

Notification of beneficiaries of protection under Title VI In order to comply with 49 CFR Section 21.9(d), recipients shall provide information to the public regarding their Title VI obligations and apprise members of the public and the protections against discrimination afforded them by TITLE VI.

# **2019 TITLE VI NON-DISCRIMINATION PROGRAM**

## **PUBLIC PARTICIPATION PLAN**

### **LIMITED ENGLISH PROFICIENCY (LEP) PROGRAM**

**Kootenai County Public Transportation**

**Kootenai County - 6283**

**01 April 2019**

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**2019 TITLE VI NON-DISCRIMINATION PROGRAM**  
**PUBLIC PARTICIPATION PLAN**  
**LIMITED ENGLISH PROFICIENCY (LEP) PROGRAM**  
**FOR**  
**KOOTENAI COUNTY PUBLIC TRANSPORTATION**

**EFFECTIVE: 1 April 2019**

**REFERENCE: FTA CIRCULAR 4702.1B Title VI and Title VI Dependent Guidelines for Federal Transit Administration Recipients (1 October 2012).**

**PURPOSE.** This policy establishes guidelines to effectively monitor the Kootenai County Public Transportation department's compliance with all FTA Title VI requirements and regulations in order to carry out the provisions of the Department of Transportation (DOT) Title VI Regulations at 49 CFR PART 21.

**POLICY.** This updated policy will be effective as of 1 April 2019; Kootenai County Public Transportation department will ensure that its programs, policies, and activities all comply with the Department of Transportation's (DOT) Title VI regulations.

**TITLE VI CERTIFICATION AND ASSURANCE.** To comply with 49 CFR Section 21.7, every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with Title VI of the Civil Rights Act of 1964. This requirement shall be fulfilled when the applicant submits its annual certifications and assurances to FTA.

The Kootenai County Public Transportation department prohibits discrimination based race, color, and national origin, in any program or activity receiving Federal financial assistance.

Recipients that provide public transportation service shall disseminate this information to the public through measures that can include, but shall not be limited to, a posting on the public transportation system's web site. Kootenai County has information to this effect posted at the County's Administration building, and on its web site. Kootenai County Public Transportation department publishes public meeting notices in the local newspaper and onboard its public transportation vehicles. It also conducts public meetings in accessible locations within different areas of the county, in order to more easily afford the public an opportunity to comment on the public bus system. All notices for public meetings include the following text:

For special accommodation/translation services, citizens can call (208) 446.2102 at least 48 hours in advance of the meeting. Kootenai County assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964, and Civil Rights Restoration Act of 1987 (P.L. 100.259), and the Americans with Disabilities Act.

## **Application of Requirements**

Application of Title VI Requirements of Federal Financial Assistance of the Federal Transit Administration applies to programs, policies, procedures, employment and services. It is the responsibility of Kootenai County's Public Transportation Department to:

1. Ensure that there are no barriers to service or accommodation.
2. Ensure that no discriminatory activity exists which would prevent public transportation usage or access.
3. Train county employees, contractors, and subrecipients as to what constitutes discrimination and barriers to access.
4. Take prompt and appropriate action to avoid and minimize the incidence of any form of discrimination.

The Director of Public Transportation should be advised by contractors, subrecipients, transportation service providers in writing of the circumstances surrounding any reported allegations of discrimination no later than the next business day.

## **Nondiscrimination on FTA Projects/Services**

The following examples, without being exhaustive, illustrate the application of the nondiscrimination provisions of this part to projects receiving federal financial assistance under the programs of US Department of Transportation (DOT) operating administrations.

1. Any person who is, or seeks to be a patron of any vehicle which is operated as part of, or in conjunction with, a project shall be given the same access, seating, and other treatment with regard to the use of the vehicle as other persons without regard to their race, color, national origin or disability.
2. No person who is, or seeks to be, an employee of the project sponsor or subrecipients, concessionaires, contractors, licensees, or any other organization furnishing public transportation service as part of, or in conjunction with, the project shall be treated less favorably than any other employee or applicant with regard to hiring, dismissal, advancement, wages, or any other conditions and benefits of employment, on the basis of race, color, national origin, or disability.
3. No person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of transportation service furnished as part of the project on the basis of race, color, national origin, or disability. Frequency of service, age and quality of vehicles assigned to routes and services, quality of transit facilities, and location of routes may not be determined on the basis of race, color, national origin, or disability.
4. The location of projects requiring land acquisition and the displacement of persons from their residences and businesses may not be determined on the basis of race, color or national origin.

## **TITLE VI COMPLAINT PROCEDURES**

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

Once the complaint is received, Kootenai County will review it to determine if it has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by Kootenai County Public Transportation department within 10 working days.

Kootenai County Public Transportation department has 90 days to investigate the complaint. If more information is needed to resolve the case, Kootenai County may contact the complainant. The complainant has 15 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 15 business days, Kootenai County Public Transportation department 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 15 days after the date of the letter or the LOF to do so.

The written or verbal appeal must include the complainant's name, address and telephone/contact number and information and a statement of the reason(s) why the applicant is appealing the decision.

The right of the complainant to prompt an equitable resolution of the complaint must not be impaired by the complainant's pursuit of other remedies, such as filing of a complaint with the Department of Justice or other appropriate federal agency or the filing of a suit in state or federal court. Use of this procedure is not a prerequisite to the pursuit of other remedies.

## **DISPOSITION OF COMPLAINTS**

Each complaint filed will end up with one of the following dispositions:

**SUSTAINED COMPLAINTS.** If the complaint is substantiated this policy and procedure prohibiting discrimination will be reviewed with the offender. Appropriate disciplinary action and/or training will be taken pursuant to disciplinary procedures.

**NOT SUSTAINED COMPLAINTS.** If there is insufficient evidence to either prove or disprove the allegation(s); both parties to the complaint will be informed of the reason(s) for this disposition.

**UNFOUNDED COMPLAINTS.** If it is determined that an act reported pursuant to this policy/procedure did not in fact occur; an unfounded finding shall be made.

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**EXONERATED COMPLAINTS.** If it is determined that an act reported pursuant to this policy/procedure did in fact occur; but was lawful and proper within the guidelines established herein, a finding of “exonerated” shall be made.

## **RECORD KEEPING OF TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS**

Should incidents, investigations, complaints, and lawsuits occur, they will be forwarded to the Kootenai County Public Transportation department, to be kept on file. They will be kept in chronological order of happenings with resolutions filed with each case. Should case(s) end in a court action, then all documents contained become part of the records kept.

## **PROVISION OF ADDITIONAL INFORMATION UPON REQUEST**

At the discretion of the FTA, information other than that required by the referenced circular may be requested, in writing, from a recipient in order to investigate complaints of discrimination to resolve concerns about possible noncompliance with Title VI requirements.

## **PREPARATION AND SUBMISSION OF THE TITLE VI COMPLIANCE PROGRAM**

FTA requires recipients to report certain general information to determine their compliance with Title VI. The collection and reporting of this program constitute the recipient’s Title VI Program. To ensure compliance with 49 CFR Section 21.9(b), FTA requires that all recipients document their compliance with this chapter by submitting a Title VI Program to FTA’S regional Civil Rights Officer once every three years.

## **PROHIBITION OF DISCRIMINATION**

Kootenai County Public Transportation prohibits any act or omission of an act, which would prevent the use of or exclude a person from access to public transportation based on, but not limited to race, color or national origin.

## **RESPONSIBILITIES**

Contractors, subrecipients, and service partners of Kootenai County Public Transportation shall follow these guidelines in a manner that reflects this policy. Those who receive information regarding a violation and/or violations of this policy shall forward it on to the Title VI Officer to determine if there is any basis for the allegation and shall proceed with resolution as stated in the investigation of Complaints and Appeal Process.

## **STATE OF IDAHO PUBLIC TRANSPORTATION REQUIREMENTS**

The State of Idaho has developed requirements related to transportation services. Kootenai County Public Transportation will comply with required state regulations.

## **KOOTENAI COUNTY PUBLIC PARTICIPATION PLAN**

The purpose of this Public Participation Plan (PPP) is to establish procedures that allow for, encourage, and monitor participation of citizens in the small urban service area, including but not limited to low income and minority individuals and those with limited English proficiency. While traditional means of soliciting public involvement may not reach such individuals, or might not allow for meaningful avenues of input, the intent of this effort is to take reasonable actions throughout the planning process to provide opportunities for historically under-served populations to participate.

This document will lay out procedures to provide opportunities for all area citizens to participate in the development of the transit planning activities, programs, and services. Where appropriate, public discussions, input, and recommendations are sought to improve these aspects of transit service.

A notice will be posted in the local newspaper, noting the existence of this public participation plan and a copy of the public participation plan will be sent, at a minimum, to the stakeholders identified in this document at their request.

### **Goals and Objectives for the Public Participation Plan**

The goal of the PPP is to offer opportunities for the engagement of all citizens of the urban area of Kootenai County to participate in the development of public transportation planning activities, programs, and services.

#### **Objectives**

- To determine what non-English languages and other cultural barriers exist to public participation within the Kootenai County Public Transportation service area.
- To provide a general notification of meetings, particularly forums for public input, in a manner that is understandable to all populations in the area.
- To hold meetings in locations which are accessible and reasonably welcoming to all area residents, including, but not limited to, low-income and minority members of the public.
- To provide avenues for two-way flow of information and input from populations which are not likely to attend a meeting.
- To provide a framework of actions appropriate to various types of plans and programs, as well as amendments or alterations to any such plan or program.
- To use various illustrative visualization techniques to convey the information including but not limited to: charts, graphs, photos, maps, and the internet.

#### **Identification of Stakeholders**

Stakeholders are those who are either directly, or indirectly, affected by a plan, or the recommendations of that plan, program, activity, or service. Those who may be adversely affected, or who may be denied benefit of a plan's recommendation(s), are of particular interest in the identification of specific stakeholders. Stakeholders are broken down into several groups: general citizens, minority and low-income persons, public agencies, and private organizations and businesses.

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A coordinated planning process must ensure the broadest involvement of stakeholders and perspectives that are relevant for the area. The following list is a compilation, showing all stakeholder groups that potentially could be relevant in the planning process:

- |  |   |
|--|---|
| Advocacy Groups                              | Independent Living Communities            |
| Agency/Programs                              | Job Training/Placement                    |
| Aging/Adult Services/Programs                | Low Income Advocates                      |
| City Governments                             | Medicaid Transportation Providers         |
| College/ Trade/Continuing Education Students | Mental Health Agencies/Programs           |
| Community Action Programs (CAP)              | Military Veterans                         |
| Commuters-Bicycle                            | Mobility Brokers                          |
| Commuters-Pedestrian                         | Native American Nations                   |
| Commuters-Privately Owned Vehicle            | Nursing Homes/Assisted Living Facilities  |
| Commuters-Public Transportation              | Pedestrian Advocacy Groups                |
| County or State Agencies                     | Persons with a disability                 |
| Disabled Community                           | Recreational Centers (KROC Center, etc.)  |
| Educational Institutions                     | Residents                                 |
| Elderly/Seniors                              | Retirement Homes                          |
| Employers                                    | Senior Center/Programs                    |
| Group Homes                                  | Social or Human Services Agency/Programs  |
| Health Agencies/Programs                     | Trails Advocacy Groups                    |
| Hospitals/Other Medical Facilities           | Transit Agency/Operators                  |
| Housing Agencies/Programs                    | Vocational Rehabilitation Centers/Clients |
| Independent Living Agency/Programs           | Welfare Agency/Programs                   |

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## Local Area Demographics

Town	Total Households	% ALICE* and Poverty
Athol	287	48
Coeur d'Alene	18,419	43
Dalton Garden	807	29
Harrison	116	54
Hauser	289	49
Hayden	5,138	29
Hayden Lake	266	13
Post Falls	11,003	30
Rathdrum	2,544	42
Rockford Bay CDP	130	22
Spirit Lake	696	52
Worley	102	36

\*ALICE is an acronym for Asset Limited, Income Constrained, Employed, are households that earn more than the US poverty level, but less than the basic cost of living for the County. Combined, the number of poverty and ALICE households equals the total population struggling to afford basic needs.

## Thirty Percent Income Limits

While the population of Kootenai County is estimated at 147,716 (U.S. Census, American Factfinder, American Community Survey, 2012-2016), There are approximately 9.5 percent of families and 12.6 percent of individuals in Kootenai County that are below the poverty level.

Minorities in Kootenai County, as shown in the table below, are approximately 2.6 percent of the County's population.

## Kootenai County Area Population

Category	Number	Percent
Total	150,128	100
Total One Race	146,185	97.4
White	141,527	94.3
Black	664	0.4
American Indian/Alaskan Native	2,124	1.4
Asian	1,070	0.7
Hawaiian and Pacific Islander	161	0.1
Two or More Races	3,943	2.6
Some Other Race	932	.6
Hispanic	6,560	4.4

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

Engaging minority, and low-English proficiency populations can be challenging. Language and cultural differences may not be compatible with the more traditional means of engaging the public in the planning process. The Kootenai County Public Transportation department will make reasonable efforts to engage minority populations by including notations in public notices for alternate formats and accommodations. When appropriate, focus groups or surveys may also be used for the purpose of gaining input from a particular defined portion of the community. Also, advocacy groups can be a good resource for contacts and dissemination of information to minority and limited English proficiency populations. Such advocacy groups or agencies can have insight into the needs of the under-represented populations, as well as providing valuable contacts or arenas for input. Contacts with local translators should also be maintained, and used as requested and needed.

Public agencies and non-profits, like food banks, social service agencies, and community health organizations can provide valuable input, in addition to assisting in gaining participation from traditionally under-represented populations. Pertinent public agencies include those that have clients who fall into under-represented populations, including but not limited to minorities, low-income, disabled, and limited English proficiency households. These agencies have great insight into the transportation needs of their clients and are useful partners in overcoming difficult barriers that may not be understood by professionals dealing more distinctly with the provision of transportation services.

Private organizations and businesses can also offer a number of perspectives that are valuable to the planning process. Representation of private business' interests will also be welcomed into the planning process as transportation for employees is of critical concern to private sector employers.

## **Public Participation Plan**

This document serves as the Public Participation Plan for the Kootenai County Public Transportation department. Availability of the policy for review is via the Kootenai County website, or on display at the County offices, in a manner reasonably expected to reach the general public as well as minority populations, low-income persons, and other traditionally under-served populations. As required, a legal notice will be placed in the local newspaper and on the County's website. Press releases will also be sent to other area media. In addition to public meetings, other opportunities for participation for both users and nonusers of the Kootenai County Public Transportation department are encouraged through either email, voicemail, surveys or written comments.

## **Contact Information**

Chad Ingle  
Program Specialist  
Kootenai County Public Transportation  
400 Northwest Boulevard  
PO Box 9000  
Coeur d'Alene, ID 83816-9000  
Phone: (208) 446.2102  
Fax: (208) 446.1039  
Email: cingle@kcgov.us

## **Availability of Planning Documents**

Other planning processes may include mapping or large documents which will be available for review as warranted at local specified locations, which will be noticed to the public, or at the Resource Management Office located at 400 Northwest Boulevard, Coeur d'Alene, Idaho during normal business hours. Electronic versions of the documents will be also available on the Kootenai County Public Transportation website.

## **Outreach Efforts**

In addition to the outreach efforts identified earlier in this policy, Kootenai County Public Transportation may use the following techniques during its planning studies, program, or service reviews, as deemed appropriate by Kootenai County Public Transportation.

- Presentations to professional, citizen, and student organizations.
- Articles in community newsletters.
- Information posted in buses.
- Press releases and meetings with local media representatives.
- Informal conversations with individuals and small groups.
- Interviews with people who are or could be affected by study recommendations.
- Presentations by experts on various transit-related subjects.
- User and non-user surveys.

In addition, visual and illustrative techniques will be used to convey the information including, but not limited to charts, graphs, photos, maps and the internet.

## **Public Input and Comments**

Any input received after studies and other planning products are completed and approved will be documented and referenced when amending or updating the planning products in the future.

## **Public Participation Plan Potential Stakeholders**

- Senior Centers
- Aging and Disability Resource Center
- Boys and Girls Club
- KROC Center
- Chambers of Commerce
- Cities of Coeur d'Alene, Hayden, Hauser, Dalton Gardens, Huetter, Post Falls, Rathdrum, Stateline, Fernan
- School Districts
- University of Idaho
- Lewis Clark State College
- North Idaho College
- United Way – Kootenai County
- Idaho Transportation Department

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- Blind Support Group
- Disability Action Center
- PWI/SL Head Start
- Area Agency on Aging of North Idaho
- Benewah Medical Center Community Services, Plummer, Worley to Coeur d'Alene (Public - Tribal government)
- Diversified Social Services, Inc. – provides Medicaid transportation services as well as demand-responsive services for privately-paying individuals in Kootenai County
- Goodwill Industries Workforce Development & Social Services (WDSS) – plans and coordinates services for individuals with disabilities in Kootenai County
- Idaho Commission on Aging – funds transportation services for seniors
- Idaho Department of Health and Welfare – contracts, coordinates and provides funding for transportation services in Kootenai County, to clients eligible for a variety of programs, including Medicaid transportation
- Idaho Department of Health and Welfare Behavioral Health – funds transportation services for clients to access mental health and substance abuse programs
- Idaho Division of Vocational Rehabilitation – serves Kootenai County and supports transportation to employment and training for people with disabilities
- Kootenai Medical Center
- Panhandle Health
- Heritage Health
- TESH, Inc. – coordinates transportation services primarily for people with disabilities in Kootenai County, to access vocational training, employment and resources for independent living

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**Transit Service Standards and Policies**  
Vehicle Loading Standards

<b>Fixed Route</b>	<b>Fleet Vehicles</b>	<b>Seated</b>	<b>Standing</b>	<b>Total Capacity</b>	<b>Max. Load Factor</b>
38' Bus Standard	7	32	16	48	1.5

<b>Paratransit</b>	<b>Fleet Vehicles</b>	<b>Seated</b>	<b>Standing</b>	<b>Total Capacity</b>	<b>Max. Load Factor</b>
23' Specialized Van	10	14	0	14	1

**Vehicle Headways**

Urban Routes A,B & C = Currently one (1) hour headway  
Service Frequency leaving from Riverstone = Hourly

**Service Availability**

Fixed Route: Service is available to 77% of the residents within the small urban service area.

**Public Transportation Service Policies**

Vehicle Assignment

Vehicles assigned to the urban routes shall be lift equipped and shall have a minimum seven (7) year service life.

Transit Amenities

Installation of transit amenities along bus routes are based on the number of passengers boarding at stops.

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## **Appendix A Title VI Notices**

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### Employers Holding Federal Contracts or Subcontracts

Applicants to and employees of companies with a Federal government contract or subcontract are protected under Federal law from discrimination on the following bases:

#### **RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN**

Executive Order 11246, as amended, prohibits job discrimination on the basis of race, color, religion, sex or national origin, and requires affirmative action to ensure equality of opportunity in all aspects of employment.

#### **INDIVIDUALS WITH DISABILITIES**

Section 503 of the Rehabilitation Act of 1973, as amended, protects qualified individuals from discrimination on the basis of disability in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral, and other aspects of employment. Disability discrimination includes not making reasonable accommodation to the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or employee, barring undue hardship. Section 503 also requires that Federal contractors take affirmative action to employ and advance in employment qualified individuals with disabilities at all levels of employment, including the executive level.

#### **DISABLED, RECENTLY SEPARATED, OTHER PROTECTED, AND ARMED FORCES SERVICE MEDAL VETERANS**

The Vietnam Era Veterans' Readjustment Assistance Act of 1974, as amended, 38 U.S.C. 4212, prohibits job discrimination and requires affirmative action to employ and advance in employment disabled veterans, recently separated veterans (within

three years of discharge or release from active duty), other protected veterans (veterans who served during a war or in a campaign or expedition for which a campaign badge has been authorized), and Armed Forces service medal veterans (veterans who, while on active duty, participated in a U.S. military operation for which an Armed Forces service medal was awarded).

#### **RETALIATION**

Retaliation is prohibited against a person who files a complaint of discrimination, participates in an OFCCP proceeding, or otherwise opposes discrimination under these Federal laws.

Any person who believes a contractor has violated its nondiscrimination or affirmative action obligations under the authorities above should contact immediately:

The Office of Federal Contract Compliance Programs (OFCCP), U.S. Department of Labor, 200 Constitution Avenue, N.W., Washington, D.C. 20210, 1-800-897-6251 (toll-free) or (202) 693-1337 (TTY). OFCCP may also be contacted by e-mail at [OFCCP-Public@dol.gov](mailto:OFCCP-Public@dol.gov), or by calling an OFCCP regional or district office, listed in most telephone directories under U.S. Government, Department of Labor.

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### Programs or Activities Receiving Federal Financial Assistance

#### **RACE, COLOR, NATIONAL ORIGIN, SEX**

In addition to the protections of Title VII of the Civil Rights Act of 1964, as amended, Title VI of the Civil Rights Act of 1964, as amended, prohibits discrimination on the basis of race, color or national origin in programs or activities receiving Federal financial assistance. Employment discrimination is covered by Title VI if the primary objective of the financial assistance is provision of employment, or where employment discrimination causes or may cause discrimination in providing services under such programs. Title IX of the Education Amendments of 1972 prohibits employment discrimination on the basis of sex in educational programs or activities which receive Federal financial assistance.

#### **INDIVIDUALS WITH DISABILITIES**

Section 504 of the Rehabilitation Act of 1973, as amended, prohibits employment discrimination on the basis of disability in any program or activity which receives Federal financial assistance. Discrimination is prohibited in all aspects of employment against persons with disabilities who, with or without reasonable accommodation, can perform the essential functions of the job.

If you believe you have been discriminated against in a program of any institution which receives Federal financial assistance, you should immediately contact the Federal agency providing such assistance.

*EEOC 9/02 and OFCCP 8/08 Versions Usable With 11/09 Supplement*

*EEOC/F/E-1 (Revised 11/09)*

## POSTED TITLE VI NOTICE

Kootenai County, the Coeur d'Alene Tribe, and Kootenai Health operates its programs and services without regarding to race, color, and national origin in accordance with Title VI of the Civil Rights Act. If you believe you have been subjected to discrimination you may file a complaint with Kootenai County Title VI Coordinator by calling 208.446.2101 or sending a complaint to:

ATTN: Title VI Coordinator  
Kootenai County Public Transportation  
451 North Government Way  
PO Box 9000  
Coeur d'Alene, Idaho 83816

If you would like additional information on the obligations required under Title VI, or if information is needed in another language, please call 208.446.2102.

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## **Appendix B Title VI Officer**

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**Resolution No. 2014-32**  
Designation of Title VI Compliance Officer

**WHEREAS**, the Congress of the United States has passed Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d *et seq.* (Title VI), which provides 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; and,

**WHEREAS**, Kootenai County, as a recipient of federal and state funding, is required to comply with Title VI; and,

**WHEREAS**, Kootenai County is committed to compliance with Title VI; and,

**WHEREAS**, it is the duty of the Kootenai County Commissioners to appoint a responsible employee to act as the Title VI Compliance Officer for the County, to oversee the affairs of the County and assure that all County programs, policies, procedures, and facilities are accessible to, and useable by, all persons in a manner which does not discriminate on the basis of race, color, or national origin, and are in compliance with the provisions of Title VI;

**NOW, THEREFORE, BE IT HEREBY RESOLVED** that the Board of County Commissioners of Kootenai County does appoint Jody Bieze as the Title VI Compliance Officer for Kootenai County, in accordance with the requirements of Title VI of the Civil Rights Act of 1964.

Upon a motion to adopt the text of the foregoing Resolution made by Commissioner Nelson and seconded by Commissioner Tondee, the following vote was recorded:

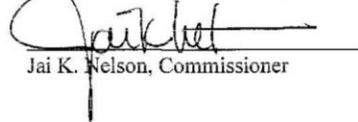
Commissioner Nelson:	Aye
Commissioner Green:	Excused
Chairman Tondee:	Aye

Upon said roll call, the text of the foregoing was duly enacted as a Resolution of the Board of Commissioners of Kootenai County, Idaho, on the 14<sup>th</sup> day of April, 2014.

KOOTENAI COUNTY  
BOARD OF COMMISSIONERS

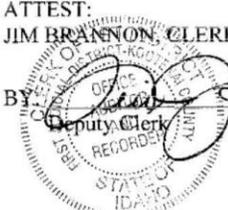
  
\_\_\_\_\_  
W. Todd Tondee, Chairman

Excused  
\_\_\_\_\_  
Daniel H. Green, Commissioner

  
\_\_\_\_\_  
Jai K. Nelson, Commissioner

ATTEST:  
JIM BRANNON, CLERK

By:   
\_\_\_\_\_  
Deputy Clerk



**Notification of beneficiaries of protection under Title VI** In order to comply with 49 CFR Section 21.9(d), recipients shall provide information to the public regarding their Title VI obligations and apprise members of the public and the protections against discrimination afforded them by TITLE VI.

## **Appendix C Procedures and Complaint Form**

## **TITLE VI COMPLAINT PROCEDURES**

Notice is hereby given that the Kootenai County (KC) intends to carry out Title VI of the Civil Rights Act of 1964.

### **Description:**

On October 1, 2012, the Federal Transit Administration issued Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients." Title VI, as carried out, will ensure that no person shall on the grounds of race, color, national origin or disability, be excluded from participating in, be denied the benefits of, or be subjected to discrimination under any Kootenai County program or activity, which includes Public Transportation services provided by Kootenai County, subrecipients, contractors, and transportation partners receiving federal financial assistance from the Federal Transit Administration (FTA).

### **Summary of Requirements:**

Application of Title VI Requirements of Federal Financial Assistance of the Federal Transit Administration.

### **Nondiscrimination on FTA Projects/Services:**

The examples listed below, without being exhaustive, illustrate the application of the nondiscrimination provisions of this part to projects receiving federal financial assistance under the programs of the US Department of Transportation (DOT) operating administrations.

1. Any person who is, or seeks to be a patron of any vehicle which is operated as part of, or in conjunction with, a project shall be given the same access, seating, and other treatment with regard to the use of the vehicle as other persons without regard to their race, color, national origin or disability.
2. No person who is, or seeks to be an employee of the project sponsor, subrecipients, concessionaires, contractors, licensees, or any other organization furnishing public transportation service as part of, or in conjunction with, the project shall be treated less favorably than any other employee or applicant with regard to hiring, dismissal, advancement, wages, or any other conditions and benefits of employment, on the basis of race, color, national origin, or disability.
3. No person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of transportation service furnished as part of the project on the basis of race, color, national origin, or disability. Frequency of service, age and quality of vehicles assigned to routes and services, quality of transit facilities, and location of routes may not be determined on the basis of race, color, national origin, or disability.
4. The location of projects requiring land acquisition and the displacement of persons from their residences and businesses may not be determined of the basis of race, color, national origin, or disability.

## **Procedures for Filing a Complaint:**

Any person who believes she/he has been discriminated against on the basis of race, color, or national origin by the Kootenai County Public Transportation department (hereinafter referred to as “the Public Transportation department”) may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form. The Public Transportation department investigates complaints received no more than 180 days after the alleged incident. The Public Transportation department will process complaints that are complete.

Once the complaint is received, the Public Transportation department 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 Public Transportation department has 90 days to investigate the complaint. If more information is needed to resolve the case, the Public Transportation department may contact the complainant. The complainant has 15 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 15 business days, the Public Transportation department 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 15 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. A complaint must be filed (verbally or in writing) within 180 days after the date of the alleged discrimination and it is recommended that complaints be initially filed verbally with the Kootenai County Title VI Officer 400 Northwest Blvd, P.O. Box 9000, Coeur d’Alene, ID 83816-9000. In cases where the complainant is dissatisfied with the resolution by Kootenai County, the same complaint may be submitted (verbally or in writing) to the Federal Transit Administration.

Complainants may submit complaints to the FTA Region X Civil Rights Officer and/or FTA Office of Civil Rights at the following addresses:

FTA Region X Civil Rights Officer  
Federal Transit Administration  
915 Second Ave., Ste. 3142  
Seattle, WA 98174

Federal Transit Administration  
Office of Civil Rights  
1200 New Jersey Avenue SE  
Washington, DC 20590  
Phone: 202.366.4043; Fax: 202.366.3472

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In cases where the complainant is unable or incapable of providing a written statement, but wishes DOT to investigate alleged discrimination, a verbal complaint of discrimination may be made to the FTA Office of Civil Rights or the FTA Region X Civil Rights Officer. The complainant will be interviewed by an FTA Civil Rights official authorized to receive complaints. If necessary, the FTA Civil Rights official will assist the person in converting verbal complaints to a written statement. All complaints must, however, be signed by the complainant or his/her representative. The Federal Transit Administration will answer all complaints within a reasonable timeframe.

### **Submitting a Title VI Complaint**

If you believe you have been discriminated against on the grounds of race, color or national origin regarding public transit service, you may file a written or verbal and signed complaint within 180 days of the date of alleged discrimination. The complaint should include the following information:

- Your name, address, and how to contact you (i.e., telephone number, email address, etc.).
- How, when, where, and why you believe you were discriminated against. Include the location, names, and contact information of any witnesses.

Or, for your convenience and to ensure that you provide all the necessary information to assist us in processing your complaint, a discrimination complaint form is available online or the form also can be mailed to you upon request.

If you require assistance to complete this form, or if you are a person who is disabled and needs this form produced in an alternative format, please contact the Kootenai County Title VI Officer.

**KOOTENAI COUNTY  
TITLE VI COMPLAINT FORM**

**Section 1**

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

Home Telephone No: (\_\_\_\_) \_\_\_\_\_ Best time to Contact: \_\_\_\_\_

Work Telephone No: (\_\_\_\_) \_\_\_\_\_ Best time to Contact: \_\_\_\_\_

Email address: \_\_\_\_\_

ACCESSIBLE FORMATS ARE AVAILABLE UPON REQUEST.

**Section 2**

Are you filing this complaint on your own behalf? \_\_\_ Yes\* \_\_\_ No

\*If you answered yes, go to Section 3

If not, please provide the name and relationship of the person you are filing for:

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Please provide why you are filing for this person: \_\_\_\_\_

Please confirm you have permission to file on their behalf: \_\_\_ Yes \_\_\_ No

**Section 3**

I believe the discrimination I experienced as based on (check all that apply):

( ) Race ( ) Color ( ) National Origin

Date of Alleged Discrimination: \_\_\_\_\_

Explain as clearly as possible what happened and how you were discriminated against. Indicate who was involved. Be sure to include the names and contact information of any witnesses. If more space is needed, please use as many pages as needed.

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Section 4

Have you previously filed a Title VI complaint with this agency?  Yes  No

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 Agency  State Court

Local Agency

Please provide information about a contact person at the agency where the complaint was filed:

Name: \_\_\_\_\_ Title: \_\_\_\_\_ Agency: \_\_\_\_\_

Address: \_\_\_\_\_ Telephone: \_\_\_\_\_

Section 5

Name of agency complaint is against: \_\_\_\_\_

Contact person: \_\_\_\_\_

Title: \_\_\_\_\_

Telephone number: \_\_\_\_\_

Section 6

Type of Relief Sought:

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

Notification of beneficiaries of protection under Title VI In order to comply with 49 CFR Section 21.9(d), recipients shall provide information to the public regarding their Title VI obligations and apprise members of the public and the protections against discrimination afforded them by TITLE VI.

I DO HEREBY CERTIFY THAT ALL STATEMENTS MADE BY ME IN THIS APPLICATION ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE, INFORMATION AND BELIEF, FURTHER, I UNDERSTAND THAT IN THE EVENT THAT I HAVE KNOWINGLY AND WILLFULLY MADE ANY FALSE STATEMENTS, I WILL BE LIABLE FOR PUNISHMENT IN ACCORDANCE WITH ALL APPLICABLE LAWS AND STATUTES.

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SIGNATURE

Date

Please mail this form to:

KOOTENAI COUNTY  
TITLE VI Officer  
400 NORTHWEST BOULEVARD  
COEUR D'ALENE, IDAHO 83814  
FAX: 208.446.1039  
e-Mail: [cingle@kcgov.us](mailto:cingle@kcgov.us)

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## **Appendix D Limited English Proficiency (LEP) Plan Census Data**

## Limited English Proficiency (LEP) Plan Census Data

Subject	Kootenai County, Idaho			
	Estimate	Margin of Error	Percent	Percent Margin of Error
<b>PLACE OF BIRTH</b>				
Total population	142,783	*****	142,783	(X)
Native	139,476	+/-426	97.7%	+/-0.3
Born in United States	138,142	+/-506	96.7%	+/-0.4
State of residence	44,667	+/-1,820	31.3%	+/-1.3
Different state	93,475	+/-1,926	65.5%	+/-1.3
Born in Puerto Rico, U.S. Island areas, or born abroad to American parent(s)	1,334	+/-292	0.9%	+/-0.2
Foreign born	3,307	+/-426	2.3%	+/-0.3
<b>U.S. CITIZENSHIP STATUS</b>				
Foreign-born population	3,307	+/-426	3,307	(X)
Naturalized U.S. citizen	1,869	+/-266	56.5%	+/-8.5
Not a U.S. citizen	1,438	+/-402	43.5%	+/-8.5
<b>YEAR OF ENTRY</b>				
Population born outside the U.S.	4,641	+/-506	4,641	(X)
Native	1,334	+/-292	1,334	(X)
Entered 2010 or later	0	+/-27	0.0%	+/-2.2
Entered before 2010	1,334	+/-292	100.0%	+/-2.2
Foreign born	3,307	+/-426	3,307	(X)
Entered 2010 or later	189	+/-99	5.7%	+/-2.9
Entered before 2010	3,118	+/-413	94.3%	+/-2.9
<b>WORLD REGION OF BIRTH OF FOREIGN BORN</b>				
Foreign-born population, excluding population born at sea	3,307	+/-426	3,307	(X)
Europe	918	+/-200	27.8%	+/-5.7

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Asia	1,088	+/-294	32.9%	+/-7.0
Africa	32	+/-35	1.0%	+/-1.1
Oceania	61	+/-52	1.8%	+/-1.6
Latin America	497	+/-176	15.0%	+/-4.9
Northern America	711	+/-223	21.5%	+/-6.4
LANGUAGE SPOKEN AT HOME				
Population 5 years and over	133,870	+/-119	133,870	(X)
English only	129,738	+/-620	96.9%	+/-0.4
Language other than English	4,132	+/-598	3.1%	+/-0.4
Speak English less than "very well"	1,045	+/-353	0.8%	+/-0.3
Spanish	1,668	+/-372	1.2%	+/-0.3
Speak English less than "very well"	330	+/-166	0.2%	+/-0.1
Other Indo-European languages	1,734	+/-447	1.3%	+/-0.3
Speak English less than "very well"	477	+/-298	0.4%	+/-0.2
Asian and Pacific Islander languages	508	+/-196	0.4%	+/-0.1
Speak English less than "very well"	166	+/-115	0.1%	+/-0.1
Other languages	222	+/-136	0.2%	+/-0.1
Speak English less than "very well"	72	+/-82	0.1%	+/-0.1
ANCESTRY				
Total population	142,783	*****	142,783	(X)
American	13,064	+/-1,430	9.1%	+/-1.0
Arab	142	+/-113	0.1%	+/-0.1
Czech	589	+/-216	0.4%	+/-0.2
Danish	1,393	+/-272	1.0%	+/-0.2
Dutch	3,533	+/-676	2.5%	+/-0.5
English	18,403	+/-1,472	12.9%	+/-1.0
French (except Basque)	5,596	+/-787	3.9%	+/-0.6
French Canadian	1,584	+/-475	1.1%	+/-0.3
German	37,012	+/-2,100	25.9%	+/-1.5
Greek	638	+/-327	0.4%	+/-0.2
Hungarian	386	+/-213	0.3%	+/-0.1
Irish	21,432	+/-1,738	15.0%	+/-1.2
Italian	7,719	+/-1,152	5.4%	+/-0.8
Lithuanian	110	+/-72	0.1%	+/-0.1
Norwegian	8,984	+/-970	6.3%	+/-0.7
Polish	2,304	+/-470	1.6%	+/-0.3

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Portuguese	626	+/-311	0.4%	+/-0.2
Russian	991	+/-351	0.7%	+/-0.2
Scotch-Irish	2,035	+/-414	1.4%	+/-0.3
Scottish	4,100	+/-669	2.9%	+/-0.5
Slovak	212	+/-230	0.1%	+/-0.2
Subsaharan African	69	+/-67	0.0%	+/-0.1
Swedish	4,670	+/-731	3.3%	+/-0.5
Swiss	749	+/-301	0.5%	+/-0.2
Ukrainian	380	+/-390	0.3%	+/-0.3
Welsh	1,658	+/-402	1.2%	+/-0.3
West Indian (excluding Hispanic origin groups)	80	+/-111	0.1%	+/-0.1

Source: 2016 American Community Survey via American Fact Finder

[https://factfinder.census.gov/faces/nav/jsf/pages/community\\_facts.xhtml?src=bkmk](https://factfinder.census.gov/faces/nav/jsf/pages/community_facts.xhtml?src=bkmk)

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**Appendix E**  
**Title VI Program Update**  
**HUD DATA**

## **HUD Data**

Subject: Estimated Median Family Incomes for Fiscal Year 2018. HUD issued a memorandum. The memorandum stated median family income (MFI) estimates for Fiscal Year (FY) 2018. They are calculated for each metropolitan and nonmetropolitan area using the Fair Market Rent (FMR) area definitions applied in the Section 8 Housing Choice Voucher Program.

The estimated MFI for Coeur d'Alene during FY 2018 is \$62,900. The extremely low income for a family of four (4) people is \$25,100; very low income is \$31,450; and low-income is \$50,300.

The estimated MFI for the United States for FY 2018 is \$71,900, an increase of 5.7 percent compared with the national median income for FY 2017. The 2015 American Community Survey (ACS) and Puerto Rico Community Survey (PRCS) income data are the basis of FY 2018 income limits for all areas of geography, except for the U.S. Virgin Islands and the Pacific Islands. The Consumer Price Index forecast published by the Congressional Budget Office (CBO) is used to bring the ACS and PRCS data forward from mid2015 to the mid-point of the fiscal year, April 2018. The median incomes for the U.S. Virgin Islands and the Pacific Islands (Guam, American Samoa and the Northern Marianas) are based on 2010 Decennial Census data which is the most current information available. The decennial data used for the U.S. Virgin Islands and the Pacific Islands is trended forward using the change in national median incomes between 2009 (which is the year of the income in the decennial census) and 2015 (from the ACS). The same CBO forecast is then applied from mid-2015 to the mid-point of the fiscal year, April 2018.

<https://www.huduser.gov/portal/datasets/il.html>

<https://www.huduser.gov/portal/datasets/il/il18/Medians2018r.pdf>

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## **Appendix F Limited English Proficiency (LEP) 2019**



**Limited English Proficiency Plan  
Kootenai County  
2019**

**Introduction**

This Limited English Proficiency Plan (Plan) addresses the County’s responsibilities as a recipient of federal financial assistance as the responsibilities relate to the needs of individuals with limited English language skills. The Plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42U.S.C. 2000d, *et seq.*, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or national origin.

Executive Order 13166, IMPROVING ACCESS TO SERVICES FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY, indicates that differing treatment based upon a person’s inability to speak, read, write or understand English is a type of national origin discrimination. Executive Order 13166 directs each agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds, including Kootenai County.

**Summary**

Kootenai County developed this Plan to identify reasonable steps to provide language assistance to persons with limited English proficiency (LEP) who wish to access services provided by Kootenai County. As defined in Executive Order 13166, LEP persons are those individuals who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This Plan outlines the ways in which assistance may be provided to LEP persons, staff training that may be required, and how to communicate to LEP persons that language assistance is available.

To prepare this Plan, Kootenai County used the four-factor LEP analysis, which considers the following:

1. The LEP persons served and who are likely to require interpretation services.
2. The frequency with which LEP persons come in contact with Kootenai County services.
3. The nature and importance of services provided by Kootenai County to the LEP population.
4. The interpretation services available to Kootenai County and the provision of LEP interpretation services.

The following provides a summary of the results of the four-factor analysis conducted by the Resource Management Office from 2 November through 18 December 2018.

## Meaningful Access: Four-Factor Analysis

### *Local Area Demographics, US Census Bureau*

The Kootenai County Board of Commissioners (BOCC) reviewed the United States Census Bureau Household Language 2017 American Community Survey Estimate for Kootenai County, U.S. Census Bureau American FactFinder 2012-2016 American Community Survey 5-Year Estimates of Language Spoken at Home, and the American FactFinder 2012-2016 ACS Demographic and Housing Estimates and determined 97.6% of the County's adult population speaks only English at home, with 2.4% speaking a language other than English at home.<sup>1</sup>

However, review of both the U.S. Census Bureau Household Language Survey and the U.S. Census Bureau FactFinder 5-Year Estimates shows that of the 2.4% of households speaking a language other than English at home, the percentage of limited English proficiency is significantly lower. Of particular note in the Household Language study, of the 60,383 households surveyed, although other languages were spoken in 3,153 of the households, only 344 of the households were limited English speaking households. The household survey indicates that only .57% of the households in Kootenai County are limited English speaking.

### *Frequency of Contact*

The BOCC assessed the frequency with which staff have, or could have, contact with LEP persons. This included conducting a survey for translation and interpretation assistance.

#### Points of Contact:

- 2% of Kootenai County staff located in the indicated they have “daily” contact with persons with limited English proficiency. Staff experiencing daily contact represent the Assessor's Office, Sheriff's Department, Juvenile Detention, and District Court. The predominant language encountered for limited English proficiency persons is Spanish. See Appendix A for results of survey.

### *Importance of Contact*

There is no significant geographic concentration of LEP individuals within Kootenai County. Procedures are in place to provide language assistance to LEP persons as part of the County's standard business practices.

### *Language Assistance Resource Requirements*

- Proficiency in and having the ability to communicate accurately in both English and in the other language(s), as well as employing the appropriate mode of interpreting (e.g. consecutive, simultaneous, summarization, or sight translation).
- Understanding and abiding by confidentiality and impartiality rules as would the Kootenai County employee for whom they are interpreting, or to the extent their position requires.
- Understanding and adhering to the role of interpreter without deviating into a role of counselor, legal advisor, or other inappropriate position. Language is not translated or interpreted word for word as there is often not a literal word for word match between languages. Instead, the exchange normally involves the idea or concept needing to be expressed.

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<sup>1</sup> Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates, Kootenai County

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Language services should be provided at a time and place to avoid the effect of denying access to the service or benefit of the program. However, in some situations it may be reasonable to ask the LEP individual to return at a specific date and time to allow time to arrange for interpreter services.

Because LEP person can file a complaint on the basis of national origin, staff should be trained on how to properly handle a Title VI complaint.

#### *Language Assistance Resource Requirements*

Examples of vital documentation that may require consideration for translation in Spanish (Idaho's largest LEP population), *inter alia*:

- Driver's license and automobile forms.
- Violation or deficiency notices.
- Emergency transportation information.
- Notices of proposed public hearings, regarding proposed public transit plans, projects or changes.
- Notices of reduction, denial, or termination of services or benefits.

#### *Language Assistance Resources*

Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English may be a LEP person and may be entitled to language assistance from Kootenai County. Language assistance may include interpretation or translation. Interpretation is defined as the oral or spoken transfer of a message from one language into another language. Translation is defined as the written transfer of a message from one language into another language.

### **Language Assistance Measures**

Although Kootenai County has a small population of LEP individuals who speak English "less than very well," Kootenai County will take reasonable steps to provide the opportunity for meaningful access to LEP individuals who have difficulty communicating in English.

### **Staff Training**

The following training will be offered to County employees:

- Information on the Title VI Policy and LEP responsibilities
- Description of language assistance services offered to the public
- Documentation of language assistance requests
- How to handle a potential Title VI/LEP complaint

### **Translation of Documents**

Kootenai County is committed to pursuing reasonable steps to provide the opportunity for meaningful access to individuals who do not speak English as their primary language and have a limited ability to read, speak, write or understand English. While Kootenai County does not track expenditures related to providing language assistance, Kootenai County will continue to monitor language assistance requests and to comply with the goals and provisions of the Limited English Proficiency Plan.

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## **Monitoring**

Kootenai County, at minimum, will:

- Review the number of documented LEP person contacts encountered annually
- Review how the needs of LEP persons were addressed
- Determine if the need for translation services has changed
- Determine if complaints have been received concerning the County’s failure to meet the needs of LEP individuals.

## **Tracking LEP Interactions**

Kootenai County conducts a survey on language-related interactions and reviews language-related usage on an annual basis.

## **Data Collection**

Critical to effectively monitoring program compliance is data collection. Data ensures that activities, programs and services effectively meet the needs of “all persons” in Kootenai County.

## **Internal Language Assistance Resources**

“I Speak Card” – Language identification card allows the LEP person to communicate his or her language visually.

Employees who serve customers with limited English proficiency.

## **External Language Assistance Resources**

Qualified Telephonic Interpreter Services – A contracted service providing interpretation via telephone in more than 240 languages and dialects.

In person Interpreter Services – A contracted service providing interpretation in person.

## **Dissemination of Kootenai County’s Limited English Plan and Resources**

Kootenai County will post the LEP Plan on its website at [www.kcgov.us](http://www.kcgov.us). Any person, including social service, nonprofit, law enforcement agencies, and other community partners with Internet access will be able to access the LEP Plan. For those without personal Internet service, area libraries offer free Internet access. Please contact the local library to determine if this service is available. Copies of the LEP Plan will be provided to any person or agency requesting a copy. Any questions or comments regarding this LEP Plan should be directed to the Kootenai County Title VI Officer.

Title VI Officer  
Resource Management Office  
Kootenai County  
451 North Government Way  
PO Box 9000  
Coeur d’Alene, Idaho 83816-9000

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## Limited English Proficiency Census Bureau Data

United States Census Bureau  
Household Language  
2017 American Community Survey Estimate

HOUSEHOLD LANGUAGE		
Table ID: K201601		
Survey/Program: American Community Survey		
	Kootenai County, Idaho	
	Estimate	Margin of Er...
▼ Total:	60,383	+/-1,911
English only	57,230	+/-1,942
▼ Spanish:	1,199	+/-639
Limited English speaking household	46	+/-76
Not a limited English speaking household	1,153	+/-651
▼ Other languages:	1,954	+/-787
Limited English speaking household	298	+/-343
Not a limited English speaking household	1,656	+/-721

American Community Survey

**Table:** ACSSE2017.K201601

**Data Notes:** Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the [Data and 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.

A "limited English speaking household" is one in which no member 14 years old and over (1) speaks only English or (2) speaks a non-English language and speaks English "very well." In other words, all members 14 years old and over have at least some difficulty with English. By definition, English-only households cannot

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belong to this group. Previous Census Bureau data products have referred to these households as "linguistically isolated" and "Households in which no one 14 and over speaks English only or speaks a language other than English at home and speaks English 'very well'." This table is directly comparable to tables from earlier years that used these labels.

Source: U.S. Census Bureau, 2017 American Community Survey 1-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.
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Estimates of urban and rural population, 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.

The household language assigned to the housing unit is the non-English language spoken by the first person with a non-English language. This assignment scheme ranks household members in the following order: householder, spouse, parent, sibling, child, grandchild, other relative, stepchild, unmarried partner, housemate or roommate, and other nonrelatives. If no member of the household age 5 and over speaks a language other than English at home then the household language is English only.

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S1601

LANGUAGE SPOKEN AT HOME

2012-2016 American Community Survey 5-Year Estimates

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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.

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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	Kootenai County, Idaho				
	Total		Percent		Percent of specified language speakers Speak English only or speak English "very well"
	Estimate	Margin of Error	Estimate	Margin of Error	
Population 5 years and over	138,812	+/-143	(X)	(X)	138,174
Speak only English	135,038	+/-559	97.3%	+/-0.4	(X)
Speak a language other than English	3,774	+/-530	2.7%	+/-0.4	3,136
<b>SPEAK A LANGUAGE OTHER THAN ENGLISH</b>					
Spanish	2,045	+/-383	1.5%	+/-0.3	1,693
5 to 17 years old	333	+/-155	0.2%	+/-0.1	241
18 to 64 years old	1,478	+/-295	1.1%	+/-0.2	1,242
65 years old and over	234	+/-78	0.2%	+/-0.1	210
Other Indo-European languages	1,225	+/-290	0.9%	+/-0.2	1,069
5 to 17 years old	158	+/-76	0.1%	+/-0.1	126
18 to 64 years old	671	+/-224	0.5%	+/-0.2	581
65 years old and over	396	+/-128	0.3%	+/-0.1	362
Asian and Pacific Island languages	391	+/-180	0.3%	+/-0.1	299
5 to 17 years old	25	+/-49	0.0%	+/-0.1	25
18 to 64 years old	299	+/-151	0.2%	+/-0.1	207
65 years old and over	67	+/-49	0.0%	+/-0.1	67
Other languages	113	+/-107	0.1%	+/-0.1	75
5 to 17 years old	5	+/-7	0.0%	+/-0.1	5
18 to 64 years old	77	+/-109	0.1%	+/-0.1	39
65 years old and over	31	+/-28	0.0%	+/-0.1	31
<b>CITIZENS 18 YEARS AND OVER</b>					
All citizens 18 years old and over	111,716	+/-258	(X)	(X)	111,358
Speak only English	108,985	+/-482	97.6%	+/-0.3	(X)
Speak a language other than English	2,731	+/-374	2.4%	+/-0.3	2,373

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Subject	Kootenai County, Idaho				
	Total		Percent		Percent of specified language speakers Speak English only or speak English "very well"
	Estimate	Margin of Error	Estimate	Margin of Error	
					Estimate
Spanish	1,421	+/-265	1.3%	+/-0.2	1,230
Other languages	1,310	+/-305	1.2%	+/-0.3	1,143

Subject	Kootenai County, Idaho				
	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
Population 5 years and over	+/-268	99.5%	+/-0.1	638	+/-202
Speak only English	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	+/-481	83.1%	+/-4.9	638	+/-202
<b>SPEAK A LANGUAGE OTHER THAN ENGLISH</b>					
Spanish	+/-330	82.8%	+/-6.8	352	+/-162
5 to 17 years old	+/-103	72.4%	+/-27.2	92	+/-121
18 to 64 years old	+/-269	84.0%	+/-7.3	236	+/-119
65 years old and over	+/-75	89.7%	+/-11.2	24	+/-28
Other Indo-European languages	+/-263	87.3%	+/-6.8	156	+/-94
5 to 17 years old	+/-68	79.7%	+/-20.2	32	+/-35
18 to 64 years old	+/-198	86.6%	+/-10.6	90	+/-82
65 years old and over	+/-117	91.4%	+/-8.0	34	+/-34
Asian and Pacific Island languages	+/-167	76.5%	+/-14.1	92	+/-53
5 to 17 years old	+/-49	100.0%	+/-57.0	0	+/-27
18 to 64 years old	+/-140	69.2%	+/-20.1	92	+/-53
65 years old and over	+/-49	100.0%	+/-34.3	0	+/-27
Other languages	+/-54	66.4%	+/-30.3	38	+/-61
5 to 17 years old	+/-7	100.0%	+/-100.0	0	+/-27
18 to 64 years old	+/-51	50.6%	+/-22.7	38	+/-61
65 years old and over	+/-28	100.0%	+/-51.2	0	+/-27
<b>CITIZENS 18 YEARS AND OVER</b>					
All citizens 18 years old and over	+/-297	99.7%	+/-0.1	358	+/-148
Speak only English	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	+/-362	86.9%	+/-5.3	358	+/-148
Spanish	+/-244	86.6%	+/-7.3	191	+/-112
Other languages	+/-280	87.3%	+/-7.4	167	+/-104

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Subject	Kootenai County, Idaho	
	Percent of specified language speakers	
	Percent speak English less than "very well"	
	Estimate	Margin of Error
Population 5 years and over	0.5%	+/-0.1
Speak only English	(X)	(X)
Speak a language other than English	16.9%	+/-4.9
<b>SPEAK A LANGUAGE OTHER THAN ENGLISH</b>		
Spanish	17.2%	+/-6.8
5 to 17 years old	27.6%	+/-27.2
18 to 64 years old	16.0%	+/-7.3
65 years old and over	10.3%	+/-11.2
Other Indo-European languages	12.7%	+/-6.8
5 to 17 years old	20.3%	+/-20.2
18 to 64 years old	13.4%	+/-10.6
65 years old and over	8.6%	+/-8.0
Asian and Pacific Island languages	23.5%	+/-14.1
5 to 17 years old	0.0%	+/-57.0
18 to 64 years old	30.8%	+/-20.1
65 years old and over	0.0%	+/-34.3
Other languages	33.6%	+/-30.3
5 to 17 years old	0.0%	+/-100.0
18 to 64 years old	49.4%	+/-22.7
65 years old and over	0.0%	+/-51.2
<b>CITIZENS 18 YEARS AND OVER</b>		
All citizens 18 years old and over	0.3%	+/-0.1
Speak only English	(X)	(X)
Speak a language other than English	13.1%	+/-5.3
Spanish	13.4%	+/-7.3
Other languages	12.7%	+/-7.4

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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.

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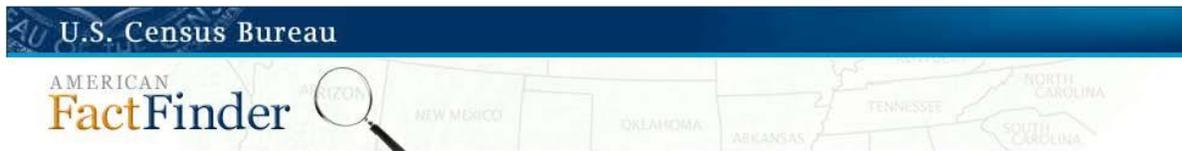
Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2012-2016 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 'L' 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 'L' following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An 'U' following a median estimate means the median falls in the upper interval of an open-ended distribution.
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DP05

ACS DEMOGRAPHIC AND HOUSING ESTIMATES

2012-2016 American Community Survey 5-Year Estimates

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Subject	Kootenai County, Idaho			
	Estimate	Margin of Error	Percent	Percent Margin of Error
<b>SEX AND AGE</b>				
Total population	147,716	*****	147,716	(X)
Male	73,116	+/-158	49.5%	+/-0.1
Female	74,600	+/-158	50.5%	+/-0.1
Under 5 years	8,904	+/-143	6.0%	+/-0.1
5 to 9 years	9,238	+/-628	6.3%	+/-0.4
10 to 14 years	10,632	+/-621	7.2%	+/-0.4
15 to 19 years	9,502	+/-161	6.4%	+/-0.1
20 to 24 years	8,840	+/-146	6.0%	+/-0.1
25 to 34 years	18,249	+/-177	12.4%	+/-0.1
35 to 44 years	17,938	+/-239	12.1%	+/-0.2
45 to 54 years	19,155	+/-171	13.0%	+/-0.1
55 to 59 years	10,000	+/-498	6.8%	+/-0.3
60 to 64 years	10,270	+/-499	7.0%	+/-0.3
65 to 74 years	15,040	+/-125	10.2%	+/-0.1
75 to 84 years	7,256	+/-370	4.9%	+/-0.3
85 years and over	2,692	+/-347	1.8%	+/-0.2
Median age (years)	39.7	+/-0.4	(X)	(X)
18 years and over	112,813	*****	76.4%	*****
21 years and over	107,476	+/-324	72.8%	+/-0.2
62 years and over	31,500	+/-521	21.3%	+/-0.4
65 years and over	24,988	+/-79	16.9%	+/-0.1
18 years and over	112,813	*****	112,813	(X)
Male	55,025	+/-64	48.8%	+/-0.1
Female	57,788	+/-64	51.2%	+/-0.1
65 years and over	24,988	+/-79	24,988	(X)
Male	11,694	+/-88	46.8%	+/-0.2

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Subject	Kootenai County, Idaho			
	Estimate	Margin of Error	Percent	Percent Margin of Error
Female	13,294	+/-50	53.2%	+/-0.2
<b>RACE</b>				
Total population	147,716	*****	147,716	(X)
One race	143,836	+/-547	97.4%	+/-0.4
Two or more races	3,880	+/-547	2.6%	+/-0.4
One race	143,836	+/-547	97.4%	+/-0.4
White	139,060	+/-490	94.1%	+/-0.3
Black or African American	570	+/-161	0.4%	+/-0.1
American Indian and Alaska Native	2,175	+/-369	1.5%	+/-0.2
Cherokee tribal grouping	254	+/-152	0.2%	+/-0.1
Chippewa tribal grouping	57	+/-77	0.0%	+/-0.1
Navajo tribal grouping	25	+/-32	0.0%	+/-0.1
Sioux tribal grouping	56	+/-41	0.0%	+/-0.1
Asian	1,264	+/-444	0.9%	+/-0.3
Asian Indian	116	+/-94	0.1%	+/-0.1
Chinese	155	+/-144	0.1%	+/-0.1
Filipino	580	+/-289	0.4%	+/-0.2
Japanese	210	+/-141	0.1%	+/-0.1
Korean	43	+/-45	0.0%	+/-0.1
Vietnamese	37	+/-64	0.0%	+/-0.1
Other Asian	123	+/-104	0.1%	+/-0.1
Native Hawaiian and Other Pacific Islander	83	+/-73	0.1%	+/-0.1
Native Hawaiian	28	+/-43	0.0%	+/-0.1
Guamanian or Chamorro	37	+/-41	0.0%	+/-0.1
Samoan	18	+/-32	0.0%	+/-0.1
Other Pacific Islander	0	+/-27	0.0%	+/-0.1
Some other race	684	+/-354	0.5%	+/-0.2
Two or more races	3,880	+/-547	2.6%	+/-0.4
White and Black or African American	481	+/-137	0.3%	+/-0.1
White and American Indian and Alaska Native	1,464	+/-352	1.0%	+/-0.2
White and Asian	1,183	+/-270	0.8%	+/-0.2
Black or African American and American Indian and Alaska Native	3	+/-6	0.0%	+/-0.1
<b>Race alone or in combination with one or more other races</b>				
Total population	147,716	*****	147,716	(X)
White	142,863	+/-634	96.7%	+/-0.4
Black or African American	1,188	+/-161	0.8%	+/-0.1
American Indian and Alaska Native	3,980	+/-299	2.7%	+/-0.2
Asian	2,723	+/-371	1.8%	+/-0.3
Native Hawaiian and Other Pacific Islander	248	+/-135	0.2%	+/-0.1
Some other race	925	+/-381	0.6%	+/-0.3
<b>HISPANIC OR LATINO AND RACE</b>				
Total population	147,716	*****	147,716	(X)
Hispanic or Latino (of any race)	6,219	*****	4.2%	*****
Mexican	4,385	+/-458	3.0%	+/-0.3
Puerto Rican	297	+/-204	0.2%	+/-0.1
Cuban	53	+/-56	0.0%	+/-0.1
Other Hispanic or Latino	1,484	+/-378	1.0%	+/-0.3
Not Hispanic or Latino	141,497	*****	95.8%	*****
White alone	134,752	+/-51	91.2%	+/-0.1
Black or African American alone	470	+/-116	0.3%	+/-0.1
American Indian and Alaska Native alone	1,867	+/-335	1.3%	+/-0.2
Asian alone	1,008	+/-269	0.7%	+/-0.2
Native Hawaiian and Other Pacific Islander alone	66	+/-67	0.0%	+/-0.1

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Subject	Kootenai County, Idaho			
	Estimate	Margin of Error	Percent	Percent Margin of Error
Some other race alone	3	+/-6	0.0%	+/-0.1
Two or more races	3,331	+/-513	2.3%	+/-0.3
Two races including Some other race	67	+/-51	0.0%	+/-0.1
Two races excluding Some other race, and Three or more races	3,264	+/-504	2.2%	+/-0.3
Total housing units	66,126	+/-132	(X)	(X)
CITIZEN, VOTING AGE POPULATION				
Citizen, 18 and over population	111,716	+/-258	111,716	(X)
Male	54,538	+/-185	48.8%	+/-0.1
Female	57,178	+/-174	51.2%	+/-0.1

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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)

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Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

Explanation of Symbols:

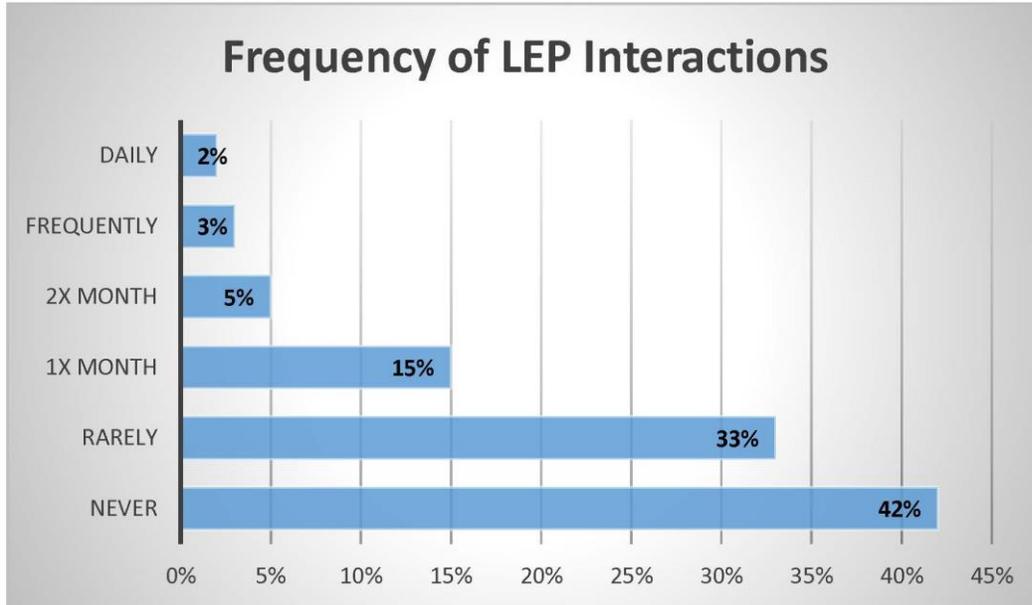
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## **Appendix G Limited English Proficiency (LEP) Survey 2019**

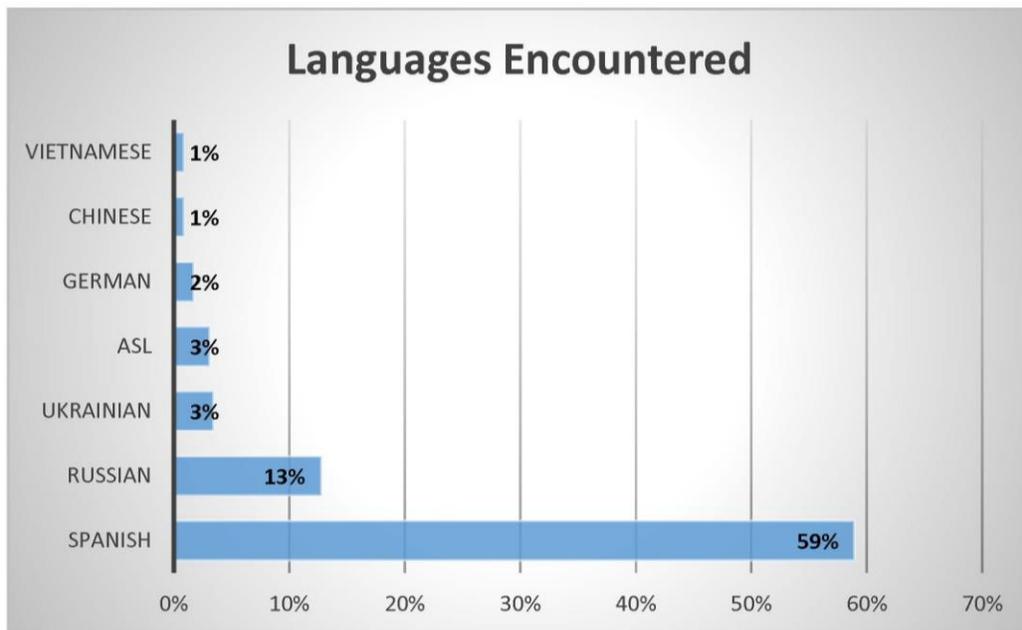
## Kootenai County Limited English Proficiency (LEP) Survey 2019

On average, how often do you assist individuals with limited English proficiency?



Staff experiencing daily contact represent the Assessor's Office (highest number of contacts), Sheriff's Department, Juvenile Detention, and District Court. Departments experiencing frequent contact (more than two times per month) are: Sheriff's Department (most frequency), and the District Court.

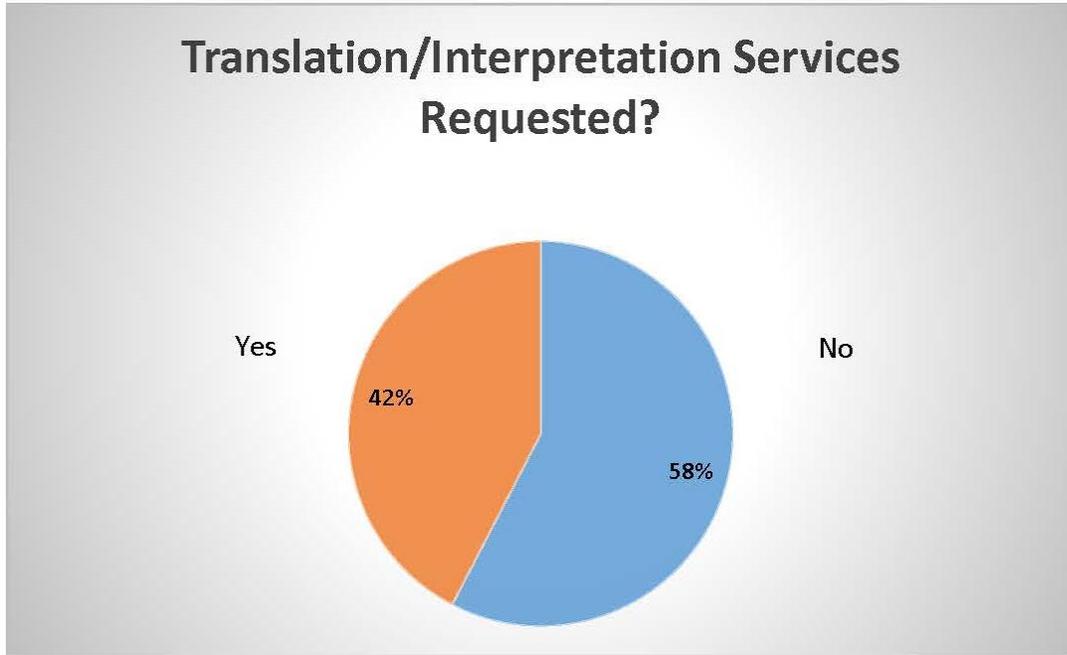
What language do you encounter most frequently?



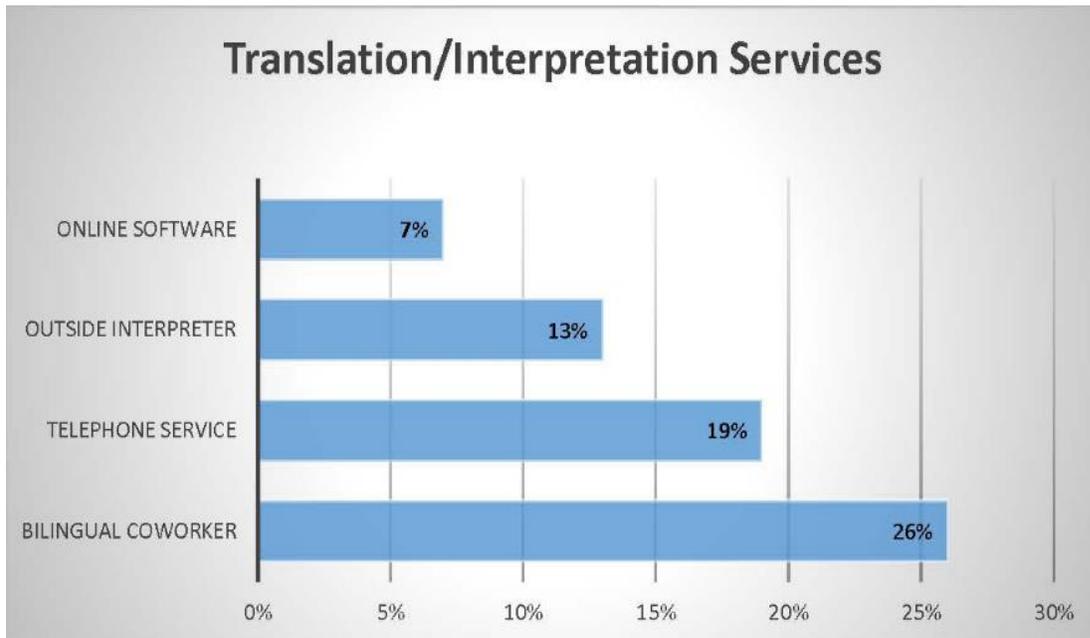
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It should be noted there were one instances each of Arabic, French, Japanese, and Mandarin.

Have you requested translation or interpretation assistance for someone who speaks another language?

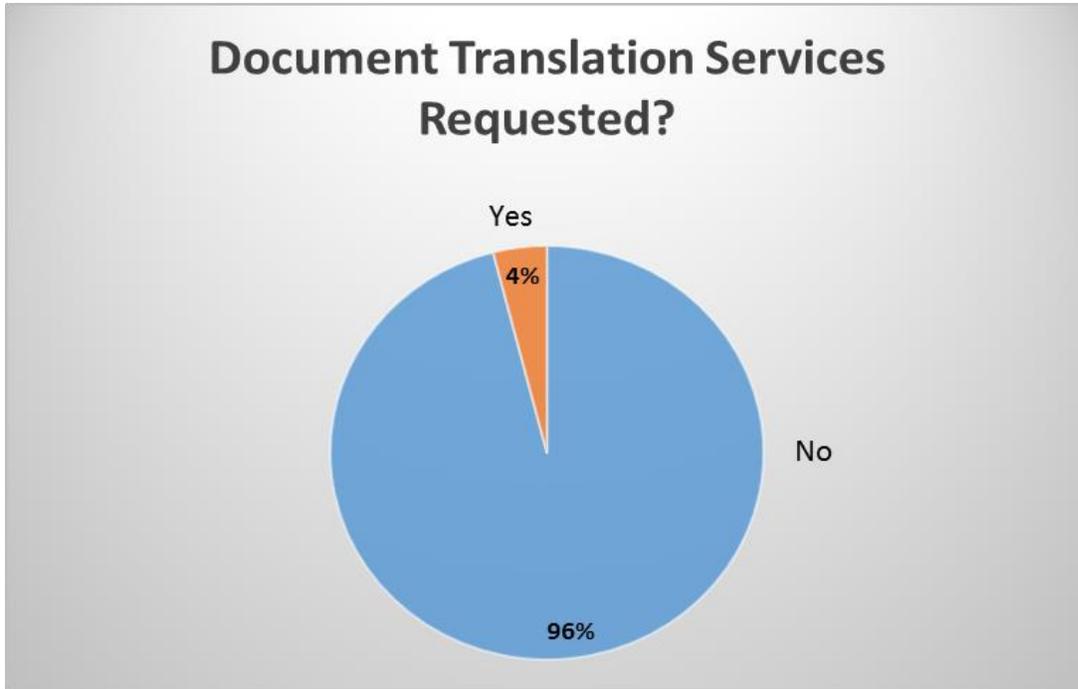


What types of translation services do you use most frequently?



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Have you ever received comments or feedback concerning the need to translate documents?



Do you speak or read and write another language fluidly?

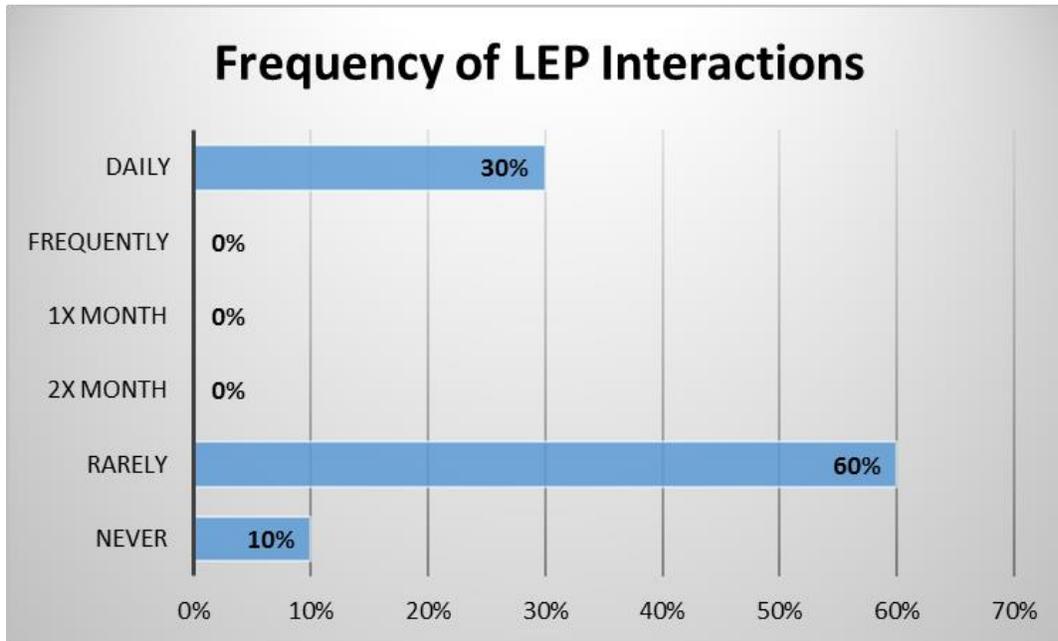


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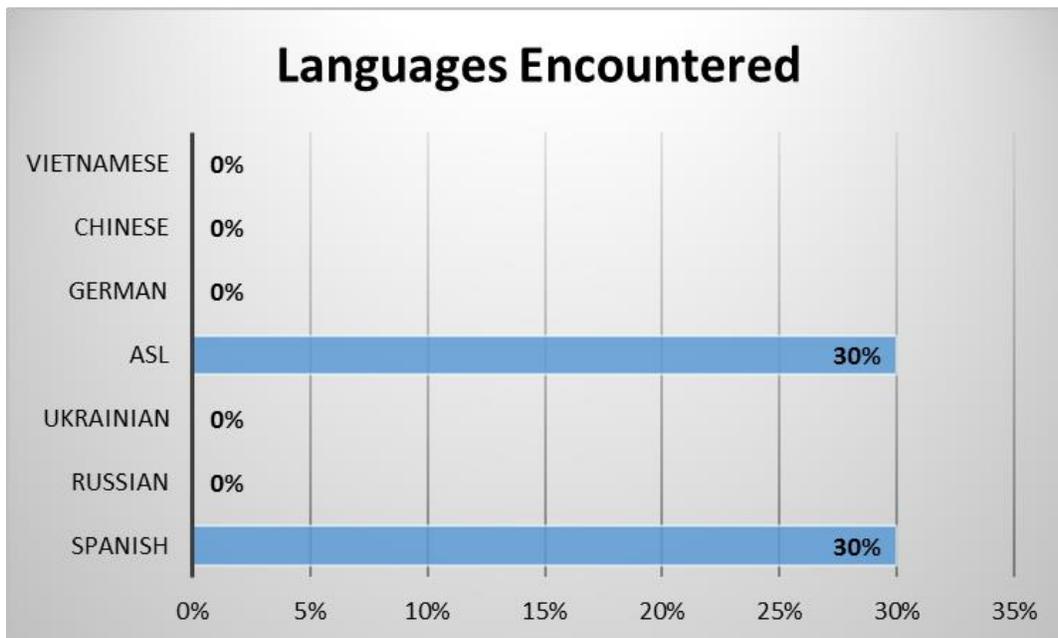
Other languages spoken by Kootenai County employees: German (4), Spanish (4), French (3), Greek (1), Thai (1).

## Kootenai County Public Transportation Driver LEP Survey

On average, how often do you assist individuals with limited English proficiency?

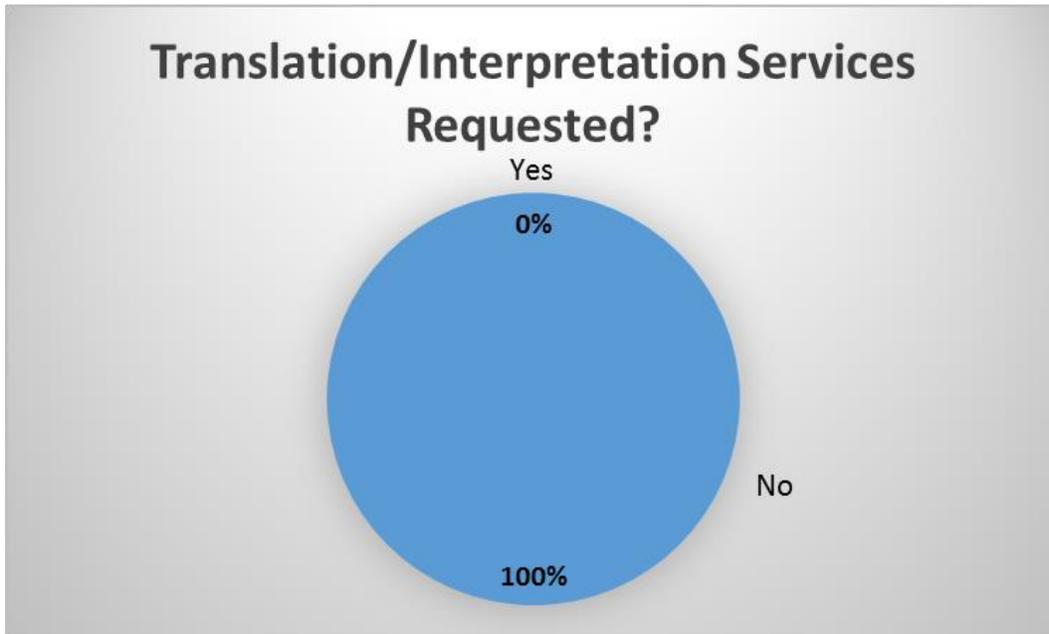


What language do you encounter most frequently?

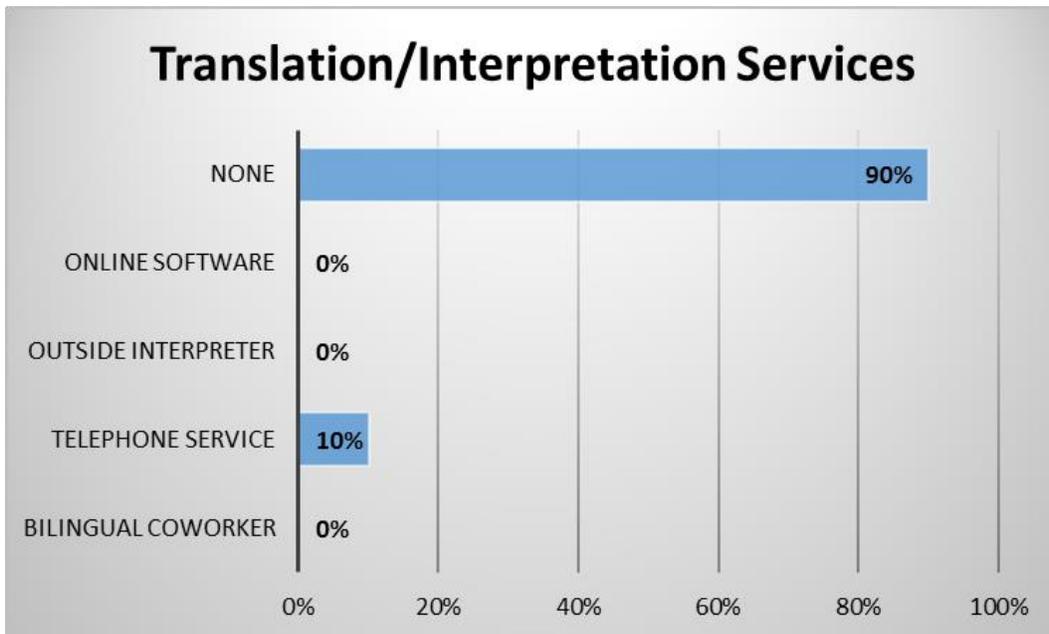


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Have you requested translation assistance for someone who speaks another language?

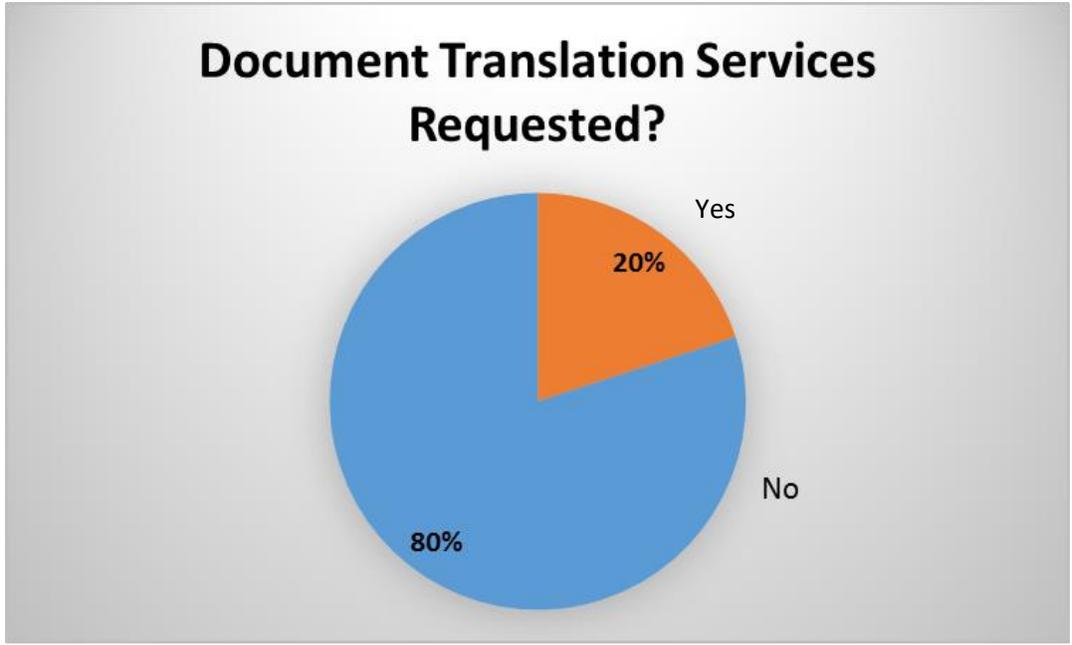


What type of translation services do you use most frequently?



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Have you ever received comments or feedback concerning the need to translate documents?



Do you speak or read and write another language fluidly?

