	11,806	+/-100	(X)	(X)
CITIZEN, VOTING AGE POPULATION				
Citizen, 18 and over population	20,573	+/-288	20,573	(X)
Male	11,326	+/-232	55.1%	+/-0.7
Female	9,247	+/-162	44.9%	+/-0.7

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

For more information on understanding race and Hispanic origin data, please see the Census 2010 Brief entitled, Overview of Race and Hispanic Origin: 2010, issued March 2011. (pdf format)

While the 2013-2017 American Community Survey (ACS) data generally reflect the February 2013 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

Estimates of urban and rural populations, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates

#### Explanation of Symbols:

1. An '\*\*\*' entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An '-' entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An '-' following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An '+' following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An '\*\*\*\*' entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An '\*\*\*\*\*' entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
7. An 'N' entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. An '(X)' means that the estimate is not applicable or not available.

## APPENDIX H



S1601

## LANGUAGE SPOKEN AT HOME

2013-2017 American Community Survey 5-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Technical Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities, and towns and estimates of housing units for states and counties.

Subject	Malheur County, Oregon				
	Total		Percent		Percent of specified language speakers
	Estimate	Margin of Error	Estimate	Margin of Error	Speak English only or speak English "very well"
Population 5 years and over	28,297	+/-33	(X)	(X)	25,929
Speak only English	21,286	+/-550	75.2%	+/-1.9	(X)
Speak a language other than English	7,011	+/-548	24.8%	+/-1.9	4,643
SPEAK A LANGUAGE OTHER THAN ENGLISH					
Spanish	6,566	+/-535	23.2%	+/-1.9	4,360
5 to 17 years old	1,649	+/-248	5.8%	+/-0.9	1,218
18 to 64 years old	4,425	+/-360	15.6%	+/-1.3	2,862
65 years old and over	492	+/-60	1.7%	+/-0.2	280
Other Indo-European languages	112	+/-62	0.4%	+/-0.2	99
5 to 17 years old	5	+/-6	0.0%	+/-0.1	2
18 to 64 years old	79	+/-55	0.3%	+/-0.2	76
65 years old and over	28	+/-21	0.1%	+/-0.1	21
Asian and Pacific Island languages	283	+/-144	1.0%	+/-0.5	156
5 to 17 years old	69	+/-70	0.2%	+/-0.2	69
18 to 64 years old	144	+/-72	0.5%	+/-0.3	37
65 years old and over	70	+/-49	0.2%	+/-0.2	50
Other languages	50	+/-42	0.2%	+/-0.1	28
5 to 17 years old	0	+/-25	0.0%	+/-0.1	0
18 to 64 years old	35	+/-33	0.1%	+/-0.1	23
65 years old and over	15	+/-16	0.1%	+/-0.1	5
CITIZENS 18 YEARS AND OVER					
All citizens 18 years old and over	20,573	+/-288	(X)	(X)	20,025
Speak only English	17,290	+/-367	84.0%	+/-1.6	(X)
Speak a language other than English	3,283	+/-351	16.0%	+/-1.6	2,735
Spanish	2,967	+/-345	14.4%	+/-1.6	2,543
Other languages	316	+/-109	1.5%	+/-0.5	192

Subject	Malheur County, Oregon				
	Percent of specified language speakers				
	Speak English only or speak English "very well"	Percent speak English only or speak English "very well"	Speak English less than "very well"		
	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population 5 years and over	+/-397	91.6%	+/-1.4	2,368	+/-390
Speak only English	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	+/-509	66.2%	+/-5.0	2,368	+/-390
SPEAK A LANGUAGE OTHER THAN ENGLISH					
Spanish	+/-497	66.4%	+/-5.3	2,206	+/-389
5 to 17 years old	+/-232	73.9%	+/-8.4	431	+/-153
18 to 64 years old	+/-348	64.7%	+/-5.4	1,563	+/-257
65 years old and over	+/-95	56.9%	+/-18.2	212	+/-93
Other Indo-European languages	+/-62	88.4%	+/-10.1	13	+/-10
5 to 17 years old	+/-5	40.0%	+/-60.0	3	+/-4
18 to 64 years old	+/-55	96.2%	+/-6.3	3	+/-5
65 years old and over	+/-21	75.0%	+/-27.2	7	+/-7
Asian and Pacific Island languages	+/-94	55.1%	+/-13.5	127	+/-69
5 to 17 years old	+/-70	100.0%	+/-35.4	0	+/-25
18 to 64 years old	+/-25	25.7%	+/-17.6	107	+/-66
65 years old and over	+/-45	71.4%	+/-29.1	20	+/-21
Other languages	+/-28	56.0%	+/-47.3	22	+/-32
5 to 17 years old	+/-25	-	**	0	+/-25
18 to 64 years old	+/-27	65.7%	+/-45.2	12	+/-18
65 years old and over	+/-10	33.3%	+/-66.7	10	+/-15
CITIZENS 18 YEARS AND OVER					
All citizens 18 years old and over	+/-320	97.3%	+/-0.7	548	+/-133
Speak only English	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	+/-350	83.3%	+/-4.1	548	+/-133
Spanish	+/-352	85.7%	+/-4.4	424	+/-124
Other languages	+/-85	60.8%	+/-18.0	124	+/-73

Subject	Malheur County, Oregon	
	Percent of specified language speakers	
	Percent speak English less than "very well"	
	Estimate	Margin of Error
Population 5 years and over	8.4%	+/-1.4
Speak only English	(X)	(X)
Speak a language other than English	33.8%	+/-5.0
SPEAK A LANGUAGE OTHER THAN ENGLISH		
Spanish	33.6%	+/-5.3
5 to 17 years old	26.1%	+/-8.4
18 to 64 years old	35.3%	+/-5.4
65 years old and over	43.1%	+/-18.2
Other Indo-European languages	11.6%	+/-10.1
5 to 17 years old	60.0%	+/-60.0
18 to 64 years old	3.8%	+/-6.3
65 years old and over	25.0%	+/-27.2
Asian and Pacific Island languages	44.9%	+/-13.5
5 to 17 years old	0.0%	+/-35.4
18 to 64 years old	74.3%	+/-17.6
65 years old and over	28.6%	+/-29.1
Other languages	44.0%	+/-47.3
5 to 17 years old	-	**
18 to 64 years old	34.3%	+/-45.2
65 years old and over	66.7%	+/-66.7
CITIZENS 18 YEARS AND OVER		
All citizens 18 years old and over	2.7%	+/-0.7
Speak only English	(X)	(X)
Speak a language other than English	16.7%	+/-4.1
Spanish	14.3%	+/-4.4
Other languages	39.2%	+/-18.0

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Methodological changes to data collection in 2013 may have affected language data for 2013. Users should be aware of these changes when using 2013 data or multi-year data containing data from 2013. For more information, see: Language User Note.

While the 2013-2017 American Community Survey (ACS) data generally reflect the February 2013 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

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## APPENDIX I

## SRT-Malheur Express Service Area

Malheur County- Cities of Ontario, Vale, Nyssa  
Additional Transportation to Medical Facilities in Idaho

