

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

In the matter of Adopting Malheur County's)	
Civil Rights Program Title VI, Limited English)	Resolution
Proficiency Plan for Public Transportation)	R16-6
Services)	

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 2016 Civil Rights Program, VI Limited Proficiency Plan prepared by MCOACS in January 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.

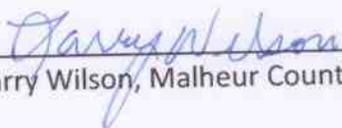
Dated this 9 day of March 2016.



Dan P. Joyce, Malheur County Court Judge



Don Hodge, Malheur County Commissioner



Larry Wilson, Malheur County Commissioner

Malheur County Title VI Program Plan

Limited English Proficiency Plan for public transportation services

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Introduction

In accordance with Title VI of the Civil Rights Act of 1964, this program plan reflects Malheur County's commitment to ensuring that no person shall, on the ground of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. In particular, Federal Transit Administration (FTA) grant dollars are passed through Malheur County to Malheur Council on Aging & Community Services (MCOA&CS) via a personal service contract for public transportation services commonly referred to as Snake River Transit- Malheur Express (SRT-Express). For purposes of this plan MCOA&CS and SRT-Express can be interchanged and are the same. This Plan generally follows the Oregon Department of Transportation Sample Title VI Plan format and content guideline. Malheur County is a rural area with a population under 50,000. Malheur County has separate Title VI plans for the health department and for its employment practices.

Contact Information

Malheur County Court
Dan P. Joyce, Malheur County Court Judge
Don Hodge, Malheur County Commissioner
Larry Wilson, Malheur County Commissioner
251 B. Street West, #5
Vale, Oregon 97918
(541) 473-5124 phone (541) 473-5576 fax

Lorinda DuBois
Malheur County Administrative Officer
251 B. Street West, #1
Vale, Oregon 97918
(541) 473-5187 phone (541) 473-5168 fax
ldubois@malheurco.org

Malheur Council on Aging and Community Services (MCOA&CS)
Malheur County's Contractor/Subrecipient of FTA grant dollars through Malheur County
SRT- Malheur Express
Attn: Loni Debban, Executive Director
824 Southeast First Avenue – PO Box 937
Ontario, Oregon 97914
(541) 889-7651 Ext. 102 phone 541-889-7433 fax
Loni.debban@mcoacs.org

Organizational Chart

An organizational chart can be found in **Appendix A**.

Signed Policy Statement

A Title VI Non-Discrimination compliance statement signed by the Malheur County Court can be found in **Appendix B**. Additionally, this Title VI Plan will be adopted by the Malheur County Court during a regularly scheduled meeting and a copy provided to ODOT.

Title VI Notice to the Public

Malheur County publicizes its Title VI program by posting notices in English and Spanish on the County website and the Malheur County Court Office. Similar notices for MCOA&CS are posted in transit buses and vehicles.

A copy of the Title VI Notice to the public in both English and Spanish can be found in **Appendix C**.

Title VI Complaint Procedures

Malheur County has a standard process for investigating complaints. Members of the public may file a signed, written complaint up to one hundred eight (180) days from the date of alleged discrimination. The procedure for responding to such a complaint for the transit program is as follows:

1. Any individual, group of individuals or entity that believes that they have been subjected to discrimination prohibited under Title VI may file a complaint.
2. Complaints may be submitted to Malheur County staff or MCOA&CS via telephone, in person, in writing or via email. Complainants will eventually be directed to submit a complaint form. Persons with limited English proficiency can be assisted by a third party to complete the form. Complaints made through MCOA&CS will be forwarded to Malheur County (Malheur County Court, Administrative Officer or County Counsel). It is not necessary to file a complaint for at both Malheur County and MCOA&CS.
3. Malheur County will review the complaint to determine jurisdiction – if the complaint is a VI complaint. The basis for determination may be apparent in the complaint as submitted, or require follow up with the complainant. The complaint will be logged and the complainant will receive an acknowledgement letter within 14 days informing her/him whether the complaint will be investigated.

4. If the complaint is a Title VI complaint, it will be resolved in 60 days, not including the appeal process.
5. An investigation will be conducted which will include but not limited to: date, time, location and specific circumstances of the alleged incident; the identification and interview of involved parties (person making complaint and person against whom the complaint is made); and review of pertinent documents, evidence and other factual information from other appropriate sources. The formal investigation of the complaint will be kept confidential. The County will assign an investigator to the complaint from the following individuals: MCOACS Executive Director; County Personnel Officer; Malheur County Sheriff Deputy, County Counsel, County Administrative Officer or qualified outside/independent investigator.
6. Based upon the conclusions of a thorough investigation, written disposition of the complaint will be made by the investigator and kept in a County file for three years. One of two letters will be issued to 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 findings and disposition of the complaint: EXONERATED: The investigation confirmed the alleged behavior, but it was consistent with policy; UNFOUNDED: The investigation demonstrated that the alleged action did not occur; UNSUBSTANTIATE: The investigation did not present sufficient evidence to clearly prove or disprove the allegations; or SUSTAINED: The investigation does disclose sufficient evidence to prove the allegation.
7. Complaints which are found to be sustained will be acted upon directly by MCOACS, using methods or resources appropriate to resolve the matter and consistent with the severity of the matter. This may include appropriate contractual remedies between Malheur County and MCOACS or discipline of personnel.
8. The letter will advise the complainant of his/her appeal rights with ODOT and/or local appeal body if he/she is dissatisfied with the findings of the investigator. If the complainant wishes to appeal the decision, he/she has 14 days after the date of the closure letter or the LOF to submit in writing a request for an appeal to the Malheur Council on Aging & Community Services Executive Director for review by the Malheur County Special Transportation Funds Advisory Committee (STF Advisory Committee). The complainant may have an opportunity to be heard in person at an STF Advisory Committee meeting. Following review and recommendations by the STF Advisory Committee, the County Court will make a final decision. These procedures do not deny the complainant the right to file a complaint with State or Federal agencies or seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible.
9. Complaints may also be filed with either ODOT or directly with FTA, or both, at the following addresses:

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

Federal Transit Administration, Region 10
Attn: Civil Rights Officer
Jackson Federal Building
915 Second Avenue, Suite 3142
Seattle, WA 98174-1002
(206) 220-7954

Title VI Complaint Form (English & Spanish) Refer to Appendix D.

Title VI Investigations, Complaints and Lawsuits

Malheur County maintains a list of any and all transit related Title VI investigations, complaints, and lawsuits. The list is kept by County Counsel, 251 B. Street West #5, Vale, Oregon 97918. As of the date of adopting this plan, Malheur County certifies:

- a. There are no outstanding lawsuits or complaints naming Malheur County which allege discrimination on the basis of race, color or national origin with respect to service or other transit benefits, funded by or through Malheur County.
- b. During the course of the last three (3) years, there have not been any civil rights compliance review activities conducted with respect to Malheur County and, to the best of our knowledge, there are not presently any ongoing civil rights complaint review activities being conducted with respect to Malheur County.
- c. There are currently no in-progress or pending Malheur County services changes, or facility or construction projects, which would negatively impact low-income or minority communities.

Minority Representation on Advisory Board

Malheur County reports and takes direction on funding issues from the STF Advisory Committee, whose members are appointed by the Malheur County Court. Members represent specific constituents and interests, as set forth in the STF statutes (ORS and OAR). Seniors and persons with disabilities, as well as users are represented on the STF Advisory Committee. Every effort is made when recruiting new members to recruit low-income and/or minority representatives.

Minority Representation Table

	Caucasian	Latino	African American	Asian American	Native American
Service Area Population	61.7%	33.1%	1.5%	1.8%	2.0%
SRT Malheur Express	74%	25%	0%	0%	1.0%

Public Participation Plan- Summary of Efforts and Outreach

Malheur County, MCOA&CS and STF Advisory Committee take guidance from the Public Involvement Framework/Plan, which is attached as **Appendix E**.

Malheur County offers continuous opportunities for the public to be involved in proposed transportation decisions, such as service design changes, new services, fare changes, and changes of service policy. The primary mechanism for the public to participate is to attend the STF Advisory Committee meetings or weekly Malheur County Court meetings. These meetings are advertised on the MCOA&CS website, posted in transit vehicles and on the Malheur County notification board in the Courthouse. Meetings are open to the public, include citizen comment periods and are held in locations that are wheelchair accessible.

The STF Advisory Committee holds public meetings and offer translation services and information in alternate formats. Minutes from the meeting are available in English and other languages upon request. STF Advisory Committee meetings are held the third Thursday of the month following the end of the quarter (October, January, April, and July) months at 842 SE First Avenue, Ontario, Oregon in the conference room at 1:30 PM.

The Malheur County meetings are held weekly on Wednesdays at Malheur County Courtroom, 251 "B" Street West in Vale, Oregon. Audio recordings of every Malheur County Court meeting are made.

Malheur County and MCOA&CS seek out and consider the viewpoints of minority, low-income and LEP populations in the course of conducting public outreach and involvement activities. Private sector providers are allowed an opportunity to comment on plans, programs and to be included in coordinated efforts toward plans.

The following is a summary of public participation efforts:

Printed Materials

Service and general information is published in Spanish and on the MCOA&CS website. In addition, fixed route schedules and demand response service information are printed and distributed in both English and Spanish. Outreach materials, surveys, flyers, press releases and meeting notices for major service changes are also available in Spanish.

Phone Access/Bi-lingual

The phone system includes a Spanish option on the SRT-Malheur Express recorded messages. MCOA&CS receptionist and scheduling staff provide verbal, written and in person translation services when necessary. Dispatchers are able to connect non-English speaking customers to a translator to respond to questions about SRT- Malheur Express services. Malheur County has translation services available upon request.

Planning and Service Changes

Outreach to the Limited English Proficiency (LEP) populations in Malheur County. Notifications to riders of transit changes are provided in English and Spanish and posted on all vehicles, buses, the website, and at transit center hubs. SRT-Malheur Express contacted the Mexican Consulate in Boise and the Mexican radio station to get information out to the local Latino community. Information was also distributed at apartment complexes and churches with high concentration of LEP populations. Varying the type of media used to announce public participation opportunities, such as print, radio spots, bus posters and vehicle wraps. The Executive Director from MCOA&CS is involved and speaks at several community groups about transportation planning and activities such as chamber of commerce and Four Rivers Healthy Community.

Future Planning Efforts

When MCOA&CS and Malheur County update its Transit Coordinated Plan they will continue public participation efforts designed to gather input and feedback from riders, stakeholders and LEP populations in Malheur County.

Language Assistance Plan

The LEP is attached as **Appendix F**.

According to 2010 Census data, the Malheur County service area population is approximately 33.1 percent Hispanic or Latino. In the City of Ontario the population is approximately 41.3 percent Hispanic or Latino. In the transportation service area all other races and ethnicities comprise 5.5 percent of the total population.¹

Public transportation services are important to all populations served. Services help all riders, including Hispanic and Latino individuals access a wide range of services in the community. Although it is unknown whether non-English speakers use services more or less frequently than all riders as a whole, it has determined that Spanish language translation services are needed because of the high number of Hispanic and Latino individuals living in the community who do not speak English very well.² Therefore, key elements of the Language Assistance Services are as follows:

- Translation of written materials: Service information and published materials are in Spanish. They are posted on the MCOA&CS website. The MCOA&CS website is linked to the Malheur County web-page. Spanish speaking translators are available at MCOA&CS. Spanish speaking translators are available upon request during normal business hours in the Malheur County Courthouse. Community surveys with a transit section are available in Spanish.

¹ See Appendix G and H.

² See Appendix I.

- Ad hoc language translation services: Ad hoc language translation services are available for Spanish and other languages as needed for individuals who call SRT-Malheur Express. SRT-Malheur Express staff provide translation services for Spanish and MCOA&CS contracts with a translation service that offers verbal, written, and in person for other languages as requested. Malheur County's services are: For sign language Oregon Disabilities Commission is contacted to obtain a list of interpreters for the deaf. For language interpretation (in languages not spoken by on-site interpreters) Oregon-based Passport to Languages Interpreting Services is used.

Title VI Equity Analysis

Malheur County is aware of Title VI requirements to conduct equity analyses for all facility construction projects. The county will follow the requirements under the National Environmental Policy Act and other planning processes to guide equitable consideration of facility sites and impacts. There are no current planned facilities or construction projects that would require a Title VI equity analysis. Malheur County does not own any facility assets, only rolling stock.

Title VI Service Standards & Policies (Fixed Route)

Vehicle load

The average of all loads during the peak operating period does not exceed vehicles' achievable capacities. SRT-Malheur Express operates a fleet of 15 vehicles owned by Malheur County. The feet types are as follows: 2 - 24' Cutaway buses (seating capacity 18 & 24), 6 - medium buses 20' - 22' (seating capacity 8-15), 8 minivan's (seating capacity 4 & 5).

Vehicle Headway

Round Trip Commuter Service to the nearby cities of Vale and Nyssa operates twice daily Monday through Friday. The City of Ontario is the largest city in Malheur County, with a population of 11,366. Fixed route services within the city limits of Ontario link to the nearby cities of Fruitland and Payette, Idaho every hour; the transfer point is at Wal-Mart. This fixed route service runs 6:00 a.m. to 6:00 p.m. Monday - Friday, and on the first Saturday of the month. For customers who qualify, paratransit services are provided within $\frac{3}{4}$ of a ride of the fixed route which operates from 6 am to 6 pm Monday to Friday, and on the First Saturday of each month.

In addition to the fixed route, general public demand response (door to door) service is available to all individuals traveling within Malheur County and the surrounding area from 8 am to 6 pm Monday through Friday.

Service availability

SRT-Malheur express operates transit services in Malheur County and the surrounding area.³ Malheur County service area is 9,887.53 square miles. Countywide there are approximately 3.2 persons per square mile. Malheur County service area has a population of 31,312.

The general public demand response is available to 100% of the residents living within the Malheur County service area. The commuter fixed route service travels roundtrip from Ontario to the nearby cities of Vale and Nyssa twice a day. The departure and arrival times are posted on the SRT-Malheur Express link on the MCOA&CS website: www.mcoacs.org – along with the fare information.

Vehicle Assignment Policy

Vehicles are assigned based on the type of service being provided and operating characteristics of the route or demand response service.

³ See Appendix H.

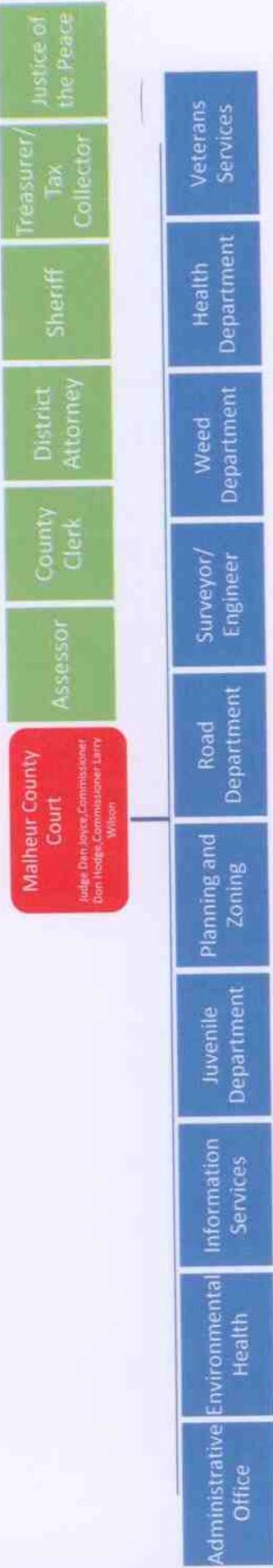
Appendices

Appendix A:	Organizational Chart
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APPENDIX A

Malheur County Organizational Chart

Elected Offices



APPENDIX B



MALHEUR COUNTY

COUNTY COURT

251 B Street West, #5, Vale, Oregon 97918, (541) 473-5124, Fax (541) 473-5576

Title VI Non-Discrimination Policy Statement

March 9, 2016

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 Loni Debban, MCOA&CS at 541-889-7651 ext. 102, loni.debban@mcoacs.org or to the Malheur County Court at (541) 473-5124.

Dan P. Joyce, Malheur County Court Judge



I, Deborah R. DeLong, County Clerk for Malheur County,
Oregon certify that the instrument identified herein was
recorded in the Clerk records.

Deborah R. DeLong - County Clerk

DeLong

101 - PROHIBITION OF HARASSMENT INCLUDING SEXUAL HARASSMENT AND ANTI-DISCRIMINATION POLICY

POLICY STATEMENT

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 regard to race, color, religion, sex, sexual orientation, national origin, marital status, age, physical or mental disability, familial status, political affiliation or any other basis or status protected by applicable state, federal and local laws.

Malheur County employees must be able to work in a setting free from all forms of unlawful discrimination and harassment.

Harassment and discrimination 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 shares the responsibility for promptly bringing to the county's attention conduct that interferes with providing a work environment free of illegal discrimination or harassment.

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.

101 - PROHIBITION OF HARASSMENT INCLUDING SEXUAL
HARASSMENT AND ANTI-DISCRIMINATION POLICY continued

DEFINITIONS

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 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 affect 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
HARASSMENT: Sexual harassment is a form of gender (sex) discrimination. The Equal Employment Opportunity Commission has defined 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.

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101 - PROHIBITION OF HARASSMENT INCLUDING SEXUAL HARASSMENT AND ANTI-DISCRIMINATION POLICY continued

PROHIBITED CONDUCT

(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.

(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.

101 - PROHIBITION OF HARASSMENT INCLUDING SEXUAL HARASSMENT AND ANTI-DISCRIMINATION POLICY continued

RETALIATION

The county will not tolerate retaliation against any individual who reports discrimination or harassment, testifies, assists or participates in any manner in such an investigation, proceeding or hearing, regardless of the outcome of the harassment or discrimination 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.

PROCEDURE FOR VIOLATIONS

1. Employees are expected to promptly report suspected violations of this policy.
2. Any employee who believes he or she has been the subject of harassment or discrimination should report the circumstance immediately.
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 complaint in order to discuss a concern about a situation he/she believes may involve discrimination, harassment or retaliation.
4. A violation of this policy may be reported to:
 - (a) A supervisor;
 - (b) Department Director/Elected Official;
 - (c) Malheur County Court Judge;
 - (d) Malheur County Personnel Officer;
 - (e) Malheur County Administrative Officer; or
 - (f) County Counsel.
5. A particular form for a written complaint is not necessary. However, forms are attached to this policy for convenience and may be used. If a written complaint is made, it must be filed with the Personnel Officer after delivery to any person identified in 4 above.
6. All complaints will be promptly investigated. The individual who receives the complaint may discuss options for informally resolving the complaint with the complainant.

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101 - PROHIBITION OF HARASSMENT INCLUDING SEXUAL HARASSMENT AND ANTI-DISCRIMINATION POLICY continued

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 or discrimination 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 a harassment or discrimination 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 and harassment 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.

REQUESTS FOR REASONABLE ACCOMODATIONS

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.
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.

Approved: August 17, 1993
Revised: April 28, 1999; January 2, 2008; November 2, 2011

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Malheur County Internal Discrimination/ Harassment Complaint Form

Instructions

Use this form to file a complaint of discrimination/harassment under any of Malheur County's programs.

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 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.

Confidentiality Notice

The authority for collecting this information comes from Malheur County's commitment to provide its employees with a workplace that is free of illegal bias, prejudice and harassment. 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. Furthermore, failure to use the internal complaint process may impact your rights to take any legal action on the complaint or associated issues. 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 and the United States Equal Employment Opportunity Commission.

Non-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, coercion or discrimination. Any employee involved in retaliatory conduct will be subject to disciplinary action in accordance with personnel policy or appropriate collective bargaining agreement.

Prompt filing.

In order to investigate complaints in a timely manner, Malheur County suggests that complaints be filed within 30 days of the event that gave raise to the complaint.

Complainant Information:

1. Today's Date: _____

2. Your Name: _____

3. Persons Alleged to have discriminated or harassed you:

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

5. List date(s) of each alleged discriminatory/harassing act(s):

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

- Color Race Religion Disability
- Sex (male or female) Political Affiliation Age
- National Origin Sexual Orientation Sexual harassment
- Marital Status Familial Status
- Other (please specify): _____

7. If your complaint is related to race, national origin or religion, please state your group of identification for which you are alleging race, national origin or religious discrimination. For example, White, Latino, Asian, American Indian, Muslim, Jewish etc

Group of identification: _____

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

Accommodation Layoff Seniority Demotion Termination

Opportunity Facility Access Pregnancy Leave Training

Hiring Job Assignment Treatment Work Environment

Job Benefits Wages Religious Observation

Other (please specify): _____

9. 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 discriminated against, harassed or denied an accommodation. Describe in detail the alleged discriminatory/harassing acts. 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 discriminatory act(s) took place.
- Describe any explanations, if any, that was offered for the acts that occurred; and
- 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.

(AN ADDITIONAL SHEET MAY BE ADDED TO PROVIDE FURTHER INFORMATION)

10. How would you like the matter resolved?

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 of Complainant

Date

Form

Malheur County
Sexual Harassment Complaint Form

1. Name: _____
2. Supervisor's name: _____
3. Name of individual engaging in alleged harassment:

4. Position and title of individual named in #3.

5. Complaint's relationship to individual engaging in alleged harassment:
Supervisor Co-Worker Other (specify):
6. Please describe 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 have 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 harassment.

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 harassment?

14. Has there been a personal relationship between you and the accused in the past?

Yes No

If yes, for how long, when, and how did the relationship end?

15. Additional information and comments:

16. Have you received a copy of the County's Sexual Harassment Policy?
Yes No

If no, please contact the Personnel Officer immediately at: 473-5167.

Date: _____

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

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
ldebban@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

Title VI Notice to the Public- Spanish

Título VI Política de No Discriminación

El Área de Tránsito de SRT-Malheur Express respeta los derechos civiles

De acuerdo con el Título VI de la Ley de Derechos Civiles, con ORS Capítulo 659A o con otras leyes aplicables. El Transporte del Área de SRT-Malheur Express opera programas ofreciendo igualdad en la oportunidad sin considerar la raza, el color, el origen nacional, Para más información contacte al Director del Transporte del SRT-Malheur Express al 541-889-7651, al Servicio de Retransmisión de Oregón al 800 735-2900 o email: loni.debban@mcoacs.org; or Malheur County Court 251 B. Street West, #5 Vale, Oregon 97914 (541_ 473-5124.

Declaración de la Política del Título VI del Transporte del Área de SRT-Malheur Express

El Título 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, será excluida de cualquier programa o actividad que reciba ayuda financiera Federal, o se le impedirá participar en ellos, o se le negarán los beneficios de los mismos, o será sujeta a discriminación en esos programas o actividades.”

El Transporte del Área de SRT-Malheur Express está abocada a cumplir con los requisitos del Título VI en todos sus programas y actividades.

Cómo hacer una Queja bajo el Título VI

Toda persona que crea que ha sido agredida por una práctica discriminatoria ilegal según el Título VI puede presentar una queja ante el Transporte del Área 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 días siguientes a la fecha del alegado acto discriminatorio. Para información sobre cómo presentar una queja, contacte a SRT-Malheur Express mediante cualquiera de los medios provistos debajo.

El demandante también puede mandar una queja directamente a la oficina de Administración Federal de tránsito: Office of Civil Rights, Attn: Title VI Program Coordinator, East Building 5th Floor, TCR, 1200 New Jersey Ave., SE, Washington, DC, 20590.

Si se necesita información en otro idioma de contacto, (541-889-7651)

Transporte del Área de SRT-Malheur Express

Director
PO BOX 937
Ontario, OR 97914

Teléfono:

541-889-7651
Servicio de Retransmisión de Oregón 800 735-2900

FAX: 541-889-7433

Email: loni.debban@mcoacs.org

APPENDIX D

Title VI Complaint Form (English)

Section I			
Name:			
Address:			
Telephone (Home):		Telephone (Work):	
E-Mail Address:			
Accessible Format Requirements?	Large Print		Audio Tape
	TTY		Other
Section II			
Are you filing this complaint on your own behalf?		Yes*	No
*If you answered "yes" to this question, go to Section III.			
If not, please supply the name and relationship of the person for whom you are complaining:			
Please explain why you have filed for a third party:			
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.		Yes	No
Section III			
<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</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 names(s) and contact information of any witnesses. If more space is needed, please use the back of this form.</p>			
Section IV			
Have you previously filed a Title VI complaint with this agency?		Yes	No
Section V			
<p>Have you filed this complaint with any other federal, state, or local agency, or with any federal or state Court? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, check all that apply and enter name of agency or court:</p>			

Title VI Complaint Form (Spanish)

Sección I			
Nombre:			
Dirección:			
Teléfono (Casa):		Teléfono (Trabajo):	
Correo Electrónico:			
Formato accesibles en:	Letra Grande		Cinta de audio
	TTY		Otro
Sección II			
¿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
Sección III			
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			
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..			
Sección IV			
¿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
Sección V			
¿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:

Correo:

Malheur Council on Aging
 & Community Services
 Attention: Loni Debban,
 Executive Director
 PO Box 937
 Ontario, OR 97914

541-889-7651
 Spanish Translation 541-889-7651
 Oregon Relay Service 800 735-2900

Fax: 503-263-6284

Correo Electrónico: loni.debban@mcoacs.org

Malheur County Court
 251 B. Street West, #5
 Vale, Oregon 97918

Phone:

Phone: 541-473-5124

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, Malheur County Council on Aging and Community Services (MCOA&CS) and the Malheur County Special Transportation Funds Advisory Committee (STF Advisory Committee) 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 Advisory Committee 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 Service Area.
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 Advisory Committee, 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 interests groups.
4. Solicitation of comments
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 Advisory Committee.
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.

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 31,312 and approximately 33.1 percent are Hispanic or Latino. In the City of Ontario the population is 11,366 and approximately 41.3 percent are Hispanic or Latino. In the SRT-Malheur Express service area all other races and ethnicities comprise 7.8 percent of the total population. In addition the 2010 Census data reports 24.5% of residents in the service area speak a Language other than English at home. ⁴ 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 a 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 for the Hispanic population/LEP persons is on the SRT Advisory Committee. During the current update to The Transit Master Plan adopted in 2015, Malheur County and MCOA&CS plans to gather input from the LEP community. Two surveys will be developed: 1. an onboard rider survey and 2. a general public survey. Both will be published in Spanish. 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 See Appendices G, H and I.

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 to provide 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 is on the MCOA&CS website in Spanish.

Costs:

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

Implementation Methods

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

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

- Continually monitor Certified Languages International and Passport to Languages 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's 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 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 our services.
- If staff knows 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 an alternative language, 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 as required by the U.S. DOT. At a minimum, 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

2010 Census Data for SRT-MALHEUR EXPRESS Service Area:

2010 Census data for MALHEUR County, OR

POPULATION BY SEX AND AGE		
Total 2010 Census Population for MALHEUR County, OR	31,313	100.0%
Under 5 years	2,311	7.4%
5 to 9 years	2,202	7.0%
10 to 14 years	2,177	7.0%
15 to 19 years	2,289	7.3%
20 to 24 years	2,108	6.7%
25 to 29 years	2,095	6.7%
30 to 34 years	2,051	6.5%
35 to 39 years	1,910	6.1%
40 to 44 years	1,905	6.1%
45 to 49 years	2,001	6.4%
50 to 54 years	1,998	6.4%
55 to 59 years	1,928	6.2%
60 to 64 years	1,644	5.3%
65 to 69 years	1,391	4.4%
70 to 74 years	1,099	3.5%
75 to 79 years	847	2.7%
80 to 84 years	630	2.0%
85 years and over	727	2.3%
Median age (years)	36.2	(X)
16 years and over	24,201	77.3%
18 years and over	23,309	74.4%
21 years and over	21,859	69.8%
62 years and over	5,657	18.1%
65 years and over	4,694	15.0%

HISPANIC OR LATINO AND RACE		
Total population	31,313	100.0%
Hispanic or Latino	9,867	31.5%
White alone	4,366	13.9%
Black or African American alone	39	0.1%
American Indian and Alaska Native alone	129	0.4%
Asian alone	16	0.1%
Native Hawaiian and Other Pacific Islander alone	18	0.1%
Some Other Race alone	4,828	15.4%
Two or More Races	471	1.5%
Not Hispanic or Latino	21,446	68.5%
White alone	19,906	63.6%
Black or African American alone	331	1.1%
American Indian and Alaska Native alone	235	0.8%
Asian alone	511	1.6%
Native Hawaiian and Other Pacific Islander alone	12	0.0%
Some Other Race alone	21	0.1%
Two or More Races	430	1.4%

<http://www.zip-codes.com/county/or-malheur-2010-census.asp>

APPENDIX H

SRT-Malheur Express Service Area

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



APPENDIX I

Speak Spanish at Home 2010 Census Data for Malheur County

U.S. Census Bureau

AMERICAN
FactFinder



S1601 LANGUAGE SPOKEN AT HOME 
2009-2013 American Community Survey 5-Year Estimates

Subject	Malheur County, Oregon					
	Total		Percent of specified language speakers			
			Speak English "very well"		Speak English less than "very well"	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population 5 years and over	28,706	+/-28	89.5%	+/-1.4	10.5%	+/-1.4
Speak only English	75.5%	+/-1.7	(X)	(X)	(X)	(X)
Speak a language other than English	24.5%	+/-1.7	56.9%	+/-4.7	43.1%	+/-4.7
Spanish or Spanish Creole	22.6%	+/-1.7	55.5%	+/-4.9	44.5%	+/-4.9
Other Indo-European languages	0.7%	+/-0.3	76.3%	+/-17.9	23.7%	+/-17.9
Asian and Pacific Island languages	1.0%	+/-0.5	71.4%	+/-19.0	28.6%	+/-19.0
Other languages	0.2%	+/-0.1	76.8%	+/-27.8	23.2%	+/-27.8
SPEAK A LANGUAGE OTHER THAN ENGLISH						
Spanish or Spanish Creole	6,486	+/-482	55.5%	+/-4.9	44.5%	+/-4.9
5-17 years	1,677	+/-312	74.6%	+/-12.1	25.4%	+/-12.1
18-64 years	4,412	+/-299	48.7%	+/-5.0	51.3%	+/-5.0
65 years and over	397	+/-51	50.6%	+/-13.8	49.4%	+/-13.8
Other Indo-European languages	207	+/-80	76.3%	+/-17.9	23.7%	+/-17.9
5-17 years	18	+/-24	94.4%	+/-19.7	5.6%	+/-19.7
18-64 years	126	+/-57	86.5%	+/-14.4	13.5%	+/-14.4
65 years and over	63	+/-52	50.8%	+/-36.8	49.2%	+/-36.8
Asian and Pacific Island languages	276	+/-130	71.4%	+/-19.0	28.6%	+/-19.0
5-17 years	70	+/-56	100.0%	+/-35.1	0.0%	+/-35.1
18-64 years	114	+/-75	61.4%	+/-30.8	38.6%	+/-30.8
65 years and over	92	+/-49	62.0%	+/-28.9	38.0%	+/-28.9
Other languages	56	+/-40	76.8%	+/-27.8	23.2%	+/-27.8
5-17 years	0	+/-25	-	**	-	**
18-64 years	47	+/-38	78.7%	+/-32.1	21.3%	+/-32.1
65 years and over	9	+/-8	66.7%	+/-51.4	33.3%	+/-51.4
CITIZENS 18 YEARS AND OVER						
All citizens 18 years and over	20,689	+/-291	97.0%	+/-0.7	3.0%	+/-0.7
Speak only English	85.7%	+/-1.3	(X)	(X)	(X)	(X)
Speak a language other than English	14.3%	+/-1.3	78.9%	+/-4.6	21.1%	+/-4.6
Spanish or Spanish Creole	12.5%	+/-1.2	79.7%	+/-4.6	20.3%	+/-4.6
Other languages	1.8%	+/-0.6	72.9%	+/-13.2	27.1%	+/-13.2
PERCENT IMPUTED						
Language status	4.4%	(X)	(X)	(X)	(X)	(X)
Language status (speak a language other than English)	6.5%	(X)	(X)	(X)	(X)	(X)
Ability to speak English	6.9%	(X)	(X)	(X)	(X)	(X)