

ADMINISTRATIVE ORDER NUMBER 8-17

SUBJECT: Title VI Non-Discrimination Compliance

Responsible Departments: Airports, Public Works and Transportation

Date Issued: March 10, 2017

Date Revised:

Approved: *Signature on File*

Purpose

The purpose of this Administrative Order is to affirm the City's commitment to Non-Discrimination under Title VI as well as to outline procedures for maintaining Title VI compliance and ensuring that members of the public are afforded the opportunity to submit a complaint of an alleged act of discrimination.

Policy

The City of Fresno will ensure that no person is excluded from participation in, or denied the benefits of its programs, services or benefits on the basis of race, color, national origin, age, sex or disability as afforded by Title VI of the Civil Rights Act of 1964 as amended. The City of Fresno mission includes the equal and equitable access to its programs, activities, and services.

Procedures

1. The City of Fresno prohibits all discriminatory practices, which include but are not limited to:
 - a. Denial to any individual of any service, participation, or benefit provided under the program to which he or she may be otherwise entitled;
 - b. Different standards or requirements of participation;
 - c. Separate treatment in any part of a program, service, or activity;
 - d. Difference in quality, quantity, or manner in which benefits are provided; and
 - e. Discrimination in any activities conducted in a facility built in whole or part with Federal funds.
2. National origin discrimination includes discrimination on the basis of Limited English Proficiency (LEP). It is a priority of the City of Fresno to provide timely, reasonable, effective, and meaningful access for LEP persons to all its programs and activities.

- a. All staff shall provide free language assistance services to LEP individuals with whom they encounter or whenever a LEP person requests language assistance services. All current employees will be advised of this obligation by their respective supervisors/managers and will receive mandatory anti-harassment and anti-discrimination training. All new employees will be advised of this obligation during new employee orientation.
 - b. All staff is to ensure the public is treated with dignity and respect, identify the language needs for the public, and utilize available bilingual resources to assist the public when needed.
 - c. At minimum, the City of Fresno will:
 - i. Provide interpreter services and additional accommodations, including assistive listening devices, at public meetings as requested. Requests for accommodations should be made three (3) days prior to the scheduling meeting to the City Clerk's office at (559) 621-7650;
 - ii. Upon request to the Title VI Coordinator, Title VI brochures and complaint forms in Spanish and other languages shall be provided; and
 - iii. Upon request to the Title VI Coordinator, provide telephone translation services for all languages other than English. When such translation is not readily available it will be provided in a reasonable period of time mutually agreed upon by the Title VI Coordinator and the caller.
3. The designated Title VI Coordinator will maintain current information about the City of Fresno's Title VI Program.
 4. Any person who believes that he/she has been excluded from participation in, or denied benefits or services of any program or activity administered by the City of Fresno or its consultants and contractors on the basis of race, color, national origin, sex, age, or disability, may bring forth a complaint of discrimination under Title VI and related statutes.

- a. The complaint must be filed within 180 days of the alleged discrimination of the alleged act of discrimination, provide as much detail as possible, be signed by the complainant, and sent to:

Title VI Coordinator
City of Fresno
2600 Fresno Street, Room 4019
Fresno, CA 93721
(559) 621-8650

For Airports Department:

Title VI Coordinator
City of Fresno, Airports Department
4995 East Clinton Way
Fresno, CA 93727
(559) 621-4500

For Fresno Area Express (FAX), Transportation Department:

Title VI Coordinator
City of Fresno, FAX
2223 G Street
Fresno, CA 93706
(559) 621-1436

- b. If the same complainant is dissatisfied with the resolution by the City of Fresno, the same complaint may be submitted to the FHWA, U.S. DOT Secretary of Transportation or USDOJ. A complainant may also file a Title VI complaint concerning race, color, or national origin discrimination with the Federal Highway Administration U.S. Department of Transportation, Office of Civil Rights, 1200 New Hersey Avenue SE, 8th Floor, E81-105, Washington, DC 20590.