



CITY OF SILVERTON
306 SOUTH WATER STREET
SILVERTON, OR 97381
(503) 874-2207

Title VI Report

September 2021

Table of Contents

Summary.....	1
Posted Notices.....	2
Complaint Procedures.....	3
Complaint Forms.....	5
Public Participation Plan.....	9
Language Assistance Plan.....	10
Racial Composition.....	13

Summary of City of Silverton Title VI Report

The Silver Trolley is operated by the City of Silverton's Community Development Department and provides demand responsive (dial-a-ride) curb-to-curb service for the senior, disabled, special needs, youth, economically disadvantaged, and the general public. The Trolley strives to maximize use convenience for the greatest number of riders. To ensure the service is available to all, the vehicles have been provided with entrance lifts and other upgrades in order to meet the standards of the Americans with Disabilities Act (ADA).

Title VI Notices are posted in the three vehicles the City operates, in the lobby where dispatch is located and on the Silver Trolley's website. The Notices are both in English and Spanish. Title VI complaint procedures and complaint forms are also located in all three vehicles, dispatch lobby and on the Silver Trolley's website. As of September 2021, no Title VI investigations, complaints or lawsuits have been filed. The City conducts outreach through print media being available in the City Hall lobby where citizens pay their Water Bill. The City has one full-time employee who is fluent in Spanish and dispatch and other staff members are aware to utilize this resource when necessary.

The Silver Trolley does not have any sub-recipients. No facilities for the Silver Trolley have been constructed in the past three years.

As a policy, the City of Silverton assures compliance with Title VI.

Sincerely,



Jason Gottgetreu
Community Development Director
City of Silverton
306 South Water St
Silverton, OR 97381

City of Silverton



Notifying the Public of Rights Under Title VI

The City of Silverton operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Silverton.

- For more information on the City of Silverton's civil rights program, and the procedures to file a complaint, contact the City's Human Resources Coordinator at 503-874-2204; email HR@silverton.or.us ; or visit our administrative office at 306 South Water Street, Silverton OR 97381 For more information, visit www.silverton.or.us
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590
- If information is needed in another language, contact 503-873-5321.

Si se necesita información en otro idioma, el contacto 503-873-5321

Notificación al Público de los Derechos Bajo el Título VI

Ciudad de Silverton

- La ciudad de Silverton opera sus programas y servicios sin tener en cuenta raza, color y origen nacional, de conformidad con el Título VI del Acta de Derechos Civiles. Cualquier persona que cree que él o ella ha sido agraviada por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja con la ciudad de Silverton.
- Para más información sobre el programa de derechos civiles de la ciudad de Silverton, y los procedimientos para presentar una queja, comuníquese con Coordinadora de Recursos Humanos al 503-874-2204; HR@silverton.or.us de correo electrónico; o visite nuestra oficina administrativa en 306 South Water Street, Silverton OR 97381. Para obtener más información, visite www.silverton.or.us
- Un demandante puede presentar una queja directamente con la Administración Federal de Tránsito mediante la presentación de una queja ante: Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., NW, Washington, DC 20590
- Si se necesita información en otro idioma, llame a 503-873-5321.





City of Silverton Title VI Complaint Procedures

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

Once the complaint is received, the Coordinator 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 Coordinator has 21 days to investigate the complaint. If more information is needed to resolve the case, the Director may contact the complainant. The complainant has 14 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 14 business days, the Coordinator 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 14 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-MS 23 3930 Fairview Industrial Drive SE Salem, OR 97302.



Ciudad de Silverton Procedimientos de Quejas del Título VI

Cualquier persona que cree que él o ella ha sido víctima de discriminación en base a raza, color, u origen nacional por la Ciudad de la División de Tránsito Silverton (en lo sucesivo, "la División") puede presentar una queja del Título VI, completando y enviando el Formulario de Quejas del Título VI de la agencia. La ciudad de Silverton Coordinadora de Recursos Humanos investiga las quejas recibidas no más tardar 180 días después del supuesto incidente.

Una vez recibida la queja, el director lo revisará para determinar si nuestra oficina tiene jurisdicción. El demandante recibirá una carta de acuse de recibo informando a él / ella si la queja será investigada por nuestra oficina. El Coordinadora tiene 21 días para investigar la denuncia. Si se necesita más información para resolver el caso, el Coordinadora podrá ponerse en contacto con el demandante. El demandante tiene 14 días hábiles desde la fecha de la carta a enviar la información solicitada para el investigador asignado al caso. Si el investigador no está en contacto con el reclamante o no reciba la información adicional dentro de los 14 días hábiles, el Coordinadora puede cerrar administrativamente el caso. Un caso puede ser cerrado administrativamente también si el autor ya no desea seguir su caso.

Después de que el investigador revisa la queja, él / ella va a emitir una de las dos cartas a la denunciante: una carta de cierre o una carta de la búsqueda (LOF). Una carta de conclusión resume los hechos denunciados, y afirma que no hubo una violación del Título VI, y que el caso se cerrará. Un LOF resume los hechos denunciados y las entrevistas sobre el supuesto incidente, y explica si alguna acción disciplinaria, la formación adicional del miembro del personal, u otra acción ocurrirá. Si el demandante desea apelar la decisión, él / ella tiene 14 días después de la fecha de la carta o el LOF para hacerlo.

Una persona también puede presentar una queja directamente con la Administración Federal de Tránsito, en FTA Office of Civil Rights-MS 23 3930 Fairview Industrial Drive SE Salem, OR 97302.

City of Silverton Title VI Complaint Form

Section I:

Name: _____

Address: _____

Telephone (Home): _____ Telephone (Work): _____

Email Address: _____

Accessible Format Requirements?(Circle any that are required): 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 questions, go to Section III

In 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):

Race Color 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? ___ Yes ___ No

If yes, check all that apply: ___ Federal Agency _____
___ Federal Court _____
___ State Court _____
___ State Agency _____
___ 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 address below, or mail this form to:

City of Silverton, Human Resources Coordinator
306 South Water Street
Silverton, OR 97381

Ciudad del Formulario de Queja Silverton Título VI

Sección I:

Nombre: _____

Dirección: _____

Teléfono (casa): _____ Teléfono (Trabajo): _____

Dirección de correo electrónico: _____

Requisitos de acceso para Formatea (Círculo de cualquier que se requieren):? Large Print, cinta de audio, TDD, Otro: _____

Sección II:

¿Está usted presentando esta queja en su propio nombre? Si * No

* Si usted contestó "sí" a estas preguntas, pase a la Sección III

En contrario, sírvase proporcionar el nombre y la relación de la persona para la cual se está quejando:

Por favor, explique por qué usted ha presentado para un tercero:

Por favor, confirme que ha obtenido el permiso de la parte perjudicada, si usted está presentando en nombre de un tercero: Sí No

Sección III:

Creo que la discriminación que experimenté fue basada en (marque todo lo que corresponda):

Raza Color de Origen Nacional

Fecha de la discriminación alegada (Mes, Día, Año): _____

Explique lo más claramente posible lo que pasó y por qué cree que fue discriminado. Describir todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la persona (s) que lo discriminó (si se conoce), así como los nombres y la información de los testigos en contacto. Si se necesita más espacio, por favor use el reverso de este formulario.

Sección IV:

¿Ha presentado anteriormente una queja del Título VI con esta agencia? ___ Sí ___ No

Sección V

¿Ha presentado esta queja con cualquier otro federal, estatal o local, o ante cualquier tribunal federal o estatal? ___ Sí ___ No

En caso afirmativo, marque todo lo que corresponda:

___ Agencia Federal _____

___ Corte Federal _____

___ Corte State _____

___ Agencia Estatal _____

___ Agencia Local _____

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

Nombre: _____

Título: _____

Agencia: _____

Dirección: _____

Teléfono: _____

Sección VI:

Nombre de la agencia de queja es en contra: _____

Persona de contacto: _____

Título: _____

Teléfono: _____

Puede adjuntar cualquier material escrito o cualquier otra información que usted considere relevante para su queja.

Firma y fecha requerida abajo

Firma

Fecha

Por favor, envíe este formulario en persona en la dirección indicada más abajo, o envíe por correo este formulario a:

Ciudad de Silverton, Coordinadora de Recursos Humanos

306 South Water Street

Silverton, OR 97381

Public Participation Plan

The City periodically does outreach to ascertain the effectiveness of the Silver Trolley service and to see if there are any desired changes to the service. The City also advertises the Trolley service through print media being available in the City Hall lobby where citizens pay their Water Bill.

Recently a farm worker housing development was constructed in Silverton. The City conducted outreach to the property owner and property manager to inform the residents of the Silver Trolley Service.

The strategy to engage minority and limited English proficient (LEP) populations during the next outreach effort is to continue to coordinate with organizations that have a sizeable minority and LEP populations, such as the local churches and Silverton Together. Outreach surveys will be prepared in both English and Spanish.

The City recently formed a Diversity and Inclusion Task Force which has the potential to review and provide input on the Silver Trolley service.

The City sends out the following message with Silver Trolley Information Brochures to groups that have minority and LEP populations. The City periodically conducts outreach to ensure Silverton residents are aware of the Silver Trolley Service. Attached are brochures that are available to print or email. Let me know if you would like us to print and drop some by.

The City operates the Silver Trolley, which is a free demand responsive transportation service open to anyone needing transportation within the City of Silverton. The Trolley is a free dial-a-ride service, meaning one must call ahead and make a ride reservation to use the service. Reservations for transportation are made in advance. Ride reservations are granted on a first come, first served basis and can be made up to 30 days in advance. Due to the demand for service, it is highly recommended that requests be made as early as possible. Pick up is at the main door on the ground floor of the pick-up location or other pre-arranged location. The driver may arrive within ten minutes before or after the arranged pick up time. The Trolley is a shared ride service, meaning that other riders may be picked up or dropped off during the ride, therefore be sure to allow extra time to reach your destination. When a reservation is made, a return trip reservation should be made at the same time. In the case of medical or salon appointments, the return time will be made based on the estimated length of your appointment. Failure to establish a return time in advance may result in transportation not being available to take one home.

Language Assistance Plan

Four Factor Test

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

In 2020, the City of Silverton has a population of 10,484. The following is 2019 ACS data regarding English proficiency.

Silverton city, Oregon												
	Total		Percent		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"		Percent speak English less than "very well"	
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population 5 years and over	9,588	±212	(X)	(X)	9,310	±341	97.1%	±2.6	278	±254	2.9%	±2.6
Speak only English	8,246	±598	86.0%	±6.4	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	1,342	±621	14.0%	±6.4	1,064	±514	79.3%	±16.0	278	±254	20.7%	±16.0
SPEAK A LANGUAGE OTHER												
Spanish	595	±292	6.2%	±3.0	364	±166	61.2%	±29.3	231	±246	38.8%	±29.3
5 to 17 years old	256	±152	2.7%	±1.6	187	±129	73.0%	±25.7	69	±78	27.0%	±25.7
18 to 64 years old	339	±175	3.5%	±1.8	177	±90	52.2%	±33.0	162	±169	47.8%	±33.0
65 years old and over	0	±19	0.0%	±0.4	0	±19	-	**	0	±19	-	**
Other Indo-European languages	713	±543	7.4%	±5.6	666	±499	93.4%	±3.8	47	±50	6.6%	±3.8
5 to 17 years old	155	±190	1.6%	±2.0	155	±190	100.0%	±20.1	0	±19	0.0%	±20.1
18 to 64 years old	540	±373	5.6%	±3.9	502	±334	93.0%	±6.4	38	±47	7.0%	±6.4
65 years old and over	18	±22	0.2%	±0.2	9	±15	50.0%	±50.0	9	±15	50.0%	±50.0
Asian and Pacific Island languages	34	±36	0.4%	±0.4	34	±36	100.0%	±52.8	0	±19	0.0%	±52.8
5 to 17 years old	0	±19	0.0%	±0.4	0	±19	-	**	0	±19	-	**
18 to 64 years old	34	±36	0.4%	±0.4	34	±36	100.0%	±52.8	0	±19	0.0%	±52.8
65 years old and over	0	±19	0.0%	±0.4	0	±19	-	**	0	±19	-	**
Other languages	0	±19	0.0%	±0.4	0	±19	-	**	0	±19	-	**
5 to 17 years old	0	±19	0.0%	±0.4	0	±19	-	**	0	±19	-	**
18 to 64 years old	0	±19	0.0%	±0.4	0	±19	-	**	0	±19	-	**
65 years old and over	0	±19	0.0%	±0.4	0	±19	-	**	0	±19	-	**
CITIZENS 18 YEARS AND OVER												
All citizens 18 years old and over	7,281	±363	(X)	(X)	7,182	±381	98.6%	±1.2	99	±89	1.4%	±1.2
Speak only English	6,543	±494	89.9%	±5.0	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	738	±361	10.1%	±5.0	639	±307	86.6%	±9.3	99	±89	13.4%	±9.3
Spanish	208	±105	2.9%	±1.4	156	±83	75.0%	±28.7	52	±70	25.0%	±28.7
Other languages	530	±340	7.3%	±4.7	483	±297	91.1%	±5.7	47	±50	8.9%	±5.7

According to ACS data there are 278 residents that speak a language other than English and speak English less than “very well”. There are 231 residents that speak Spanish and speak English less than “very well”. There are 47 citizens that speak Other Indo-European languages and speak English less than “very well”. There are 0 citizens that speak Asian and Pacific Island languages and speak English less than “very well”.

2. The frequency with which LEP individuals come in contact with the program;

The City has a standing Thursday group ride to the Silverton Senior Center that is made up of LEP individuals. Currently, the reservation is confirmed with an English speaking family member.

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

The Trolley offers mobility at no cost to anyone riding within the Urban Growth Boundary (UGB). This includes medical appointments, grocery shopping, hair appointments or any other service located within the UGB.

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

The City has an advertising line item within the Trolley fund that is available for LEP outreach.

Language assistance services are provided, how LEP persons are informed, how the language access plan is monitored and updated, and how employees are trained to provide language assistance to LEP persons

The City’s website and Trolley page offers versions in English, Arabic, Chinese (Simplified), Chinese (Traditional), Filipino, French, German, Greek, Hebrew, Hindi, Indonesian, Irish, Italian, Japanese, Korean, Portuguese, Russian, Spanish, Swedish, and Vietnam.

The City Trolley brochures include the following relay service.

1-800-359-2703

(Spanish to English and reverse)

Oregon Relay offers Spanish relay service for our Spanish-speaking customers. TTY users can type in Spanish and the conversations will be relayed in Spanish or English to the called party.

Oregon le ofrece el servicio de relevo a nuestros clientes en español. Los consumidores de TTY pueden escribir por máquina en español y las conversaciones serán retransmitidas en español y inglés.

The City sends out a message with Silver Trolley Information Brochures in English and Spanish to groups that have minority and LEP populations.

The City reviews available census data during each update of its Title VI Plan to determine whether adjustments to this LEP plan are required.

The City also has two full-time employees who are fluent in Spanish and dispatch and other staff members are aware to utilize this resource when necessary. Staff is also trained in the availability and to provide direction to the relay service.

Racial Composition

The following is a breakdown of the racial composition of all non-elected planning boards, advisory councils or committees.

Minority Representation Table									
Body	Not Hispanic or Latino	Some Other Race	Native Hawaiian and Pacific Islander	Hispanic or Latino	Black or African American	Asian	American Indian		
Population	8236	604	14	1425	63	70	106	10518	
Pop Percent	78.3%	5.7%	0.1%	13.5%	0.6%	0.7%	1.0%		
Planning Commission	100%	0%	0%	0%	0%	0%	0%		
Historic Landmarks Commission	100%	0%	0%	0%	0%	0%	0%		
Tourism Promotion Committee	100%	0%	0%	0%	0%	0%	0%		
Urban Renewal Agency	100%	0%	0%	0%	0%	0%	0%		
Urban Renewal Advisory Committee	100%	0%	0%	0%	0%	0%	0%		
Budget Committee	100%	0.0%	0%	7%	0%	0%	0%		
Diversity Equity and Inclusion Task Force	66%	0.0%	0%	11%	22%	0%	0%		

The City advertises to fill vacancies or accept applications when terms expire through the newspaper, city website, local TV, and chamber of commerce. The following language is used in the recruitment ads.

CITY OF SILVERTON SEEKING VOLUNTEERS

The City of Silverton is seeking volunteers interested in serving on several City appointed Committees. Currently, there are positions available on the Planning Commission, Budget Committee, and the Transportation Advisory Committee. Terms for each Committee vary from three to four years.

Please visit the City website at www.silverton.or.us/committees for information about each Committee and applicant requirements.

Applications must be submitted online at www.silverton.or.us/volunteerapp. The first review of applications will occur on Wednesday, November 21, 2018. Applications will continue to be accepted until all positions have been filled. If you have any questions please contact Angela Speier, Assistant to the City Manager/City Clerk at 503-874-2216 or via e-mail at Mmolek@silverton.or.us.

There shall be no discrimination of applicants based on race, color, religion, sex, age, national origin, physical or mental disability, marital status, familial status, or membership in any other group protected by law in accordance with applicable federal, state, and local laws. The City of Silverton encourages participation in its affairs by all peoples, especially those who are under represented in public involvement.