

**City of Placerville**  
**Civil Rights Act of 1964**  
**TITLE VI Program**

Adopted July 10, 2018, Resolution No. 8644



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# TITLE VI - INTRODUCTION

## *Title VI was enacted as part of the landmark Civil Rights Act of 1964*

Title VI provides that, “No person in the United States shall, on the ground of race, color national origin, sex, age, disability, limited English proficiency, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” Title VI applies to all people in the United States regardless of their citizenship.

The purpose of Title VI is to ensure all people receive:

- Equal treatment
- Equal access
- Equal rights
- Equal opportunities

And to ensure that public funds are not spent in a way which encourages, subsidizes or results in discrimination.

The City of Placerville, under Title VI of the Civil Rights Act of 1964 and related statutes ensures that no person in the City of Placerville shall be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination to the above, under any program or activity it administers.

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## ***Title VI Roles in the City of Placerville***

The City Manager serves as the Title VI Plan Administrator overseeing implementation of the Title VI Plan and appoints a Title VI Coordinator to serve as the City’s technical expert and trainer on the Title VI matters.

The City Clerk serves as the City’s Title VI Coordinator, who is knowledgeable about Title VI guidelines and plays a lead and participatory role in the development and implementation of Title VI compliance on a citywide basis.

Liaisons work at the direction of the Title VI Coordinator to assist and support Title VI program roles and responsibilities.

Managers/Supervisors exemplify and actively support Title VI and related statutes and ensure their subordinates understand and comply with City policies.

Employees comply with City policies regarding Title VI in their day-to-day activities.

Sub-recipients, consultants, contractors, and suppliers fulfill the scope of contract requirements inclusive of Title VI requirements.

# **TITLE VI - COMPLIANCE**

## ***City of Placerville Title VI Program Compliance***

The City, as a recipient of federal financial assistance, is required to comply with non-discrimination laws and regulations including Title VI of the Civil Rights Act of 1964 and related statutes.

In the City, this applies to environmental, design, construction, engineering services, procurement, and contracts.

The City expects every employee, sub-recipient (i.e., local agencies, grantees, etc.), including consultants, contractors, and suppliers of federal-aid funds to be aware of, and apply the intent of the Title VI of the Civil Rights Act of 1964 and related statutes.

### ***Title VI Prohibitions***

- Denying any individual services, opportunities, or other benefits for which that individual is otherwise qualified.
- Providing any service or benefit in a different manner from those provided to others in a program because of race, color, or national origin.
- Segregating service recipients solely because of race, color, national origin, sex, age, or disability.
- Restricting access to program services or benefits because of race, color national origin, sex, age, or disability. Adopting methods of administration, which limit participation by any group of recipients or subject them to discrimination.
- Addressing an individual in a manner that denotes inferiority because of race, color, national origin, sex, age, or disability.
- Retaliating against any person because he or she opposed an unlawful policy or practice, or made charges, testified, or participated in, any complaint action under Title VI and related statutes.



## **TITLE VI – COMPLAINT PROCESS**

### ***Title VI Discrimination Complaint Process***

Complaints may be filed by any individual or group who believe they have been excluded from participation in, denied benefits or services of any program or activities administered by the City of Placerville or its sub-recipients, consultants, contractors, or suppliers, on the basis of race, color, national origin, sex, disability, or age. Under no circumstance, is the complainant discouraged from filing a complaint. Every effort will be made to obtain early resolution of complaints at the lowest level possible.

In all situations, City staff shall immediately notify their supervisor and/or manager once a complaint is received.

The complaint must be submitted in writing by the complainant or their representative within 180 calendar days from the alleged occurrence unless the time for filing is extended.

The complaint must be signed and dated by the complainant or their representative.

The City will provide written acknowledgement to the complainant, determine jurisdiction, and investigate or forward the complaint to the appropriate agency having jurisdiction.

The City, its sub-recipients, contractors, consultants, and/or suppliers are prohibited from intimidating or retaliating against any individual or group filing a Title VI and related statues discrimination complaint.

The City “Notice of the Title VI Coordinator & Complaint Procedure” is shown on the following page and is posted in all City buildings in common areas.

# City of Placerville Policy

## Title: Civil Rights Act of 1964 Title VI Program & Policy

Effective: July 10, 2018

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*Policy:* The City of Placerville, as a recipient of federal aid funding, incorporates Title VI of the Civil Rights Act of 1964 and related statutes into its programs, policies, activities and services. This ensures that no person in the City of Placerville is excluded from participation in, or denied the benefits of the City's programs, policies, activities, and services on the grounds of race, color, national origin, sex, disability or age. This policy extends to sub-recipients of the City's federal funding such as contractors, grantees and local agencies. The City's mission to ensure its transportation system and City services and programs supports and enriches the quality of life for present and future generations and includes the equal and equitable access to its programs, services, and activities.

*Intended Results:* The intent of this policy is to identify, resolve and include Title VI of the Civil Rights Act of 1964 and related statutes and issues in the planning and project delivery process, and with the City's partners to ensure that the public is not discriminated against, either intentionally or unintentionally, as a result of transportation decisions or in the provision of City services, programs, and activities. This policy is consistent with the City's other related policy: Americans with Disabilities Act (ADA).

### *Responsibilities:*

#### City Manager:

- Promote awareness of Title VI issues and ensure the City's actions and services are consistent with policy guidance with the existing federal and state laws and regulations. The City Manager serves as the Title VI Program Administrator and oversees implementation of the Title VI Plan.
- Appoint a Title VI Coordinator to serve as the City's technical expert and trainer on the Title VI matters.

#### Department Heads and Division Managers:

- Promote Title VI assurances, awareness and assist leadership in Citywide planning and project delivery by ensuring compliance with Title VI requirements. Ensure local partners comply with Title VI program requirements in planning.

#### Title VI Program Coordinator

- Development of Title VI program policies and procedures.
- Develop training and collateral materials essential to Title VI compliance.
- Meet regularly with department heads.
- Refer Title VI complaints to the Manager, Office of Civil Rights.

*Applicability:* This policy applies to all City employees and sub-recipients of federal financial assistance.



M. Cleve Morris  
City Manager



Date



## Notice of Title VI Coordinator & Complaint Procedure

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In accordance with requirements Title VI of the Civil Rights Act of 1964, the City of Placerville will not discriminate against individuals on the basis of race, color or national origin in the provision of its programs, services, and activities.

Complaints of discrimination should be directed to:

**City of Placerville Title VI Program  
Attention: City Clerk  
3101 Center Street  
Placerville, California 95667  
530-642-5531**

A signed, written complaint should be filed within 180 days of the date of alleged discrimination. It should describe:

- Your name, address, and telephone number. (Your complaint must be signed. If you are filing on behalf of another person, include your name, address, telephone number, and your relation to that person (e.g., friend, attorney, parent, etc.)
- The name and address of the agency you believed discriminated against you.
- How, why and when you believe you were discriminated against. Include as much background information as possible about the alleged acts of discrimination. Include names of individuals whom you allege discriminated against you, if you know them.
- The names of any person, if known, that the investigating department could contact for additional information to support or clarify your allegations.

M. Cleve Morris, City Manager



# TITLE VI – PUBLIC PARTICIPATION & IMPLEMENTATION

## *Title VI Program: City of Placerville Project Application*

Engaging stakeholders, businesses, and the public early in the project scoping, the planning process, and maintaining communication through project implementation is critical. To this end, the City requires a proactive public involvement process that provides complete public information, timely notice, full public access to key decisions, and supports early and continuing involvement to the public in developing transportation plans and transportation improvement programs. The following are included:

- Public comment periods
- Timely information about transportation issues and processes to all interested parties involved and affected by City programs, services, activities, transportation plans, and projects.
- Reasonable public access to technical and policy information used in transportation plans and transportation improvement programs. Open public meetings.
- Adequate public notice of public involvement activities, and time for public review and comment at key decision points.
- Demonstrate consideration and response to public input received during the planning and project development process.
- Make a concerted effort to involve the public, especially those under-served by existing or future transportation systems, City services, programs and activities; including low-income and minority households.



## TITLE VI - PUBLIC MEETINGS

### *Title VI Program: Before Scheduling Public Meetings*

Data collection is critical to ensuring that transportation programs, facilities, and projects effectively meet the needs of all without discrimination.

One key to meeting this requirement is obtaining the most recent census report for the zip code you are working in. You will need to file this report with your project. The census report (see example on following page) includes critical information on:

- Age
- Gender
- Ethnicity
- Language
- Income

Because the census report will typically be broader than your project area, additional resources allow for more concise information, particularly on languages spoken in your target area. These resources may include:

- Council and Neighborhood Services staff,
- Community leaders, civic organizations, neighborhood associations, and advisory groups
- Community center staff, school staff, and churches

These resources can also help provide advice on meeting dates and times, and meeting locations.

## ***Title VI Program: Public Meeting Protocol***

- The City must assure that all meetings are accessible to members of the public who have a disability. Typically, community centers and schools provide accessibility in parking lots, path of travel, meeting rooms, and rest rooms. In less affluent areas, when selecting meeting locations, consideration should also be given to those who may not have available transportation.
  - If your census review, outreach, or response to mailings indicates a percentage of ethnic residents in your project area, it is recommended you have a translator at your meeting. Spanish is a frequently encountered language in Placerville. The translator may be certified-bilingual co-worker, voluntary community interpreter, or outside service. If a request is made for an interpreter on behalf of a Limited English Proficiency (LEP) individual, an interpreter must be provided at the meeting or the LEP individual's civil rights have been violated. The service provided is free of charge to the LEP individual.
  - The City is to provide LEP individuals with language assistance, such as at the public counters, meetings, via e-mail, or by telephone contact. The City may use bi-lingual staff if available or outside services such as CTS Language Link.
  - You are required to ask meeting attendees to complete a short Census form with general information required, including sex, race, age, disability, income, and primary language. A second option is to conduct your own visual tally of attendees. This information needs to be included in your project file along with the census report.
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**Title VI Program: Public Mailings/Documents**

- Translating mailers and documents into languages other than English is important where a significant number of residents served may have limited English proficiency.
- All mailings to the public are required to include a box or tag line to inform LEP customers of the availability of language assistance services.
- All forms are available in SHARE DRIVE OR WEBSITE LINK, along with information on the CTS Language Link and tag lines. These can also be requested from the City Clerk.



**CALL**

**Hablamos  
español**

**Para mas  
informacion en  
español llamar a  
NAME PHONE #**

## TITLE VI PROGRAM CONTACT PERSON

For more information, please contact:

*Regina O'Connell, City Clerk  
Title VI Program, Coordinator  
City of Placerville  
3101 Center Street  
Placerville CA 95667  
Telephone: (530)642-5531  
E-mail: [roconnell@cityofplacerville.org](mailto:roconnell@cityofplacerville.org)*

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City of Placerville  
Title VI Non-Discrimination Public Notice

**Title VI of the Civil Rights Act** of 1964 requires that “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.”

**The City of Placerville, under Title VI of the Civil Rights Act of 1964 and related statutes, is committed to ensuring no person in the City of Placerville is excluded from, or denied the benefits of, or be otherwise subjected to discrimination under any activity or program the City administers, on the basis of race, color, national origin, age, sex, or disability.**

The City of Placerville is committed to complying with the requirements of Title VI in all of its federally funded programs and activities.

Any person who believes he or she has been discriminated against, may file a signed written complaint within 180 days of the date of alleged discrimination. The complaint should include the following information:

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

A written complaint can be filed:

**By Mail:**  
City of Placerville  
City Administration Department  
3101 Center Street, 4<sup>th</sup> Floor  
Placerville, CA 95667

**In Person:**  
City of Placerville  
3101 Center Street, 4<sup>th</sup> Floor  
Placerville, CA 95667

For questions, please contact the City Clerk/Title VI Coordinator, at (530) 642-5200. TDD users with questions or comments, please call the California Relay Service TDD Access Number (800) 735-2922.

If you need translation services for languages other than English, please call 866-874-3972 for assistance.

**Spanish:** Si necesita servicios de traducción para otro lenguaje, aparte de Ingles, Por favor llamar al 866-874-3972 para asistencia.



## Appendix B

### Title VI Complaint Form

(Available on the City's website in English and Spanish with further translation upon request)

## City of Placerville Title VI Complaint Form

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Title VI of the 1964 Civil Rights Act requires that "No person in the united States 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."

If you believe you have received discriminatory treatment by the City of Placerville under Title VI of the Civil Rights Act, you have the right to file a complaint with the City. The complaint must be filed within 180 calendar days of the alleged discriminatory incident.

The following information is necessary to assist us in processing your complaint.

Please complete and return this form by mail or in person to: Title VI Coordinator, City of Placerville  
3101 Center Street, Placerville, CA 95667

If you need assistance in completing the form, please let us know.

1. Complainant's Name: \_\_\_\_\_

2. Mailing Address: \_\_\_\_\_

3. City/State/Zip Code: \_\_\_\_\_

4. Telephone: \_\_\_\_\_

5. Person discriminated against (if other than complainant):

Name: \_\_\_\_\_

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



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10. 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 each box that applies:

Federal Agency \_\_\_\_\_ Federal Court \_\_\_\_\_ State Agency \_\_\_\_\_

State Court \_\_\_\_\_ Local Agency \_\_\_\_\_

11. Please provide a contact name at the agency/court where the complaint was filed:

Name: \_\_\_\_\_

Agency: \_\_\_\_\_

Please sign below:

Complainant's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**You may attach any written material or other information relevant to the complaint**



**Formulario de denuncias del Título VI  
Ciudad de Placerville**

La Ciudad de Placerville se compromete a garantizar que no se excluya a ninguna persona para que participe en ni se le nieguen beneficios de sus servicios en función de raza, color o nacionalidad, según lo dispone el Título VI de la Ley de Derechos Civiles de 1964, según sus modificaciones. Las denuncias en virtud del Título VI deben presentarse dentro de un plazo de 180 días del supuesto hecho de discriminación.

La siguiente información es necesaria para que nos ayude a procesar su denuncia. Si usted necesita algún tipo de asistencia para completar este formulario, contacte a la Coordinadora del Título VI.

El formulario completo debe entregarse a:

Title VI Coordinator (Coordinadora del Título VI)

Regina O'Connell, City Clerk

3101 Center Street

Placerville, CA 95667

(530) 642-5200

[roconnell@cityofplacerville.org](mailto:roconnell@cityofplacerville.org)

Nombre:	Teléfono:
Domicilio:	Teléfono alternativo:
	Ciudad, Estado y Código postal:
Persona(s) víctima(s) de discriminación (si no es la que presenta la denuncia): Nombre(s):	
Domicilio, Ciudad, Estado y Código postal:	

¿Cuáles de las siguientes opciones describe mejor el motivo por el cual se produjo la supuesta discriminación? (Encierre una opción en un círculo)

- Raza
- Color
- Nacionalidad (dominio del idioma inglés limitado)
- Otro \_\_\_\_\_

Fecha del incidente: \_\_\_\_\_

Por favor describir el supuesto incidente de discriminación. Informe nombres y cargos de todos los empleados participantes de la Ciudad de Placerville (o sus contratistas de MV Transportation, Inc.), si tiene esos datos. Explique lo que sucedió y quién considera que fue el responsable.

**Formulario de denuncias del Título VI  
Ciudad de Placerville  
Servicios de transporte de pasajeros**

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Adjunte más hojas si es necesario.

¿Ha presentado una denuncia ante otra/s agencia/s federales, estatales o locales con respecto a este incidente? (Encierre una opción en un círculo)

Sí / No

En caso de que así sea, detalle a continuación la agencia/s y la información de contacto:

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Agencia

Nombre del contacto

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Domicilio, Ciudad, Estado y Código postal

Teléfono

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Organismo

Nombre del contacto

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Domicilio, Ciudad, Estado y Código postal

Teléfono

La Ciudad hará todo lo posible para revisar su denuncia dentro de un plazo razonable. La Coordinadora del Título VI lo contactará en un plazo de diez (10) días. Si sus inquietudes corresponden a una agencia que no sea la Ciudad de Citrus Heights, enviaremos este formulario a la agencia responsable.

La Ciudad de Placerville conservará todas las denuncias y respuestas escritas durante un periodo de hasta tres años.

Si la respuesta de la Coordinadora del Título VI o la persona que esté designada no resuelve satisfactoriamente la denuncia, el denunciante podrá apelar el fallo dentro de un plazo de sesenta (60) días calendario después de recibir la respuesta ante el Administrador de la Ciudad o la persona que esté designada.

Afirmo que he leído los cargos anteriores y que los mismos son ciertos a mi leal saber y entender.

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Firma del denunciante Fecha

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Nombre del denunciante en imprenta o a máquina

Improving Access to City Services for Persons with Limited English Proficiency

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## Introduction

This *Limited English Proficiency Plan* has been prepared to address the City of Placerville responsibilities as a recipient of federal financial assistance as they 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, 42 U.S.C. 2000d, et se, 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, titled 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. It directs each federal 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 the City of Placerville, which receives federal assistance through the U.S. Department of Transportation (U.S. DOT).

## Plan Summary

The City of Placerville has developed this Limited English Proficiency Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to access services provided by the City of Placerville. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English.

This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

The City of Placerville does not provide transit services. Transit services are provided by the El Dorado Transit Authority which has its own Title VI Program. A PDF version can be obtained on their website at the following link: <http://eldoradotransit.com/wp-content/uploads/2015/06/El-Dorado-Transit-Title-VI-2017-02-02.pdf>

Basic information is provided on how to obtain telephone information is posted by EDCTA in English, Spanish, Russian, Chinese, Vietnamese and Hmong on kiosk signs at transit stations: For Route, schedule and fare information, call 530-642-5383 or visit [www.EDCTA.com](http://www.EDCTA.com). This signage will also be posted in English and Spanish at City Hall.

## **Limited English Proficiency (LEP) Plan Outline**

There are five areas that comprise the City of Placerville's LEP Plan

1. Identifying LEP individuals who need language assistance
2. Language assistance measures
3. Training Staff
4. Providing Notice to LEP person
5. Monitoring and updating the LEP Plan

### **1. Identifying LEP individuals who need language assistance**

How the City of Placerville may identify an LEP person who needs language assistance

- EDCTA's website and the City's website each identify a phone number that LEP individuals can call to contact administrative staff members for translation assistance. This phone number and phrase are translated into Spanish and Russian on the EDCTA website. Administrative staff at the City or at EDCTA (transit service provider) office can then directly contact the language assistance translation service for assistance with the LEP individual.

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

There are numerous language assistance measures available to LEP persons, including both oral and written language services. There are also various ways in which the City of Placerville staff responds to LEP persons, whether in person, by telephone or in writing.

How the City will assist an LEP person who needs language assistance:

- When an interpreter is needed, in person or on the telephone, staff will utilize the translation services currently provided by Language Line Solutions.
- The City of Placerville staff and EDCTA (transit service provider) will continue to network with local human service organizations that provide services to LEP individuals and seek opportunities to provide information on City transit programs, and services.
- The City will strive to make bilingual assistance available at public meetings, workshops.
- The City's Title VI Policy, Title VI Complaint Form (Appendix A), and LEP Plan will be posted on the City's website, [www.cityofplacerville.org](http://www.cityofplacerville.org).
- The City will target LEP outreach to neighborhood areas where specific language concentrations exist, such as demonstrated by the census tract mapping tool: <https://statisticalatlas.com/place/California/Placerville/Languages>
- The City will provide web-based translation service link/s on its website.

### **3. Staff training**



How the City will train staff on its role and responsibilities in providing meaningful access to services for LEP persons:

- Administrative staff will develop or utilize existing materials to ensure City and contractor staff are educated in the Title VI LEP requirements for providing meaningful access to services for LEP persons when needed.
- Staff will ensure City contracted transit service providers have education programs in place for their staff.
- All administrative and contract staff will be provided with information regarding the language assistance services offered by the City of Placerville through LanguageLine Solutions.
- Staff will be provided with specific procedures to be followed when encountering an LEP person, including how to handle a potential Title VI LEP complaint.

#### **4. Providing notice to LEP persons**

How the City of Placerville will provide Notice to LEP Persons, both oral and written communications:

- General information, such as customer service line at EDCTA and at City offices, limited English-speaking callers are assisted via Language Line Solutions service.
- Vital documents (defined as those documents without which a person would be unable to access services) will be professionally translated on an as-needed basis, provided that an LEP individual contact the City customer service line and request translation assistance.
  - Basic information is provided on how to obtain telephone information is posted in English and Spanish at City Hall.
  - The City utilizes international symbols as the preferred minimum signage wherever allowed by the Manual of Uniform Traffic Control Devices (MUTCD) throughout the City's transportation network.
  - Information is provided about the City's non-discrimination policies and information on the local/federal complaint process and place on the City website.

#### **5. Monitoring and updating the LEP Plan**

This plan is designed to be flexible and should be subject to review and updating as demographics change over time within the City. As such, it is important to consider whether new documents and services need to be made accessible for LEP persons, and also to monitor changes in demographics and types of services. The City of Placerville will update the LEP as required by U.S. DOT. At a minimum, the plan will be reviewed and updated when new data becomes available, or when it is clear that higher concentrations of LEP individuals are present in the City.

How the City will examine and update the LEP Plan:

- Record and report on the number of LEP persons encountered annually directly through the City as well as receive reports from the contracted transit service provider (EDCTA);
- Determine how the needs of LEP persons have been addressed;
- Determine the current LEP population in the service area and whether the need for translation services has changed;
- Determine whether local language assistance programs have been effective and sufficient to meet the need;
- Determine whether the City's financial resources are sufficient to fund language assistance resources needed;
- Determine whether the City and its contractors have fully complied with the goals of this LEP Plan;
- Determine whether complaints have been received concerning the agency's failure to meet the needs of LEP individuals; and
- Obtain input from transit customers via surveys.

#### **Dissemination of the City of Placerville LEP Plan**

How the City's LEP Plan will be disseminated to customers and the community:

A link to the LEP Plan and the Title VI Plan will be included on the City's website [www.cityofplacerville.org](http://www.cityofplacerville.org).

A link to the El Dorado Transit Authority's website <http://eldoradotransit.com/policies-2/>

The City's LEP Plan will also be shared with human service organizations in its service area. Any person or agency with internet access will be able to access and download the plan from the City's website. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail, e-mail, or in person, and shall be provided copy of the plan at no cost.

LEP individuals may request copies of the plan in translation which the City will provide, if feasible. Questions or comments regarding the LEP Plan may be submitted to the City of Placerville as follows:

City Clerk  
City of Placerville  
3101 Center Street  
Placerville, CA 95667  
Phone: (530) 642-5200  
Fax: (530) 642-5562  
[roconnell@cityofplacerville.org](mailto:roconnell@cityofplacerville.org)