

# *The Dalles Dam*

## *Electric Shuttle Tours*

City of The Dalles  
Title VI Program  
May 1, 2011

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## Purpose

This program reflects the City of The Dalles' commitment to ensuring that no person shall, on the ground of race, color, national origin, religion, age, marital status, sexual orientation, or disability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under The Dalles Dam Electric Shuttle Tours, a program co-administered by the City and the US Army Corps of Engineers.

## Signed Policy Statement

A policy statement signed by the City Manager assuring the City's compliance with Title VI of the Civil Rights Act of 1964 can be found as **Attachment A**.

## Title VI Complaint Procedures

The City of The Dalles has a standard process for investigating all complaints. Members of the public may file a signed, written complaint up to one hundred and eighty (180) days from the date of alleged discrimination. Full procedures for filing a complaint, the City's procedures for investigating complaints, and the City's standard complaint form (in both English and Spanish) can be found as **Attachment B**. At a minimum, the complaint should include the following information:

- Name, mailing address, and how to contact complainant (i.e., telephone number, email address, etc.)
- How, when, where and why complainant alleges s/he was discriminated against. Include the location, names and contact information of any witnesses.
- Other significant information.

The complaint may be filed in writing at the following address:

City of The Dalles  
City Attorney  
313 Court Street  
The Dalles, OR 97058  
By Phone: 541-296-5481, extension 1123

## Record of Title VI investigations, complaints, or lawsuits

Over the reporting period, the City of The Dalles had no Title VI complaints, investigations or lawsuits filed against it.

## City of The Dalles LEP Outreach Plan

A full copy of the City's outreach plan for individuals with limited English proficiency can be found in **Attachment C**. Key elements of the plan include:

- Public City Council meeting to disseminate information and invite comment on The Dalles Dam Electric Shuttle Tour project (the project has been discussed at previous meetings, but future meetings will provide final details for the project and its LEP service components).
- Tour schedules and brochures on site available in both English and Spanish.
- Tour information available in Spanish on the City's website.
- Hiring preferences for bilingual English/Spanish tour guides

## City of The Dalles Public Participation Plan

The full copy of the City of The Dalles' Public Participation Plan can be found in **Attachment D**. The goal of the plan is to solicit meaningful full public involvement in The Dalles Dam's Electric Shuttle Tours, especially from traditionally underserved populations. Several points of the plan include, but are not limited to:

- Hold public hearings with decision makers present at City Council meetings
- Post project related documents on the City of The Dalles' website
- Submit press releases to local media and community newsletters with project update information
- Accept project comments, criticisms and suggestions and make them available to project staff and elected decision makers
- Identify community organizations which cater to underserved populations and utilize them as an avenue for two-way communication with their clients
- Continually update our Public Participation initiatives as more effective communication methods are identified

## Notification of Title VI obligations

The City of The Dalles will publicize its Title VI program by posting its commitment to providing services without regard to race, color or national origin in City Hall, on the City website, and in the tour shuttles. These postings will also include the following statements:

- The City of The Dalles does not discriminate in the operation of its programs on the basis of race, color or national origin.
- Please contact the City Attorney's office with any questions or comments about the City's non-discrimination policies, to get additional information, or to file a complaint.

City of The Dalles  
City Attorney  
313 Court Street  
The Dalles, OR 97058  
By Phone: 541-296-5481, extension 1123

**Attachment A**

**CITY OF THE DALLES  
TITLE VI  
NON-DISCRIMINATION  
POLICY STATEMENT**

May 1, 2011

Title VI of the Civil Rights Act of 1964 states:

“No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

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

Nolan Young  
*City Manager*

## Attachment B

# Discrimination Complaint Procedure

1. Any person who believes that he or she, individually, as a member of any specific class, or in connection with any disadvantaged business enterprise, has been subjected to discrimination prohibited by Title VI of the Civil Rights Act of 1964, the American with Disabilities Act of 1990, Section 504 of the Vocational Rehabilitation Act of 1973 and the Civil Rights Restoration Act of 1987, as amended, may file a complaint with the City of The Dalles. A complaint may also be filed by a representative on behalf of such a person. All complaints will be referred to the City Attorney for review and action.
2. In order to have the complaint considered under this procedure, the complainant must file the complaint no later than 180 days after:
  - a) The date of alleged act of discrimination; or
  - b) Where there has been a continuing course of conduct, the date on which that conduct was discontinued.

In either case, the City of The Dalles may extend the time for filing or waive the time limit in the interest of justice, as long the City specifies in writing the reason for so doing.

3. Complaints shall be in writing and shall be signed by the complainant and/or the complainant's representative. Complaints shall set forth as fully as possible the facts and circumstances surrounding the alleged discrimination. In the event that a person makes a verbal complaint of discrimination to an officer or employee of the City, the person shall be interviewed by the City Attorney. If necessary, the City Attorney will assist the person in reducing the complaint to writing and submit the written version of the complaint to the person for signature. The complaint shall then be handled according to the City's investigative procedures.
4. Within 10 days, the City Attorney will acknowledge receipt of the allegation, inform the complainant of action taken or proposed action to process the allegation, and advise the complainant of other avenues of redress available, such as ODOT and USDOT.
5. The recipient will advise ODOT and/or USDOT within 10 days of receipt of the allegations. Generally, the following information will be included in every notification to ODOT and/or USDOT:
  - a) Name, address, and phone number of the complainant.
  - b) Name(s) and address(es) of alleged discriminating official(s).
  - c) Basis of complaint (i.e., race, color, national origin or sex)
  - d) Date of alleged discriminatory act(s).
  - e) Date of complaint received by the recipient.
  - f) A statement of the complaint.
  - g) Other agencies (state, local or Federal) where the complaint has been filed.
  - h) An explanation of the actions the City of The Dalles has taken or proposed to resolve the issue in the complaint.

6. Within 60 days, the City Attorney will conduct an investigation of the allegation and based on the information obtained, will render a recommendation for action in a report of findings to the City Manager. The complaint should be resolved by informal means whenever possible. Such informal attempts and their results will be summarized in the report of findings.
7. Within 90 days of receipt of the complaint, the City Manager will notify the complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the complainant of his/her appeal rights with ODOT, or USDOT if they are dissatisfied with the final decision rendered by the City. The City Attorney will also provide ODOT and/or USDOT with a copy of this decision and summary of findings upon completion of the investigation.
8. Contact for the region's Title VI staff:
  - Federal Transit Administration
  - Monica McCallum
  - Civil Rights Officer
  - Jackson Federal Building
  - 915 Second Avenue, Suite 3142
  - Seattle, WA 98174



**CITY of THE DALLES**  
313 COURT STREET  
THE DALLES, OREGON 97058  
(541) 296-5481

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## Title VI Complaint Form—English

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Home Phone # \_\_\_\_\_

Work Phone # \_\_\_\_\_

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In what way were you discriminated against? Please mark:

\_\_\_\_\_ Race

\_\_\_\_\_ National Origin

\_\_\_\_\_ Color

\_\_\_\_\_ Other

Date of Alleged Incident \_\_\_\_\_

Please 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.

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Have you filed this complaint with any other federal, state, or local agency or with any federal or state court?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

\*\* please turn page over \*\*

If yes, please mark all that apply

- Federal agency
- Federal court
- State agency
- State court
- Local agency

Please provide information about a contact person at the agency/court where the complaint was filed.

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Phone # \_\_\_\_\_



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

Signature \_\_\_\_\_ Date \_\_\_\_\_

**Please return this form to:**

City of The Dalles  
City Attorney  
313 Court Street  
The Dalles, OR 97058



**CITY of THE DALLES**  
313 COURT STREET  
THE DALLES, OREGON 97058  
(541) 296-5481

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## Titulo VI Forma de Queja

Nombre \_\_\_\_\_

Domicilio \_\_\_\_\_

Ciudad \_\_\_\_\_ Estado \_\_\_\_\_ Código Postal \_\_\_\_\_

Numero de Teléfono de Casa # \_\_\_\_\_

Numero de Teléfono del Trabajo # \_\_\_\_\_

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En qué forma fue usted discriminado? Por favor marque:

- \_\_\_\_\_ Raza
- \_\_\_\_\_ Origen Nacional
- \_\_\_\_\_ Color
- \_\_\_\_\_ Otro

Fecha del presunto incidente \_\_\_\_\_

Por favor explique claramente que fue lo que ocurrió y como fue usted discriminado/a. Indique quien fue involucrado. Asegúrese de incluir los nombres y la información de contacto de cualquier testigo.

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A usted puesto una queja con cualquier otra agencia ya sea federal, estatal o local o en una corte federal o estatal?

- \_\_\_\_\_ Si
- \_\_\_\_\_ No

Si es que si, favor de checar los que apliquen

- \_\_\_\_\_ Agencia Federal
- \_\_\_\_\_ Tribunal Federal
- \_\_\_\_\_ Agencia Estatal
- \_\_\_\_\_ Tribunal Estatal
- \_\_\_\_\_ Agencia local

Favor de proveer la información de contacto de la persona en la agencia/tribunal en donde fue archivada la queja.

Nombre \_\_\_\_\_

Domicilio \_\_\_\_\_

Ciudad \_\_\_\_\_ Estado \_\_\_\_\_ Código Postal \_\_\_\_\_

# De Teléfono \_\_\_\_\_



Favor de firmar abajo. Usted puede adjuntar materiales escritas o cualquier otra información que crea usted revelen te a su queja.

Firma \_\_\_\_\_ Fecha \_\_\_\_\_

**Favor de regresar esta forma a:**

City of The Dalles  
City Attorney  
313 Court Street  
The Dalles, OR 97058

## Attachment C

### **CITY OF THE DALLES LIMITED ENGLISH PROFICIENT (LEP) PLAN May 1, 2011**

The City of The Dalles is required to take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of our programs and activities of individuals who are Limited English Proficient (LEP). The City consulted the USDOT's LEP Guidance and performed a four factor analysis of our contact with the public to determine the appropriate mix of LEP services to offer.

Four Factor Analysis:

#### **1) The nature and importance of service provided by the City of The Dalles**

In the coming months, the City—in partnership with the US Army Corps—will initiate a recreational and cultural experience known as The Dalles Dam Electric Shuttle Tours. This will be the City's only provision of public transit services. The Tour experience is a celebration of local history and quality of life that the City would like to make available to the community and its visitors. By providing LEP persons with resources to access this experience, the City will reach a wider audience. However, this experience is not essential to the City's functioning or to the just treatment of its citizens (such as the Municipal Court and Police services outlined below). For this reason, the extent and cost of accommodations for LEP persons should be proportionate.

#### **2) The number or proportion of LEP persons in the service area.**

Data was gathered from the following sources to identify information on persons who speak languages other than English at home and who speak English "not well" or "not at all," which classifies them as Limited English Proficient (LEP):

- a. 2000 Census Data
- b. American Community Survey and Fact Finder Surveys
- c. City departments that serve/interact with LEP persons
- d. Local community college ESOL program

A review of the data on LEP persons in The Dalles revealed that the highest percentage of people that spoke a language other than English at home were Spanish speakers. The Spanish-speaking population was 15.5% of the total population (please see U.S. Census Bureau Data at the end of this appendix). The percentage of LEP individuals (spoke English "not well" or "not at all") was 3% of the total population and 31% of the Spanish-speaking population.

#### **3) The frequency with which LEP individuals come into contact with the service.**

In its daily operations, the City's has three departments that most commonly interact with and serve persons with limited English proficiency:

1. The Municipal Court: When the Court interacts with LEP persons, primarily Spanish-speaking persons, it provides translation services through either local professional translators (2 providers) or telephone translation service companies (2-4 providers). These providers all bill the City on a time-used basis, which can be

costly. However, this service is vital to ensuring citizens just access and treatment in the Court, validating the cost.

2. The Police Department: This department's interaction with LEP persons is also primarily with Spanish speakers. The department has a Spanish-speaking administrative staff person, who helps facilitate these communications. Telephone translation services are also available. Like the Court, the Police provide an essential service and therefore accommodations for LEP persons are imperative in order to serve the public.
3. The Library (a joint City-County facility): The Library provides many services to the community in general as well as to LEP persons in particular. Frequency of visits by LEP persons is about 2-3 times per week on average and most are Spanish speakers. The Library has a staff person, with limited Spanish abilities, who assists these persons with Library-related inquiries. Additionally, the Library circulates about 2,000 English as a Second Language print materials each year.

Information was also gathered from the local community college in The Dalles. Columbia Gorge Community College has an on-site ESOL (English for Speakers of Other Languages) Program. Each year, they enroll approximately 75-100 students, the vast majority of whom are native Spanish speakers.

#### **4) The resources available to the recipient of the federal funds to assure meaningful access to the service by LEP persons**

The City's existing resources to service LEP persons are limited to those functions (Municipal Court and Police in particular) that are necessary to ensure just treatment of its citizens, including those whose native language is not English. For the purposes of The Dalles Dam Electric Shuttle Tours project, the City anticipates less need for LEP services and plans to adjust LEP service delivery accordingly. As outlined below, accommodations for LEP persons will include public information, translated materials, and a hiring preference for tour operators with some level of Spanish speaking abilities.

#### **Implementation Plan:**






Based on the four factor analysis, the City recognizes the need to accommodate LEP persons that seek to access The Dalles Dam Electric Shuttle Tours. The following accommodations are planned for both the "pre-implementation" stage and "operating" stage of the project:

- Public City Council meeting to disseminate information and invite comment on The Dalles Dam Electric Shuttle Tour project (the project has been discussed at previous meetings, but this meeting will provide final details for the project and its LEP service components).
- Tour schedules and brochures on site available in both English and Spanish.
- Tour information available in Spanish on the City's website.
- Encouragement to hire bilingual English/Spanish tour guides





Every three years, the City of The Dalles will conduct informal research (internally and with other community organizations that serve LEP persons) to determine the continued appropriateness of LEP services provided by The Dalles Dam Electric Shuttle Tours. The City will use the Four Factor Analysis as a guide for this research in order to assure financial feasibility and non-discriminatory service to LEP persons.

TM-P028. Percent of Persons 5 Years and Over Who Speak a Language Other Than English at Home: 2000  
 Universe: Population 5 years and over  
 Data Set: Census 2000 Summary File 3 (SF 3) - Sample Data  
 City of The Dalles city, Oregon by Census Tract

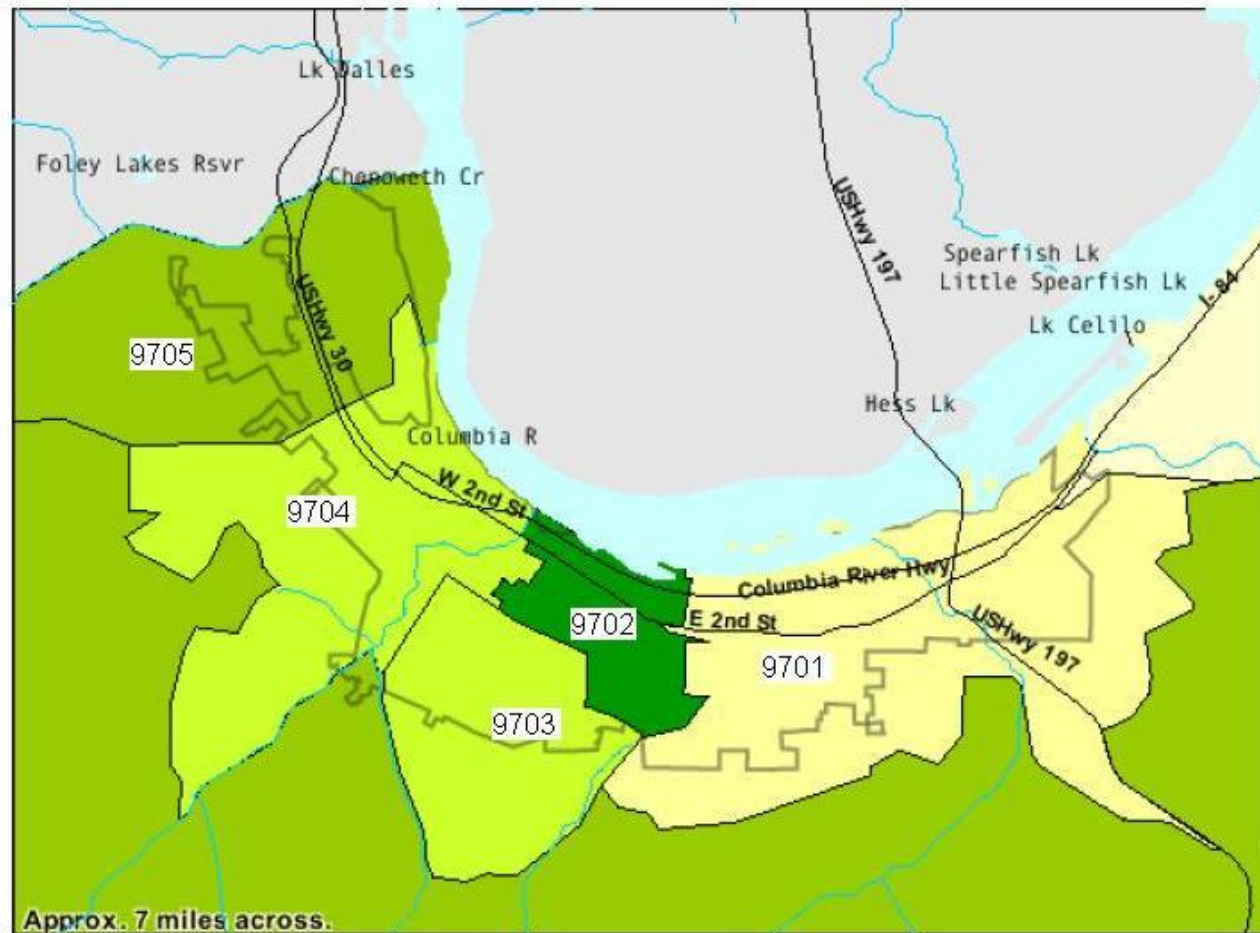
**Data Classes**

Percent	
	7.8 - 7.8
	9.4 - 9.4
	10.3 - 11.0
	11.8 - 12.7
	14.2 - 14.2

**Features**

-  Major Road
-  Street
-  Stream/Waterbody
-  Stream/Waterbody

NOTE: Data based on a sample except in P3, P4, H3, and H4. For information on confidentiality protection, sampling error, nonsampling error, definitions, and count corrections see <http://factfinder.census.gov/home/en/data/notes/expsf3.htm>.



Source: U.S. Census Bureau, Census 2000 Summary File 3, Matrix P19.

**ENGLISH SPEAKING ABILITY (2000)**

Tract 9701 Tract 9702 Tract 9703 Tract 9704 Tract 9705

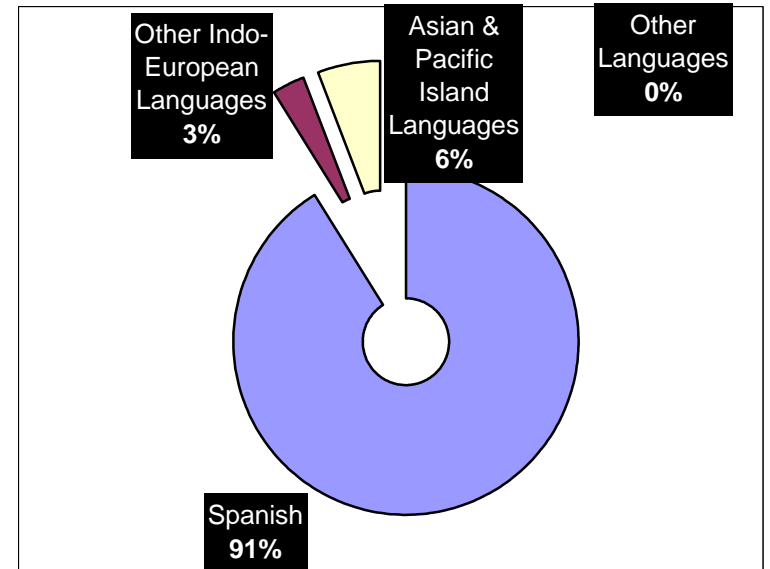
Population Totals: 3,407 2,645 2,561 2,433 2,968

Speak only English	3,086	2,269	2,298	2,165	2,617
<b>Speak Spanish:</b>					
Speak English "very well"	131	120	124	82	119
Speak English "well"	48	115	98	21	68
Speak English "not well"	53	111	23	42	112
Speak English "not at all"	30	0	0	15	36
<b>Speak other Indo-European languages:</b>					
Speak English "very well"	35	25	18	41	7
Speak English "well"	6	0	0	0	0
Speak English "not well"	9	5	0	0	0
Speak English "not at all"	0	0	0	0	0
<b>Speak Asian and Pacific Island languages:</b>					
Speak English "very well"	5	0	0	8	0
Speak English "well"	0	0	0	16	0
Speak English "not well"	0	0	0	27	0
Speak English "not at all"	0	0	0	0	0
<b>Speak other languages:</b>					
Speak English "very well"	0	0	0	16	9
Speak English "well"	4	0	0	0	0
Speak English "not well"	0	0	0	0	0
Speak English "not at all"	0	0	0	0	0

**LANGUAGE SPOKEN IN HOME FOR CENSUS TRACTS 9701-9705 (2000)**

LANGUAGE	Number	Percent
English Only	12,435	88.7%
Language Other Than English	1,579	29.1%
Spanish/Spanish Creole	1,348	15.5%
French	21	32.3%
German	79	0.6%
Portuguese, Scandinavian, Greek, Slavic, Indic, Chinese, Mon-Khmer/Cambodian, Vietnamese, Tagalog, Pacific Island, Native North American, and Other Languages	129	1.0%

**LANGUAGE SPOKEN BY LIMITED ENGLISH PROFICIENCY\*\* INDIVIDUALS IN THE DALLES CENSUS TRACTS**



\*\*LEP = speak english "not well" or "not at all"

## Attachment D

### **CITY OF THE DALLES PUBLIC PARTICIPATION PLAN June 1, 2011**

#### Purpose

The purpose of this Public Participation Plan (PPP) is to encourage participation of all citizens in The Dalles Dam Electric Shuttle Tours. Particular emphasis is placed on participation by minority and limited English proficiency individuals. Since traditional means of soliciting public involvement may not reach such individuals or allow for meaningful avenues of input, the intent of this effort is to take reasonable actions throughout the project to provide participation opportunities for historically under-served populations.

The City of The Dalles is committed to providing opportunities for all area citizens to comment on the use of federal grant funding for The Dalles Dam Electric Shuttle Tours project. An announcement of this plan's existence will be made during regular meetings of the City Council when the project is discussed. A copy of the plan will be available for the public through the City Manager's office.

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

**Goal:** the goal of the PPP is to offer real opportunities for the engagement of all citizens of The Dalles regarding The Dalles Dam Electric Shuttle Tours project.

#### **Objectives**

- Determine what non-English languages and other cultural barriers exist to public participation
- Provide a general notification of meetings and forums for public input that pertain to the project, in a manner that is understandable to all populations in the area
- Hold meetings in City Hall, an accessible and reasonably welcoming venue to all area residents
- Provide receptiveness and the opportunity for two-way information flow to populations which are not likely to attend meetings
- Allow for appropriate and timely changes to the PPP when necessary

#### Engaging Stakeholders

An analysis of limited English proficiency populations in The Dalles is included in the City's Limited English Proficiency Plan (see Attachment C). Given this data, the primary stakeholders of concern for this PPP are citizens of Hispanic origin and/or those who speak Spanish as a primary or secondary language.

As noted in the LEP Plan, less than one-third of The Dalles's Spanish-speaking citizens qualify as limited English proficient. Some techniques that can be used to engage this population are: notices of meetings regarding the project published in Spanish by the local newspaper.

Minority populations make up a fairly small percentage of the population in The Dalles urbanized area (See Census table below). Hispanics make up the largest minority, with nearly

10.5 percent of the total population of the urbanized area. The next largest racial minority group is American Indian and Alaskan Natives at 1.2%. Asian and Black or African American persons account for 1 and 0.4 percent, respectively.

<b>HISPANIC OR LATINO AND RACE</b>		
<b>Total population.....</b>	<b>12,156</b>	<b>100.0</b>
Hispanic or Latino (of any race).....	1,276	10.5
Mexican.....	1,081	8.9
Puerto Rican.....	8	0.1
Cuban.....	8	0.1
Other Hispanic or Latino.....	179	1.5
Not Hispanic or Latino.....	10,880	89.5
White alone.....	10,271	84.5

Source: US Census 2000

Families below the poverty level are 9 percent of the local population, using 1999 data from the 2000 US census. 12.4 percent of individuals in the community are below the poverty line. In 1999, 34.3 percent of households in The Dalles had annual income below \$25,000. While low-income individuals may have access to all of the traditional means of public involvement, they may be less likely to become involved or offer input. The City of The Dalles is will work to ensure that low-income individuals in our community receive the same opportunity to participate in The Dalles Dam Electric Shuttle Tours project as the general public.

Subject	Number below poverty level	Percent below poverty level
<b>POVERTY STATUS IN 1999</b>		
<b>Families.....</b>	<b>292</b>	<b>9.0</b>
With related children under 18 years.....	220	13.6
With related children under 5 years.....	115	17.3
<b>Families with female householder, no husband present.....</b>	<b>150</b>	<b>31.4</b>
With related children under 18 years.....	108	34.8
With related children under 5 years.....	52	38.0
<b>Individuals.....</b>	<b>1,473</b>	<b>12.4</b>
18 years and over.....	974	10.9
65 years and over.....	179	8.6
Related children under 18 years.....	488	16.6
Related children 5 to 17 years.....	349	16.1
Unrelated individuals 15 years and over.....	462	20.2

Source: US Census 2000

Engaging minority, low-income and low-English proficiency populations can be challenging. Language and cultural differences may not be compatible with the more traditional means of engaging with the public. Apart from the efforts detailed in LEP plan (Attachment C), The City of The Dalles will make reasonable efforts to engage minority populations using techniques, such as including public notices in appropriate non-English languages that will provide a contact where the

individual can be informed of the process/project, and will have the opportunity to give input. Advocacy groups can be a good resource for contacts and dissemination of information to minority and low-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. The Mid-Columbia Community Action Council has been identified as a potential partner in disseminating project information to low-income and Hispanic populations and soliciting feedback. Contacts with local translators should also be maintained, and used as requested and needed. The City of The Dalles employs a bilingual staff person and has subscribed to a telephone based translation service in order to better serve the LEP population.

This document is to serve as the PPP for The City of The Dalles. Availability of the policy for review will be advertised in a manner reasonably expected to reach the general public, as well as minority populations, low-income persons, and other traditionally under-served populations. This could occur through contacts mentioned earlier in this document, notification of contacts available in English and Spanish, In addition to traditional public notices in local newspapers.

People can also obtain information about the process from, or submit input to, the City of The Dalles.

The City of The Dalles  
313 Court Street  
The Dalles, OR 97058  
Phone: (541) 296-5481  
Contact: Will Norris, Administrative Intern at [wnorris@ci.the-dalles.or.us](mailto:wnorris@ci.the-dalles.or.us)

Other stages of the planning process, such as reviewing draft documents and mapping, are more conducive to other techniques. Documents will be available for review as available at The City of The Dalles City Hall, located at 313 Court Street. Documents will also be posted to the City of The Dalles website at: [www.ci.the-dalles.or.us](http://www.ci.the-dalles.or.us). If materials are requested in Spanish, large type, Braille and/or another format, staff will make a reasonable attempt to accommodate those needs. Other techniques could also be determined to be useful at any particular stage of the process, and new and different techniques will be utilized as deemed appropriate.

#### Outreach Efforts

In addition to the outreach efforts identified earlier in this policy, staff will use the following techniques to increase public participation, as deemed appropriate by staff of the City of The Dalles:

- Provide opportunities for public comment during City Council meetings in which The Dalles Dam Electric Shuttle Tours is discussed.
- Post project related documents, including this plan, on the City of Dalles' website.
- Submit press releases to local media and community newsletters.
- Have informal conversations with individuals and small groups.
- Use various illustrative visualization techniques to convey the information including but not limited to charts, graphs, photos, maps and the internet.

Other techniques will be examined to determine the best methods of involving all segments of the service area population in the planning process.

**Availability of Planning Documents:** Hard copies of documents, upon completion, will be available at the City of The Dalles City Hall, located at 313 Court Street, The Dalles OR 97058. Electronic versions of the documents will be available on the City of The Dalles website at: [www.ci.the-dalles.or.us](http://www.ci.the-dalles.or.us)

**Methods of Addressing Comments:** The primary avenue for comments will be through public comment periods at City Council meetings. The comments will be documented in the meeting minutes. Decision makers will be able to provide comment, feed back or ask further questions at these meetings. Comments received through U.S. mail, phone, fax or email will be presented to decision makers and responded to by the appropriate staff members.

**Information Requests and Comments:** Information can be requested from staff in person and/or by phone, fax, e-mail, and U.S. mail.