



# City of Fairfax Title VI Public Engagement Plan

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**November 2023**



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## City of Fairfax | Title VI Public Engagement Plan

### Purpose of This Plan

The City of Fairfax is an independent city in the Commonwealth of Virginia with a population of 24,146 (U.S. Census, 2020). As an independent city, Fairfax City occupies approximately 6.3 miles within Fairfax County and is a central location in the northern Virginia region, as well as a suburb of the Washington, D.C. metropolitan area. Northern Virginia is a diverse area regarding race, color and national origin. The city is committed to ensuring inclusivity and equity while ensuring compliance with federal non-discrimination laws and authorities for those who live, work, and visit the city.

In accordance with Title VI of the Civil Rights Act of 1964, as amended, and its related authorities, the city is required to have a formal Public Engagement Plan (PEP) that provides transparency into the process and ensures practices for public engagement that do not discriminate on the grounds of race, color, or national origin and to ensure the meaningful engagement of minorities, Limited English Proficient (LEP) populations, persons with disabilities, low-income households, etc. or put an undue burden on historically marginalized communities<sup>1</sup> from being able to participate in programs, activities, and services provided by the city.

Robust public engagement is essential for ensuring representative participation in the city's transportation and programming efforts, initiatives, and decision-making processes. The PEP serves as a living document meant to let the public know their rights to engage in and how they can meaningfully participate, as well as the services available to engage in city programs, services, and activities.

The PEP is also intended to help those within the city to work together to understand, develop, and execute project-specific Public Engagement Plans that put the city's Title VI commitments into practice when engaging the public. It is reviewed annually and updated as needed.

### Our Commitment

The City of Fairfax is guided by Title VI and its related authorities, and we strive not only to meet these mandates, but also serve city residents in a manner that is transparent, equitable, and inclusive. The city is committed to making Title VI part of our processes, integrating throughout our programs and services, and serving as a guide for our public participation efforts. The city's Title VI Program, which includes this PEP, establishes a framework for our efforts to ensure compliance with Title VI and related authorities regarding non-discrimination.

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<sup>1</sup> For this document, we are using the definitions from EO13985. "The term 'equity' means the consistent and systematic fair, just, and impartial treatment of all individuals, including individuals who belong to underserved communities that have been denied such treatment, such as Black, Latino, and Indigenous and Native American persons, Asian Americans and Pacific Islanders and other persons of color; members of religious minorities; lesbian, gay, bisexual, transgender, and queer (LGBTQ+) persons; persons with disabilities; persons who live in rural areas; and persons otherwise adversely affected by persistent poverty or inequality."



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### Notice to the Public

The City of Fairfax Title VI/Nondiscrimination Notice to the Public is provided in English and Spanish. It is posted in the City of Fairfax City Hall located at 10455 Armstrong Street, Fairfax, VA 22030. It can also be found on the City of Fairfax website at: <https://www.fairfaxva.gov/government/city-manager/title-vi>.

The City of Fairfax fully complies with Title VI of the Civil Rights Act of 1964 and related statutes, executive orders, and regulations in all programs and activities and assigns these responsibilities for compliance to the City of Fairfax, as appropriate. The City of Fairfax operates without regard to race, color, national origin (including persons with Limited English Proficiency), income, gender identity, sexual orientation, age, and disability. Any person who believes themselves or any specific class of persons, to be subjected to discrimination prohibited by Title VI may by themselves or by representative file a written complaint with the City of Fairfax designated Title VI Coordinator. A complaint must be filed no later than 180 days after the date of the alleged discrimination or 180 days from the last date on which the alleged event occurred.

**Accessibility:** The City of Fairfax meetings are conducted in accessible locations and materials can be provided in accessible formats and in languages other than English. If you wish to attend a City of Fairfax function and require auxiliary aid or service from communications or additional accommodations, please give the City of Fairfax five (5) days' notice.

Please contact the Title VI Coordinator with questions or additional information, for translation or interpretation requests, or if you need assistance to file a Title VI complaint.

#### **City of Fairfax Title VI Coordinator**

Title VI Coordinator  
City of Fairfax  
10455 Armstrong Street  
Fairfax, VA 22030  
[TitleVI@fairfaxva.gov](mailto:TitleVI@fairfaxva.gov)  
(703) 385-7800

For Americans with Disability Act (ADA) accommodations requests or to file an ADA complaint, please contact the City of Fairfax ADA coordinator via email at [HumanServices@fairfaxva.gov](mailto:HumanServices@fairfaxva.gov) or via phone at (703) 385-7800.



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### Aviso al Publico

El Título VI de la Ciudad de Fairfax/Aviso de No Discriminación al Público se proporciona en inglés y español. Está publicado en el Ayuntamiento de la Ciudad de Fairfax en 10455 Armstrong Street, Fairfax, VA 22030 También se puede encontrar en el sitio web de la Ciudad de Fairfax en <https://www.fairfaxva.gov/government/city-manager/title-vi>.

La Ciudad de Fairfax cumple totalmente con el Título VI de la Ley de Derechos Civiles de 1964 y los estatutos, órdenes ejecutivas y reglamentos relacionados en todos los programas y actividades y asigna estas responsabilidades de cumplimiento a la Ciudad de Fairfax según corresponda. La Ciudad de Fairfax opera sin distinción de raza, color, origen nacional, ingresos, género, edad y discapacidad. Cualquier persona que se considere a sí misma o a una clase específica de personas sujeta a la discriminación prohibida por el Título VI puede, por sí misma o por medio de un representante, presentar una queja por escrito al Coordinador del Título VI designado por la Ciudad de Fairfax. Se debe presentar una queja no más de 180 días después de la fecha de la supuesta discriminación o 180 días a partir de la última fecha en que ocurrió el presunto evento.

Accesibilidad: las reuniones de la ciudad de Fairfax se llevan a cabo en lugares accesibles y los materiales se pueden proporcionar en formatos accesibles y en idiomas distintos del inglés. Si desea accesibilidad o adaptaciones en su idioma, comuníquese con el Coordinador del Título VI al 703-385-788 o por correo electrónico a [TitleVI@fairfaxva.gov](mailto:TitleVI@fairfaxva.gov). Si desea asistir a una función de la ciudad de Fairfax y necesita ayuda o servicio auxiliar de comunicaciones o alojamiento adicional, notifique a la ciudad de Fairfax con cinco (5) días de anticipación.

Por favor contacte al Coordinador del Título VI si tiene preguntas o información adicional, para solicitudes de traducción o interpretación, o si necesita ayuda para presentar una queja del Título VI.

#### **Coordinador del Título VI de la Ciudad de Fairfax**

Coordinador del Título VI

City of Fairfax

10455 Armstrong St

Fairfax, VA 22030

[TitleVI@fairfaxva.gov](mailto:TitleVI@fairfaxva.gov)

(703) 385-7800

Para solicitudes de adaptaciones de la Ley de Estadounidenses con Discapacidades (ADA) o para presentar una queja de ADA, comuníquese con el coordinador de ADA de la ciudad de Fairfax por correo electrónico a [HumanServices@fairfaxva.gov](mailto:HumanServices@fairfaxva.gov) o por teléfono al (703) 385-7800.



## City of Fairfax | Title VI Public Engagement Plan

### Goals

The city welcomes public participation in its planning and programming efforts, initiatives, and decision-making processes. The following goals outline the intent of the city's commitment and seek to ensure a meaningful engagement process that values a range of representation in public input from community members with different points of view, a variety of needs, and diverse backgrounds.

#### **Goal #1: Create a consistent framework to involve the public that is implemented and utilized across city departments.**

The city intends to use this PEP to provide a consistent framework for informing and engaging with the public and meet Title VI non-discrimination requirements. By using this guide across all city departments and with all actions or projects, we can help to make engagement efforts successful, useful, and meaningful. Public engagement is NOT merely checking a box but is a means to help deliver the best government services possible to our community.

How to Measure:

- Annual evaluation of all public engagement efforts citywide
- Attendance at public meetings including a break out of attendance by meeting format (in-person, hybrid, virtual, etc.)
- Number of responses to online surveys or comment forms
- Number of translated materials and languages (see Language Access Plan (LAP))
- Requests for oral interpreters (see LAP)
- ADA accommodation requests

#### **Goal #2: Fostering public engagement processes that support equitable and representative participation of minorities, Limited English Proficiency (LEP) populations, low-income households, persons with disabilities, etc.**

The city aims to provide robust and creative opportunities for the public to engage, while ensuring barriers such as age, ability, language, lack of financial resources, lack of access to technology, or other reasons are eliminated to the greatest possible extent. The city takes seriously its responsibility to bring people together and provide safe, welcoming spaces for all.

How to Measure:

- Tracking and evaluation of locations of meetings held
- Collecting voluntary demographics of participants in each engagement process



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- Using sentiment surveys about why people chose to participate and their experience in that process

### **Goal #3: Grow trust and credibility between the city and the public through transparent and ongoing communication.**

Effective public engagement builds trust and credibility between the city and the public. The city is committed to informing and educating the public so they can purposefully engage and provide feedback, as well as to close the feedback loop so members of the public understand how feedback was used.

How We Measure:

- Public comment evaluation
- Sentiment of media coverage
- Analytics of communications tactics

### **How We Do It**

#### **When the Public Weighs In**

The city is committed to offering public engagement opportunities for a wide range of projects, policies, and activities that have an impact on the people who live, work, and play in the city.

To determine when the public has the opportunity to participate, the city department in charge of the potential opportunity for engagement asks itself the following questions to make the determination as to whether the public will weigh in.

- **What is the legally required level of public participation?**

The public has a legal right to provide input on certain proposed government actions. For example, the city is the recipient of federal funds and must ensure its projects are done in accordance with the National Environmental Policy Act (NEPA). NEPA requires environmental review of actions that "individually or cumulatively have a significant effect on the human environment" and mandates opportunities for public input as part of the process including those actions which may cause disproportionate effects on minority, low-income, LEP, disabled, and other underserved populations require engagement of these actions. The Federal Highway Administration (FHWA) and Virginia Department of Transportation (VDOT) also require public participation on various types of locally administered projects.

Public participation that is legally mandated typically has required timelines and specific types of engagement opportunities that are outlined. The city department in charge of the proposed project up for engagement is responsible for ensuring these mandates are met.



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- **What is the anticipated equity impact?**

The city is committed to exploring the equity impact of a proposed project and ensuring no disproportionately high and adverse impact is borne by marginalized communities.

- **How will engaging the public help improve the outcome?**

Diverse perspectives contribute to innovative solutions, better-targeted policies, and programs that are more likely to address the needs and aspirations of the public.

The city is committed to evaluating each potential engagement opportunity for external impact. For instance, it may not make sense to engage the public on an administrative change that simply changes operating procedure for city staff, but it may make sense to engage the public if that administrative change would substantially change the way the public interacts with city staff members.

- **What are the resource needs and potential limitations/constraints for public engagement?**

The city must clearly define the limitations of the project at the start. Common limitations include time, finances, available resources, and legislative or jurisdictional barriers. It is important to understand why these limitations exist and to be able to provide accurate and consistent information to the public, if asked.

City staff, in coordination and consultation with the city's Communication Department, will determine if public engagement will be done in-house or if consultant support or outside vendor is needed to ensure robust public engagement opportunities are implemented.

### City Council Meetings

In addition to project-specific engagement opportunities, the Fairfax City Council is committed to encouraging all residents to present their views on issues of concern and offers an opportunity for comment at all city council regular meetings. For the latest information and processes to comment at a city council meeting, [please visit the city website](#).



# Building a Project Community Engagement Plan



Building and implementing an effective community engagement strategy can be vital to the success of a project—not only does it involve raising awareness, but done well, it can generate buy-in from stakeholders and use the considerations, knowledge, and experience of the community to shape the design and implementation of the project. A comprehensive engagement plan should be informed by a deep understanding of the community and its stakeholders. City staff responsible for engagement for each project should:

## 1

Identify the goals and objectives of community engagement

Resources: Refer to the **IAP2 Spectrum of Public Participation** to identify your goals for community engagement

## 2

Identify key internal and external stakeholders

### Considerations that may require a longer timeline:

1. Are you reaching out to a new community where there is no existing relationship?
2. Are translations or accessibility accommodations needed?
3. Will information be distributed by mail or through community partners?

## 3

Identify your timeline and budget

### Considerations for budget:

1. What can be handled in house?
2. Are there partner organizations that can provide resources to help with community engagement?
3. Will you need to bring on a consultant to help with outreach?

## 4

Develop key messages

**Tip:** Ensure messages are written in plain language and are understandable to the general public.

## 5

Identify engagement tactics and communication channels

**Tip:** Ensure your identified tactics are the preferred method of engagement for the community you are trying to reach.

## 6

Develop key performance metrics to measure success of your engagement efforts





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### Engagement Goals and the Role of the Public

Clearly determining the purpose of a proposed engagement is critical. city staff planning for an engagement process should answer two questions:

- What do you need to focus on?
- What do you need to achieve?

The [Spectrum of Public Participation](#) was developed by the International Association of Public Participation (IAP2) to help clarify the role of the public in planning and decision-making, and to outline how much influence the community has over planning or decision-making processes. It identifies five levels of public participation and the answers to those initial questions will help the city determine which level they should plan for.

#### Inform

The Inform level of public participation provides the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions. It does not actually provide the opportunity for public participation at all. Sometimes there is no opportunity for the public to influence decision-making and simply giving the public what they need to fully understand the project and decision and to reach their own conclusions is the appropriate choice.

#### Consult

The Consult level of engagement allows the agency to obtain public feedback on analysis, alternatives and/or decisions. The promise is to “listen and acknowledge” issues raised, but not necessarily to act on them. Consult can be useful for obtaining feedback about a draft plan or for exploring a range of viewpoints early in a longer process.

#### Involve

The Involve level of engagement sees the agency work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered. This level goes beyond just one meeting.

#### Collaborate

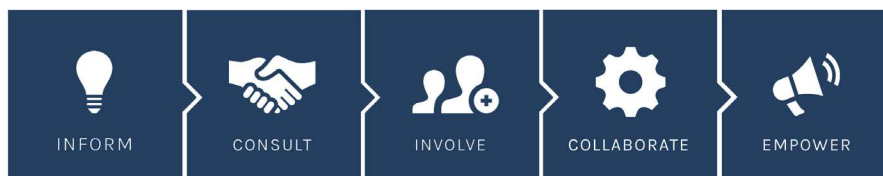
The Collaborate level is about partnering with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution. It implies an interactive process with an emphasis on two-way processes and requires trust to be built.



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### Empower

The Empower level places the final decision-making in the hands of the public, but this does not mean it is the highest level of community engagement. At this level, the community can make a decision through a process that requires little interaction or engagement, like a referendum.



The Empower level is not the only way to empower stakeholders in public meetings and public processes. By clearly outlining the public's role and setting clear expectations, including what will be done with the public input provided, the city can help ensure engagement is meaningful.

**See a breakdown of meeting types by engagement level.**

### Stakeholder Identification Process

The city will conduct an initial inventory and analysis of stakeholders that is representative of those who live and work in the city or of those who may have vested interest in the project, study, program, activity, or service. Utilizing a combination of GIS and online data resources, and site visits, city staff will verify and supplement the stakeholder list to ensure a comprehensive repository is developed and maintained throughout the process. The city will utilize publicly available online data sources and coordinate with the appropriate city representatives to review the draft stakeholder list. The goal is to identify what individuals, groups, or organizations (including public, private, and non-profits) that are potential stakeholders or partners, particularly those serving and/or representing underserved populations particularly minorities, persons with LEP, low-income status, disabilities, seniors, etc.

Data sources will include, but are not limited to, federally/nationally available data, the Commonwealth of Virginia and City of Fairfax databases, resources, and available documents, such as:

- US Census Bureau (Decennial and American Community Survey)
- Departments of Housing/Urban Development
- Departments of Education
- Departments of Health
- Department of Planning
- LEP.Gov
- State/Local government sources
- [City of Fairfax: Fact Book](#)
- Community organizations or social services representing and/or serving minority, low-income status, persons with LEP, disabilities, and seniors.



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### Timeline of Public Engagement

The city is committed to providing enough time to allow for meaningful engagement. While some timelines are legally mandated, the city strives to the greatest extent possible to ensure public comment periods are a minimum of 30 days and expanded to 45-60 days, when possible.

### Engagement Tactics and Communication Channels

The type of public communication and outreach for a project will be determined on the project's scale and significance. Localized projects may require more specialized outreach within the project area, while others may require extensive outreach efforts throughout the entire city, including historically underserved areas. Typically, supplemental communication materials are provided for both in-person and virtual engagement techniques. These include, but are not limited to, brochures, poster boards, surveys, newsletters, tailored webpages, StoryMaps, mailers, door hangers, etc. The city department conducting the engagement will work with the Communications Department to determine the best tactics for the project

[Some engagement tactics and communication channels the city has access to include:](#)

- City-hosted Public Meetings
- Community Organization Meetings
- City Boards and Commissions
- Community Events and Festivals
- [Engage Fairfax](#)
- [Social Media](#)
- *Cityscene* Newsletter
- Homeowner and Civic Associations
- Videos
- City Website
- *City Clips* Email Newsletter
- Project Subscriber Emails
- Direct Mail
- CUE Bus advertisements
- Fairfax City Alert
- Channel 12
- City Council Meetings
- Media Outreach
- Community Partner Outreach

The Communications Department evaluates these tactics and channels regularly and adds or adjusts platforms as necessary to reach city residents.



## City of Fairfax | Title VI Public Engagement Plan

### Closing the Feedback Loop

The city is committed to closing the feedback loop with the public following a public engagement process. We will acknowledge comments received, feedback gathered, and ensure transparency of how input will be used.

If a meeting is held, a written record of the meetings should be developed and include the following: meeting date, location, attendance sheets, as well as public comments received and to be addressed. Not all comments can be addressed, but the maximum extent practicable stakeholders should understand at the beginning of outreach events and at appropriate milestones, how feedback is utilized, incorporated, and/or documented.

It is the city's intent for residents to understand how they played a role in any final decisions and overall process.

### Internal Evaluation

Following a comment period, city staff will internally evaluate the process itself, separately from the evaluation of public feedback. This evaluation will include an equity analysis and discussion of what worked, what didn't, and what should be adjusted for future similar efforts.

### Ensuring Inclusive and Accessible Engagement

#### Reasonable Accommodations

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA), the City of Fairfax will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Upon request, the City of Fairfax will provide reasonable aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the City of Fairfax programs, services, and activities — including qualified American Sign Language (ASL) interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

While not all accommodations can be provided without advance notice, the City of Fairfax will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services and activities. For example, individuals with service animals are welcomed in City of Fairfax offices, even where pets are generally prohibited.



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### **How to Request Service**

Anyone who requires an auxiliary aid or service for effective communication or a modification of policies or procedures to participate in a program, service, or activity of the City of Fairfax should contact the office of the ADA Coordinator as soon as possible — but no later than five (5) working days before the scheduled event:

City of Fairfax ADA Coordinator  
Fairfax City Hall  
10455 Armstrong St.  
Fairfax, VA 22030  
Phone: 703-385-7850 (TTY: 711)  
Email: [HumanServices@fairfaxva.gov](mailto:HumanServices@fairfaxva.gov)

*Please note: the ADA does not require the City of Fairfax to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden.*

The City of Fairfax will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

### **Languages Other than English**

The city provides translation and interpretation services through contracted services. The Contractors provide professional translation interpreters and related services.

Translated materials and/or interpreters for meeting participants with native languages other than English will be provided if requested at least five working days in advance of the meeting. Contact the Title VI Coordinator via email at [TitleVI@fairfaxva.gov](mailto:TitleVI@fairfaxva.gov) or via phone at 703-385-7800.

The city's website provides website translator service that is powered by Google Translate for persons with LEP.

For providing in-person language services to persons with LEP, all city employees are required to complete a mandatory language access training annually. New and/or returning employees must take one-on-one training if they are hired after the annual training date(s).



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### Meeting Location and Considerations

Public information meetings will be held at various locations across the City of Fairfax to inform the public of the process and to solicit ideas, input, and feedback. Public hearings and public information meetings will be held at locations accessible to and at times convenient to minority and disabled residents. Locations are selected on a project-by-project basis. To the extent feasible, meeting locations held within the community will be ADA-compliant and public transportation accessible.

Several factors contribute to the location and timing of public meetings held by the city:

- Locations accessible by transit
- Locations with free parking
- ADA accessible locations
- Availability of key staff members and presenters
- Availability of participants—a mix of hours to provide options including time of day considerations for seniors, as well as evening and weekend times for those who are unable to participate during traditional work hours.
- Other events, holidays, and potential conflicts—local community events, such as festivals, high school and professional sporting events, and other community meetings, are considered when scheduling meetings. Holidays including religious, and state and federal holidays, are considered when scheduling meetings.
- Cultural and social considerations, such as avoiding Islamic prayer times or holding a meeting in a building named after an enslaver.

### Accountability

Any person who believes they individually, as a member of a specific class of persons, or in connection with any disadvantaged business enterprise (DBE), were subject to discrimination on the basis of race, color, or national origin with the City of Fairfax's programs and activities may file a Title VI complaint. All complaints will be directed to the city's Title VI Coordinator for initial review and action. The Title VI Complaint form in English and Spanish can be found below or on the city website.



# City of Fairfax Title VI Complaint Form

## SECTION I

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

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

PHONE: \_\_\_\_\_ EMAIL: \_\_\_\_\_

## SECTION II

Are you filing this complaint on your behalf? Yes or No (circle one)

**If "Yes," go to Section III**

**If "No" and you are filing on behalf of someone else, answer the following:**

- Supply the name and relationship for the person for whom you are complaining

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

- Explain why you have filed for a third party:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- Have you obtained permission from the third party to file on their behalf? Yes or No (circle one)

## SECTION III

I believe the discrimination I experienced was based on (select all that apply):

- Race
- Color
- National Origin

DATE OF THE ALLEGED DISCRIMINATION: \_\_\_\_\_

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved and, if known, include the names and contact information of the person(s) who discriminated against you or of any witness:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



## City of Fairfax | Title VI Complaint Form

Are you represented by legal counsel for this matter? Yes or No (circle one)

If "Yes," provide legal counsel name and contact information:

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

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

PHONE: \_\_\_\_\_ EMAIL: \_\_\_\_\_

### SECTION IV

NAME OF AGENCY COMPLAINT IS AGAINST: \_\_\_\_\_

CONTACT: \_\_\_\_\_ TITLE: \_\_\_\_\_

PHONE: \_\_\_\_\_ EMAIL: \_\_\_\_\_

### SECTION V

Have you previously filed a Title VI Complaint with the City of Fairfax? Yes or No (circle one)

### SECTION VI

Have you filed this complaint with any other federal, state, or local agency, such as the U.S. Department of Justice, U.S. Department of Transportation, Federal Highway Administration, or Virginia Department of Transportation? Yes or No (circle one)

Have you filed this complaint with any federal or state court? Yes or No (circle one)

If "Yes" to either of the above, provide agency and/or court contact name and information:

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

AGENCY OR COURT: \_\_\_\_\_

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

PHONE: \_\_\_\_\_ EMAIL: \_\_\_\_\_

- I understand that by filling out this form, I am giving the City of Fairfax permission to contact me about my Title VI Complaint.
- I understand that this online form does not automatically file a formal complaint. The city's Title IV coordinator will review your form and contact you to finalize the submittal within 10 business days.





# Ciudad de Fairfax

## Formulario De Queja Del Título VI

### SECCIÓN I

NOMBRE: \_\_\_\_\_

DIRECCIÓN: \_\_\_\_\_

TELÉFONO: \_\_\_\_\_ CORREO ELECTRÓNICO: \_\_\_\_\_

### SECCIÓN II

**¿Está presentando esta queja en su nombre? Sí o No (marque uno con un círculo) Si la respuesta es "Sí", vaya a la Sección III**

**Si respondió "No" y presenta la solicitud en nombre de otra persona, responda lo siguiente:**

- Proporcione el nombre y la relación de la persona por quien presenta la queja.

NOMBRE: \_\_\_\_\_ RELACIÓN: \_\_\_\_\_

- Explique por qué ha presentado una solicitud en nombre de otra persona:

\_\_\_\_\_  
\_\_\_\_\_

- ¿Ha obtenido permiso del tercero para presentar la solicitud en su nombre? Sí o No (circule uno)

### SECCIÓN III

Creo que la discriminación que experimenté se basó en (seleccione todas las opciones que correspondan):

- Raza
- Color
- Origen Nacional

FECHA DE LA SUPUESTA DISCRIMINACIÓN: \_\_\_\_\_

Explique lo más claramente posible qué sucedió y por qué cree que fue discriminado. Describa todas las personas que estuvieron involucradas y, si las conoce, incluya los nombres y la información de contacto de las personas que lo discriminaron o de cualquier testigo:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



## Ciudad de Fairfax | Formulario De Queja Del Título VI

¿Está representado por un asesor legal para este asunto? Sí o No (marque uno con un círculo)  
Si respondió "Sí", proporcione el nombre del asesor legal y la información de contacto:

NOMBRE: \_\_\_\_\_

DIRECCIÓN: \_\_\_\_\_

TELÉFONO: \_\_\_\_\_ CORREO ELECTRÓNICO: \_\_\_\_\_

### SECCIÓN IV

NOMBRE DE LA AGENCIA DE DONDE LA QUEJA ES CONTRA: \_\_\_\_\_

CONTACTO: \_\_\_\_\_ TÍTULO: \_\_\_\_\_

TELÉFONO \_\_\_\_\_ CORREO ELECTRÓNICO: \_\_\_\_\_

### SECCIÓN V

¿Ha presentado anteriormente una queja del Título VI ante la ciudad de Fairfax? Sí o No (circule uno)

### SECCIÓN VI

¿Ha presentado esta queja ante alguna otra agencia federal, estatal o local, como el Departamento de Justicia de los EE. UU., ¿Departamento de Transporte de EE. UU., Administración Federal de Carreteras o Departamento de Transporte de Virginia? Sí o No (circule uno)

¿Ha presentado esta denuncia ante algún tribunal federal o estatal? Sí o No (circule uno)

Si respondió "Sí" a cualquiera de las preguntas anteriores, proporcione el nombre y la información de contacto de la agencia y/o el tribunal:

NOMBRE: \_\_\_\_\_ TÍTULO: \_\_\_\_\_

AGENCIA O TRIBUNAL: \_\_\_\_\_

DIRECCIÓN: \_\_\_\_\_

TELÉFONO: \_\_\_\_\_ CORREO ELECTRÓNICO: \_\_\_\_\_

- Entiendo que al completar este formulario, le doy permiso a la ciudad de Fairfax para que se comunique conmigo sobre mi queja del Título VI.
- Entiendo que este formulario en línea no presenta automáticamente una queja formal. El coordinador del Título IV de la ciudad revisará su formulario y se comunicará con usted para finalizar la presentación dentro de los 10 días hábiles.



## City of Fairfax | Title VI Public Engagement Plan

### **ADA Grievance Procedure**

The City of Fairfax Grievance Procedure may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City of Fairfax. (Please note: the City of Fairfax Personnel Policy governs employment-related complaints of disability discrimination.)

Please submit complaints that a program, service, or activity of the City of Fairfax is not accessible to persons with disabilities to ADA Coordinator, Lesley Abashian. The complaint should be submitted by the grievant and/or their designee as soon as possible, but no later than sixty (60) calendar days after the alleged violation.

Please make the complaint in writing; however, alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, may be made available for persons with disabilities upon request. The complaint must include important points of information about the alleged discrimination such as name, address, phone number of complainant, and the location, date, and description of the problem.

- Within fifteen (15) calendar days after receipt of the complaint, ADA Coordinator Lesley Abashian or approved designee will meet with the complainant to discuss the complaint and the possible resolutions.
- Within fifteen (15) calendar days of this meeting, ADA Coordinator Lesley Abashian or approved designee will respond (in writing, or, where appropriate, in a format accessible to the complainant, such as large print, Braille, or audiotape). The response will explain the position of the City of Fairfax and offer options for substantive resolution of the complaint.
- Within fifteen (15) calendar days of receipt of the city's response, the complainant and/or their designee may appeal the decision if they feel the response does not satisfactorily resolve the issue. Appeals must be submitted to Fairfax City Manager Robert Stalzer or his designee.
- Within fifteen (15) calendar days of receipt of the appeal, city Manager Rob Stalzer or approved designee will meet with the complainant to discuss the complaint and possible resolutions.
- Within fifteen (15) calendar days after the meeting regarding the appeal, city Manager Rob Stalzer or approved designee will respond (in writing, or, where appropriate, in a format accessible to the complainant) with a final resolution of the complaint.

All written complaints received by ADA Coordinator Lesley Abashian or her designee, appeals to city Manager Rob Stalzer or his designee, and responses from these two offices will be retained by the City of Fairfax for at least three years.



# City of Fairfax | Title VI Public Engagement Plan

## In Practice: Resources for City Staff

### Meeting Types by Engagement Goal

Different meeting formats address certain goals better than others. Once you have determined your public participation goal, you can better design the meeting.

Type of Engagement	Description	Goal				
		Inform	Consult	Involve	Collaborate	Empower
<b>MEETINGS</b>						
<b>Charrette</b>	Intense, multi-day effort to design a product or solve a problem. Most commonly used in urban planning.	●	●	●	●	
<b>Advisory Committees/Task Forces</b>	Small group of people representing various interests to advise an agency on programs or actions. Advisory groups can be multi-year or indefinite arrangements, while task forces usually complete a single task and then disband.	●	●	●	●	
<b>Focus Groups</b>	Small group discussions where participants are selected randomly or based upon community demographics.	●	●	●		
<b>Listening Sessions</b>	In-person meetings between managers and stakeholders focused on providing a venue for stakeholders to voice their interests and concerns.	○	●	○		
<b>Open House</b>	Staffed booths or stations on specific topics and participants attend any time during an announced period.	●	○	○		
<b>Open Space</b>	Unstructured meeting format allowing participants to suggest meeting topics and participate in discussions of interest to each individual.	●	●	●		
<b>Public Hearing/ Meeting</b>	A formal meeting where participants provide statements, which are recorded for the public record. Responses to comments are not	○	●			
<b>Samoan Circle/ Circle Dialogue</b>	Participants sit in a circle and everyone is given an opportunity to speak with dialogue moving in a circular pattern.	○	●	●		
<b>Scientific Review Panels</b>	Identified speakers present information or differing views and develop recommendations. Often is open to the public and includes an opportunity for public comment.	●	●	●		
<b>Small Groups/ Breakouts</b>	After opening a presentation, smaller groups are formed to discuss an issue or complete a specific task. Summaries of small group discussions can be presented orally or written, and an open comment period can follow.	○	●	●		
<b>Symposium/ Presentations/ Panel</b>	Participants are presented information, which is sometimes followed by questions and answers.	●				

● = Most likely to be effective    ○ = Somewhat likely to be effective    ○ = Least likely to be effective



# City of Fairfax | Title VI Public Engagement Plan

Type of Engagement	Description	Goal				
		Inform	Consult	Involve	Collaborate	Empower
<b>MEETINGS</b>						
<b>Targeted Stakeholder Briefings</b>	Personal visit, small group meeting, or call to inform specific stakeholders of progress made or an action taken and listen to interests and concerns.	●	●	●		
<b>Town Hall</b>	Experts or decision makers sit at a head table and provide information as well as listen to public opinions/views. Those at the head table can offer response to comments.	●	○	○		
<b>Webinar/ Conference Call</b>	Virtual meetings that allow participants to share information and discussion via phone or computer.	○	○			
<b>Workshops</b>	Informal, problem-solving focused, interactive, and often involve a combination of small group and plenary discussions. Participants usually offer expertise or unique perspective.	●	●	●		
<b>OTHER ENGAGEMENT TYPES</b>						
<b>Interviews</b>	Face-to-face or telephone interaction with stakeholders conducted by the agency or by a third-party representative.	○	●	○		
<b>Online Engagement</b>	Interaction between agency and stakeholders through online tools such as social media, email, and web conferencing.	●	●	●		
<b>Polling or Survey</b>	A series of questions in a structured format presented to participants for answers typically done via writing.	○	●	○		

● = Most likely to be effective    ○ = Somewhat likely to be effective    ○ = Least likely to be effective

The meeting format will be tailored to meet the city’s interests and goals but should strive to address public interests where possible and appropriate. Consider potential meeting attendance—some formats work better for larger crowds and others work better for smaller meetings. When appropriate, a combination of approaches will be explored to allow participants to engage in multiple ways and increase inclusivity.

In any meeting type, the city aims to incorporate innovative activities and communications materials to encourage conversation about different perspectives. Expanding the way information is presented through visualizations, images, videos, and animations can also accommodate those who learn in different ways.

# Public Meeting Logistics Checklist

Anticipated number of attendees: \_\_\_\_\_

## Venue

- ADA Accessible
- Accessible by Public Transit
- Free Parking
- Convenient location for the public
- Active location with foot traffic
- Wifi or Wired Internet
- Room capacity \_\_\_\_\_

## Venue Setup

- Tables
  - Round tables  
Quantity: \_\_\_\_\_
  - Rectangle tables
    - 4 ft  
Quantity: \_\_\_\_\_
    - 6 ft  
Quantity: \_\_\_\_\_
  - Cocktail tables  
Quantity: \_\_\_\_\_
- Room Setup
  - U-Shape
  - Boardroom
  - Classroom
  - Theater
  - Banquet Rounds
  - Other: \_\_\_\_\_
- Lectern
- Chairs  
Quantity: \_\_\_\_\_
- Trash Receptacles  
Quantity: \_\_\_\_\_

## Audio/Visual

- Microphone
- Projector
- Screen
- Monitor or TV Display
- Speakers
- Mic Stands
- Easels
- Stanchions

## Catering

- Water Stations
- Food
  - Lunch
  - Dinner
  - Snacks
- Coffee
- Options for Common Dietary Restrictions
  - Vegetarian
  - Gluten Free
  - Low Sugar/Carbs

## Materials

- Pens
- Notepads
- Hand sanitizer
- Disinfecting wipes
- Folders
- Painter's tape
- Masking tape
- Duct tape
- Extension cords
- Power strips
- Dot labels
- Nametags
- Laptops
- Tablets



# Accommodations

The City of Fairfax welcomes all community members to participate in our processes and is committed to providing reasonable accommodations to make meetings accessible for everyone.

While not all accommodations can be provided without advance notice, the City is happy to provide all possible reasonable accommodations.

## Vision Services/Aids

- Documents read aloud
- Request escort
- Other \_\_\_\_\_

## Mobility Services/Aids

- Walking escort
- Wheelchair escort
- Extra-wide wheelchair
- Transfer assistance
- Other \_\_\_\_\_

## Hearing Services/Aids

- Notepad
- Other \_\_\_\_\_

## Other Needs/Notes

- Cognitive impairment
- Sound sensitivity
- Speech impairment
- Uses hearing aids
- Uses service animals
- Uses notepad
- Uses walker
- Uses cane
- Requires additional time
- Other \_\_\_\_\_

## Requests

- Speak loudly
- Speak slowly
- Make eye contact
- Reads lips
- Speak on right side
- Speak on left side
- Other \_\_\_\_\_



# The City of Fairfax Public Meeting Feedback Survey

Thank you for participating in today's public meeting! The City of Fairfax is seeking your feedback on today's meeting to guide future community engagement and planning efforts.

Meeting location: \_\_\_\_\_

Select an answer between 1 and 5, with 1 being "strongly disagree" and 5 being "strongly agree."

1) The meeting had clear objectives that were met.

- 1                       2                       3                       4                       5

2) The meeting had clear objectives that were of interest to me.

- 1                       2                       3                       4                       5

3) The meeting location was convenient for me.

- 1                       2                       3                       4                       5

4) Do you have suggestions for other public meeting venues?

\_\_\_\_\_

5) How did you find out about this meeting?

- Social media                       Community organization: \_\_\_\_\_  
 Newspaper ad                       Other website: \_\_\_\_\_  
 The City website  
 Word of mouth                       Other: \_\_\_\_\_

## DEMOGRAPHICS

The City is committed to providing equitable access to our public meetings. To help the City identify the community members we are reaching and where we could do better, please complete the following questions on demographics (optional):

6) Age

- Younger than 18                       35 to 44                       55 to 64  
 18 to 24                       45 to 54                       65 to 74  
 25 to 34                       75 years and older

7) Race

- White                       Hispanic/Latino                       American Indian/Alaskan  
 Black/African                       Asian                       Other

8) Ethnicity

- American                       Filipino                       North African  
 Asian American                       Japanese                       Pakistani  
 Caribbean Islander                       West African                       Vietnamese  
 Chinese                       Korean                       Other  
 Eastern European                       Middle Eastern

9) Please share your zip code: \_\_\_\_\_

## CONCLUSION

10) Additional comments on the meeting:

\_\_\_\_\_

