

# **Barstow Area Transit's TITLE VI PROGRAM**

**Developed: May 2014**

**Approved by the Barstow City Council: June 16, 2014**



**City of Barstow  
220 East Mountain View Street, Suite A  
Barstow, CA 92311**

This document was prepared by AMMA Transit Planning through funding provided by San Bernardino Associated Governments (SANBAG) on behalf of the City of Barstow. This Title VI Program, approved by the Barstow City Council, complies with Title VI of the Civil Rights Act of 1964, including new provisions detailed in U.S. Department of Transportation's FTA Circular 4702.1B, "Title VI Requirement and Guidelines for Federal Transit Administration Recipients."

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# Barstow Area Transit's Title VI Notice to the Public

## Title VI Notice to the Public Barstow Area Transit

Barstow Area Transit is committed to ensuring that no person shall be excluded from the equal distribution of its transit services, programs, and resources because of race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964.

- Barstow Area Transit provides transit services and operates transit programs without regard to race, color, and national origin in full compliance with Title VI.
- Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI while using Barstow Area Transit services may file a complaint with the Barstow City Hall. All complaints will be fairly and objectively investigated.
- To file a complaint, you may contact Barstow's Transit Coordinator by phone: (760) 256-3531 or visit Barstow City Hall at: 220 East Mountain View Street, Suite A, Barstow, CA 92311
- For more information about Barstow' Title VI Program and complaint procedures, please contact (760) 256-3531; or visit the website: <http://www.barstowca.org/index.php/city-organization/city-departments/transportation>
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor – TCR, 1200 New Jersey Ave., S.E., Washington, D.C. 20590
- If information is needed in another language, contact (760) 256-3531.
- Si necesita información en otro idioma, contacte al (760) 256-3531.

## **Notificación al Público Sobre los Derechos en Virtud del Título VI**

### **Barstow Area Transit**

Barstow Area Transit está comprometida a garantizar que ninguna persona será excluida de la distribución equitativa de sus servicios, programas y recursos por motivos de raza, color u origen nacional, de conformidad con el Título VI del Acta de Derechos Civiles de 1964.

- Barstow Area Transit ofrece servicios y opera programas sin distinción de raza, color y origen nacional en plena conformidad con el Título VI.
- Cualquier persona que crea o que ha sido perjudicada/o por una práctica discriminatoria ilegal en virtud del Título VI durante el uso de los servicios de tránsito de Barstow Area Transit, puede presentar una queja ante el Barstow Area Transit. Todas las quejas serán investigadas de manera justa y objetiva.
- Para presentar una queja, puede ponerse en contacto con Barstow Area Transit al (760) 256-3531 o visite Barstow Area Transit en 220 East Mountain View Street, Suite A, Barstow, CA 92311
- Para obtener más información sobre el programa del Título VI y del procedimiento de quejas de Barstow Area Transit contacte a (760) 256-3531 o visite el sitio web: [www.barstowca.org/index.php/city-organization/city-departments/transportation](http://www.barstowca.org/index.php/city-organization/city-departments/transportation)
- Un demandante puede presentar una queja directamente con la Administración Federal de Tránsito mediante la presentación de una queja ante el Coordinador del Programa del Título VI de la Oficina de Derechos Civiles del TLC: Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor - TCR, 1200 New Jersey Ave., S.E., Washington, D.C. 20590.
- Si necesita información en otro idioma, contacte al (760) 326-2113.

## List of Locations Where Title VI Notice Is Posted

Barstow Area Transit's Title VI notice to the public is posted at the following locations:

Location Name	Address
All BAT buses	
Barstow City Hall (Transit Offices)	220 E Mountain View St, Barstow, CA 92311
Barstow Public Library	304 E Buena Vista St, Barstow, CA 92311
City Council Chambers	220 E Mountain View St, Barstow, CA 92311

The Title VI notice and program information is also provided on Barstow's website at: [www.barstowca.org/index.php/city-organization/city-departments/transportation](http://www.barstowca.org/index.php/city-organization/city-departments/transportation)

## Title VI Complaint Procedures

Any person who believes she or he has been discriminated against on the basis of race, color or national origin by Barstow Area Transit may file a Title VI complaint by completing and submitting the Barstow Area Transit Title VI Complaint Form. Barstow Area Transit investigates complaints received no more than 180 days after the alleged incident. Barstow Area Transit will only process complaints that are complete. The following procedures will be followed to investigate formal Title VI complaints:

- Within 10 business days of receiving the complaint, the City of Barstow Transit Coordinator, will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.
- The investigation will be conducted and completed within 30 days of the receipt of the formal complaint.
- If more information is needed to resolve the case, Barstow Area Transit may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the Transit Coordinator. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, Barstow Area Transit can administratively close the case.
- The complainant will be notified in writing of the cause to any planned extension to the 30-day rule.
- A case can be administratively closed also if the complainant no longer wishes to pursue their case. Following the investigation, the Transit Coordinator will issue one of two letters to the complainant: 1) a closure letter or 2) a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.
- If the complainant is unsatisfied with the decision, he/she has 30 days after the date of Barstow Area Transit's closure letter or the LOF to appeal to Barstow City Council or its designee. The complainant is entitled to review the denial, to present additional information and arguments, and to separation of functions (i.e. a decision by a person not involved with the initial decision to deny eligibility). The complainant is entitled to receive written notification of the decision of the appeal and the reasons for it.
- The complainant may also file a complaint directly with the Federal Transit Administration, as follows: Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor - TCR, 1200 New Jersey Ave., S.E., Washington, D.C. 20590

## Procedimientos de Quejas del Título VI

Cualquier persona que cree o que ha sido objeto de discriminación por motivos de raza, color u origen nacional por Barstow Area Transit puede presentar una queja del Título VI, completando el Formulario de Queja del Título VI de Barstow Area Transit. Barstow Area Transit investigara las quejas recibidas no más de 180 días después del supuesto incidente. Barstow Area Transit sólo procesará las denuncias que sean completas. Los siguientes procedimientos serán seguidos para investigar las quejas formales del Título VI:

- Dentro de los 10 días hábiles de haber recibido la queja, el administrador de Title VI de Barstow Area Transit la revisará para determinar si nuestra oficina tiene jurisdicción. El autor recibirá un acuse de recibo informando a él / ella si la queja será investigada por nuestra oficina.
- Se llevó a cabo la investigación y se terminó dentro de los 30 días siguientes a la recepción de la queja formal.
- Si se necesita más información para resolver el caso, Barstow Area Transit puede ponerse en contacto con el demandante. El demandante tiene 10 días hábiles desde la fecha de la carta para enviar la información solicitada al administrador de Title VI. Si el investigador no está en contacto con el reclamante o no recibe la información adicional dentro de los 10 días hábiles, Barstow Area Transit administrativamente puede cerrar el caso.
- El denunciante será notificado por escrito de la causa a cualquier ampliación prevista de la norma de los 30 días.
- Un caso puede ser cerrado administrativamente también si el autor ya no desea seguir su caso. Tras la investigación, el administrador de Title VI emitirá una de las dos cartas a la demandante: 1) una carta de cierre o 2) una carta de encontrar. En una carta de cierre se resume las alegaciones y afirma que no había una violación del Título VI, y que el caso se cerrará. En carta de encontrar resume los hechos denunciados y de las entrevistas sobre el supuesto incidente, y explica si alguna acción disciplinaria, se producirá la formación adicional del miembro del personal, u otra acción.
- Si el demandante no está satisfecho con la decisión, él / ella tiene 30 días después de la fecha de la carta de cierre de Barstow Area Transit o carta de encontrar para apelar a la junta directiva de Barstow Area Transit o el personal autorizado. El demandante tiene derecho a revisar la negación, para presentar información y argumentos adicionales, y para la separación de funciones (es decir, una decisión de una persona no involucrada con la decisión inicial de negar la elegibilidad). El demandante tiene derecho a recibir una notificación por escrito de la decisión de la apelación y las razones para ello.
- El demandante también puede presentar una queja directamente con la Administración Federal de Tránsito , de la siguiente manera : Coordinador del Título VI del Programa , FTA Oficina de Derechos Civiles, Edificio Este , 5 º piso - TCR , 1200 New Jersey Ave, SE, Washington, DC 20590 .



# Barstow Area Transit Title VI Complaint Form

<b>Section I: Please write legibly</b>		
1. Name:		
2. Address:		
3. Telephone:	3.a. Secondary Phone (Optional):	
4. Email Address:		
5. Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
<b>Section II:</b>		
6. Are you filing this complaint on your own behalf?	YES*	NO
*If you answered "yes" to #6, go to Section III.		
7. If you answered "no" to #6, what is the name of the person for whom you are filing this complaint? Name:		
8. What is your relationship with this individual:		
9. Please explain why you have filed for a third party:		
10. Please confirm that you have obtained permission of the aggrieved party to file on their behalf.	YES	NO
<b>Section III:</b>		
11. I believe the discrimination I experienced was based on (check all that apply):		
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin		
12. Date of alleged discrimination: (mm/dd/yyyy)		
13. Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known), as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.		

## Barstow Area Transit Title VI Complaint Form, Page 2

<b>Section IV:</b>		
14. Have you previously filed a Title VI complaint with Barstow Area Transit?	YES	NO
<b>Section V:</b>		
15. Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? <input type="checkbox"/> YES* <input type="checkbox"/> NO If yes, check all that apply: <input type="checkbox"/> Federal Agency _____ <input type="checkbox"/> State Agency _____ <input type="checkbox"/> Federal Court _____ <input type="checkbox"/> Local Agency _____ <input type="checkbox"/> State Court _____		
16. If you answered "yes" to #15, provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		Email:

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

Signature and date are required below to complete form:

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

Please submit this form in person or mail this form to the address below:

Transit Coordinator  
 City of Barstow  
 220 East Mountain View Street, Suite A  
 Barstow, CA 92311

## Título VI Formulario de Queja de Barstow Area Transit

<b>Sección 1:</b>		
1. Nombre:		
2. Dirección:		
3. Teléfono (casa):	3.a. Teléfono (móvil o trabajo):	
4. Correo Electrónico:		
5. ¿Usted requiere formatos accesibles? ¿Cuáles?		
<b>Sección 2 -</b>		
6. Cuenta con la persona que sufrió la discriminación (si es diferente a la persona que presenta la denuncia):		
7. Nombre y dirección:		
8. Su relación:		
9. Explique la razón por la que presenta la queja como tercera persona:		
10. Confirme que cuenta, con el permiso de la parte agravada para presentar esta queja como tercera persona:	SI	NO
<b>Sección 3:</b>		
11. ¿Cuáles de las siguientes razones describe mejor el motivo de su queja? Fue por su:		
[ ] Raza    [ ] Color    [ ] Origen nacional		
12. ¿Cuándo ocurrió la supuesta discriminación?		
13. En sus propias palabras, describa la supuesta discriminación. Explique lo que pasó y quién considera usted que fue responsable. Por favor utilice el reverso de este formulario si necesita espacio adicional.		

## Título VI Formulario de Queja de Barstow Area Transit, Página 2

Sección 4:			
14. ¿Cuenta con alguna queja previa sobre discriminación según el Título VI con Barstow Area Transit?	Si, por este incidente	Si, por otro incidente	No
Sección 5:			
15. ¿Ha llevado esta queja a alguna otra agencia o a una corte? <input type="checkbox"/> SI* <input type="checkbox"/> NO *En caso afirmativo, marque cada casilla que corresponda: <input type="checkbox"/> Agencia Federal _____ <input type="checkbox"/> Agencia Estatal _____ <input type="checkbox"/> Corte Federal _____ <input type="checkbox"/> Agencia Local _____ <input type="checkbox"/> Corte Estatal _____			
16. Por favor proporcione información sobre una persona de contacto en la agencia o corte donde se presentó la denuncia:			
Nombre:			
Dirección:			
Agencia :			
Teléfono			
Correo Electrónico:			

Usted puede adjuntar cualquier material escrito o cualquier otra información que considere relevante para su denuncia.

Por favor firme a continuación para dar fe que es cierto la información que está proporcionando.

Firma del denunciante \_\_\_\_\_ Fecha \_\_\_\_\_

Complete y envíe este formulario a:

Transit Coordinator  
 City of Barstow  
 220 East Mountain View Street, Suite A  
 Barstow, CA 92311

## **List of Transit-Related Title VI Investigations, Complaints, and Lawsuits**

This requirement is not applicable as Barstow Area Transit has not been involved in any transit-related Title VI investigations, complaints, or lawsuits.

# **Barstow Area Transit's Participation Plan**

**Developed: May 2014**



**City of Barstow  
220 East Mountain View Street, Suite A  
Barstow, CA 92311**

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# 1. Introduction

## Purposes of This Plan

This Public Participation Plan was created during the development of Barstow Area Transit's (BAT) Title VI Program. This plan includes guidelines that will guide BAT's outreach and participation activities. Of particular importance, this Plan includes enhancing strategies for engaging minority and Limited English Proficient individuals. This plan provides guidelines for involving the public in Barstow Area Transit's transit-related planning efforts to ensure that all groups are represented and their needs considered.

Barstow Area Transit is committed to ensuring it serves the City of Barstow, consistently and in the most cost-efficient and appropriate manner within available resources. Through conversation and collaboration with riders, prospective riders, and the larger surrounding community, BAT will be able to assess the quality of its service, measure potential impacts to the community from BAT's transit-related initiatives or proposed initiatives, and ensure that it is providing a valuable and accessible service.

## 2. Public Participation Process

### Approach to Public Participation

The public participation process should be considered at the earliest stages of any transit project that may impact the surrounding community, its riders, and potential riders. As projects vary in time and size, the public participation process may vary for each, as well as the extent of public participation. The following outlines tools and strategies to ensure that public input is invited and all foreseeable impacts to the community are considered.

At the beginning of any project, staff will identify which strategies will be appropriate and effective for that given task and develop an approach. For larger projects, those conducted by contractors, part of the RFP requirements and criteria for scoring proposals will include development of that project's public participation process.



## Outreach Requirements and Activities

The following activities are intended to serve as guidelines for minimum levels of outreach to ensure that all riders and potential riders of Barstow Area Transit have equal access and opportunity to participate in transportation planning and decision-making. These also provide strategies for soliciting input and engaging various communities.

### Minimum Outreach Requirements

- Notice for public events may include posters, email blasts to agency-level stakeholders, media releases to local papers, or radio announcements if funding allows.
- Any notices will be posted at least two weeks prior to the public event.
- Notices may be posted at the City of Barstow, on buses and at bus shelters as is appropriate, at key community centers and transfer locations.
- Information about public participation opportunities will also be posted on BAT's website at least two weeks prior to the event.
- Comments will be accepted at public outreach events, by mail, and by phone to ensure that all populations have the opportunity to participate.

### Outreach Methods to Engage Minority and Limited English Proficient Populations

- BAT will continue to produce its system map brochure in Spanish
- Notices in Spanish will be developed and posted along with English notices.
- Notices in Spanish and other LEP languages may be posted on vehicles that have been identified as key routes used by LEP populations, if such information exists.
- Event information on BAT's website will be posted in English and Spanish.
- BAT will distribute event information to community groups and agencies that work with LEP populations, if such contacts exist.
- The City of Barstow has staff members who can translate for LEP individuals that call or visit and need language assistance.
- BAT will ensure that non-English language interpretation will be available at any public meeting or workshop as is appropriate and necessary.
- BAT will continue cultivating relationships with community agencies that serve LEP populations. When such contacts exist, BAT will distribute information about its services for distribution to LEP clients.

- Event notices will be sent to local LEP language magazine, newspapers, and/or radio stations if such are identified and within project budgets.
- Public outreach events may include attending already existing community meetings and gatherings, such as school meetings, farmers markets, faith-based events, and other community activities in order to invite participation from LEP populations who may not attend BAT hosted public events.

As of this writing, Spanish is the only LEP language that meets the Safe Harbor threshold of 5% or 1,000 persons. Barstow Area Transit will continue assessing the language needs of citizens in its service area through its Language Assistance Plan. At the time that another group with limited English proficiency reaches significant mass, BAT will review this plan and its strategies for engaging with non-English speaking populations.

# Summary of Outreach Efforts

## Recurring Outreach Efforts

Barstow Area Transit already translates its Rider's Guide into Spanish. The Rider's Guide is a foldable brochure that includes routes schedules, a system map, and fares, as well as how-to-ride, ADA, and contact information.

The BAT Rider's Guide is available at the following locations

- BAT buses
- The City of Barstow City Hall and Council Chambers
- Barstow Public Library
- On the City's website

Transit Staff also makes periodic presentations to the City Council regarding the transit program and its operations.

## Recent Project-Related Outreach

2011 Update to the Public Transit – Human Services Transportation Coordination Plan for San Bernardino County: As part of its Coordinated Plan Update process, the San Bernardino Association of Governments (SANBAG) held six community transit workshops across San Bernardino County. A workshop for the Barstow Community was held at the Senior Center on February 4, 2011. Members of the public, as well as human and social service agency representatives, were invited to attend to share transit needs and discuss projects that could address these needs. A flyer was created to advertise these workshops and distributed broadly through email blasts and by posting the flyer at each location and on agency websites.

## Title VI Related Outreach

Title VI Program Development outreach included:

- Distributed surveys at each of bus route stops
- Distributed surveys at the Senior Center
- Conducted surveying work at Barstow Community College
- Conducted intercept surveys each of the City's supermarkets, including the Food 4 Less, WalMart, and Stater Brothers.

# **Barstow Area Transit's Language Assistance Plan**

**Developed: June 2014**



**City of Barstow  
220 East Mountain View Street, Suite A  
Barstow, CA 92311**

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# 1. Introduction

This Language Assistance Plan was developed during the process of developing the Title VI Program for Barstow Area Transit (BAT). The Title VI Program complies with federal requirements and ensures that Barstow Area Transit services are provided without discrimination on the basis of race, color, or notational origin. Through this Language Assistance Plan, the Title VI program also ensures that Barstow Area Transit's services are accessible to limited English Proficient (LEP) individuals.

Title VI of the 1964 Civil Right Act is one of two federal mandates that guarantee the provision of meaningful access to federally-funded services for LEP individuals:

- Title VI of the 1964 Civil Right Act prohibits federally-funded agencies from discriminating against individuals based on race, color and national origin and includes meaningful access to LEP customers.
- President's Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (August 11, 2000) instructs federal agencies to improve access to services by mandating that any federally conducted or assisted programs of activities (e.g. recipients of federal funding) must provide meaningful access to LEP customers.

Barstow Area Transit's Title VI Program was prepared in the Spring of 2014 in accordance with FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients, October 1, 2012.

More information about Barstow Area Transit's Title VI Program is available at:

<http://www.barstowca.org/index.php/city-organization/city-departments/transportation>

## 2. Overview of Barstow Area Transit's Service Area and Services

Barstow Area Transit is the City of Barstow's transportation services for the city and surrounding areas of San Bernardino County, including the communities of Hinkley, Lenwood, Grandview, Yermo, Harvard, Daggett and Newberry Springs. Transit service is available seven days a week.

BAT offers three routes within the City of Barstow: City Route 1, City Route 2, and City Route 3.

Dial-a-Ride or complementary paratransit is available within the City of Barstow and is known as City Dial-a-Ride.

Barstow Area transit also serves county areas where fixed transit does not run with general public Dial-a-Ride: West County Dial-a-Ride serves Hinkley and East County Dial-a-Ride serves Yermo, Daggett, and Newbury Springs.

### **3. Language Assistance Goals**

Barstow is committed to making its services and programs available to LEP persons as part of its compliance to Title VI of the Civil Rights Act of 1964.

Barstow Area Transit goal is to provide meaningful access for LEP customers to BAT's services, information, and participation opportunities by developing a Language Assistance Plan and by regular evaluation of the developed methods and strategies.

### **4. Results of the Four Factor Analysis**

**Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.**

#### **Census Data**

Barstow used available American Community Survey data to identify the LEP populations within the City of Barstow. Table 4-1 demonstrates the various populations residing in the City of Barstow that speak English "less than very well."

Table 4-1

TABLE B16001: LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER	Barstow City, California	
	Estimate	% of Total Pop.
Total:	20,460	100.0%
Speak only English	15,271	74.6%
Spanish or Spanish Creole:	4,229	20.7%
<b>Speak English less than "very well"</b>	<b>1,264</b>	<b>6.2%</b>
French (incl. Patois, Cajun):	55	0.3%
Speak English less than "very well"	55	0.3%
German:	86	0.4%
Other Slavic languages:	31	0.2%
Speak English less than "very well"	31	0.2%
Armenian:	38	0.2%
Speak English less than "very well"	38	0.2%
Chinese:	85	0.4%
Speak English less than "very well"	65	0.3%
Japanese:	36	0.2%
Speak English less than "very well"	36	0.2%
Korean:	52	0.3%
Speak English less than "very well"	31	0.2%
Vietnamese:	22	0.1%
Speak English less than "very well"	10	0.0%
Tagalog:	54	0.3%
Speak English less than "very well"	6	0.0%
Other Pacific Island languages:	136	0.7%
Speak English less than "very well"	23	0.1%
Other Native North American languages:	18	0.1%
Speak English less than "very well"	18	0.1%
Arabic:	195	1.0%
Speak English less than "very well"	40	0.2%

Source: U.S. Census Bureau, 2008-2012 American Community Survey

LEP data was also available for some of the surrounding county areas BAT serves. These communities demonstrated similar patterns for LEP populations, with Spanish-speakers as the only population greater than the Safe Harbor threshold. Data for Lenwood CCD, Newberry Springs-Baker CCD and is provided below.



Table 4-2

<b>TABLE B16001: LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER</b>	<b>Estimate</b>	<b>% of Total Pop.</b>
<b>Newberry Springs-Baker CCD, San Bernardino County, California</b>		
<b>Total:</b>	11,187	100.0%
<b>Speak only English</b>	8,551	41.8%
<b>Spanish or Spanish Creole:</b>	1,773	8.7%
<b>Speak English less than "very well"</b>	<b>590</b>	<b>2.9%</b>
<b>Lenwood CCD, CCD, San Bernardino County, California</b>		
<b>Total:</b>	3,301	100.0%
<b>Speak only English</b>	2,641	12.9%
<b>Spanish or Spanish Creole:</b>	618	3.0%
<b>Speak English less than "very well"</b>	<b>278</b>	<b>1.4%</b>

Source: U.S. Census Bureau, 2008-2012 American Community Survey

### **Safe Harbor Provision**

As demonstrated in Table 4-1 and 4-2 Spanish speakers within the city of Barstow represent the only LEP population that meets the Safe Harbor Threshold, at 6.2% (1,264 individuals) of the City of Barstow’s population.

There are other LEP communities, yet they represent a very small population with BAT’s service area and fall within the Safe Harbor Provision of less than 5% or 1,000 individuals. While Barstow Area Transit will not translate its vital materials into languages other than Spanish, it will continue to monitor the proportions of LEP individuals and corresponding languages as detailed in Section 6 in the following pages.

### **LEP Outreach**

A survey was developed that asked individuals about their interaction with Barstow Area Transit and their ability to access these services and communicate with staff. The survey was translated into Spanish and individuals were invited to respond about the experience with BAT. Survey work was conducted at the Senior Center, all of the City’s markets, the community college, and on each route.

During this week of survey work, no LEP individuals were encountered or willing to respond to a survey.

Barstow Area Transit also conducted a survey of its staff (results provided in the following pages) and used anecdotal information and previous experience with LEPs provided by community contacts and staff to further assess the best way to outreach to and engage LEP populations.

## **Factor 2: The frequency with which LEP persons come into contact with the program.**

### **Staff Survey of Previous Experience with LEPs**

#### **Interaction with LEPs**

19 staff members completed the survey, with 16 reported having some interaction with Limited English Proficient Speakers.

Three respondents reported having no previous interaction with LEP individuals.

When asked to identify how often they interact with LEPs, the following was reported, demonstrating that many staff members are interacting with LEPs on a regular basis.

Table 4-3

<b>Interaction with LEPs</b>	<b>Number of Times Reported</b>
Daily	1
1- 3 times per week	8
Once per moth	2
Infrequently/Rarely	4
Only Once	1

#### **Languages Spoken:**

Most staff members were able to identify the languages spoken by LEP individuals. The following languages (or language groups) were reported. Spanish was reported most frequently, consistent with Census information.

Table 4-4

Language	Number of Times Reported
Spanish	14
Sign Language	3

**Questions Asked about Barstow Transit Service:**

The following topics were reported as asked by LEPs:

Table 4-5

Topic	Number of Times Reported
Fares	7
Schedule	7
How to get to destination	5
Destination of route	3
Directions—which bus to take	1
ADA questions:	
How to make a reservation	2
Pick up time	1
ADA application	1

**Communication with LEPs:**

12 respondents that they felt they were able to successfully communicate LEPs some or all of the time with help from the techniques detailed below.

Three respondents stated that they couldn't communicate with LEP individuals.

Respondents reported using the following methods to communicate with LEP riders:

Table 4-6

Method of Communication	Number of Times Reported
Other passengers translated	4
Passengers' children translated	4
Gestures	4
Employee spoke Spanish	2
Wrote note for deaf rider	2
Employee knew some sign language	1
Bilingual staff member helped	1

### **LEPs' Interaction with transit:**

Vehicle operators reported encountering LEP riders on the following routes.

Table 4-7

<b>Route</b>	<b>Number of Times Reported</b>
Route 3	5
Dial-a-Ride	4
Route 1	2
Route 2	1
All routes	1

### **Discussion**

#### **How LEPs interact with Barstow Area Transit:**

These results suggest that BAT staff encounter LEP individuals regularly and on all routes. There are a very limited number of times that LEP individuals call or visit BAT offices.

#### **Literacy of LEP communities:**

The LEP community, most notably Spanish speakers, are literate in their native languages.

#### **Are LEPs underserved due to language barriers:**

Although a specific barrier was not identified, drivers reported that LEP individuals do ask questions about the service, most notably about fares and schedules. Though front-line staff does whatever they can to communicate with these individuals, some could not communicate with staff, suggesting a language barrier. Though BAT already translates its Rider's Guide into Spanish, this may indicate a need for broader distribute of this resource, particularly to agencies that work with LEP individuals, as suggested in BAT's Public Participation Plan. BAT has developed a staff training program and identified resources for language assistance, as detailed in Section 5. Implementation Plan.

### Factor 3: The nature and importance of the program, activity, or service provided by the program to people’s lives

Barstow Area Transit recognizes that its services are often used for life-sustaining activities, such as transportation to work, grocery shopping, non-emergency medical appointments, as well as life-enriching activities, such as school, and social events. For transit-dependent individuals, BAT services are gravely important. For this reason, BAT is committed to translating vital documents that have not yet been translated into Spanish. Vital documents are those that demonstrate where and how to use BAT, how to access services, Title VI, and additional pertinent information. The process for translating these vital documents is detailed below in Section 5. Implementation Plan.

### Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

Barstow Area Transit is already undertaking some LEP outreach, including its bilingual transit information. BAT has identified additional cost-effective strategies that will be successful in this smaller community. Resources that have been identified, as well as available costs, are detailed below in Table 4-8.

Table 4-8

<b>Resource for LEP Outreach</b>	<b>Associated Costs</b>
Posted Notice to the Public with language assistance information around the community and on buses	Free to very low cost
Posting updates, event notices, language assistance information, etc. around the community and on buses	Free to very low cost
Distributing information to community agencies, such as human service agencies, Barstow Community College, Barstow Senior Center, etc.	Free to very low cost
Posting information on City’s website	Very low cost
Including transit information with City utility bills	Free to very low cost
Contract with Language Line for simultaneous oral interpretation	\$3.95 minutes as needed
Translation, as needed	May be done by city-employed interpreters; or \$70-\$100 per translated page
Oral interpretation provided by City Staff	Cost already accounted for
Oral interpretation, as needed	Determined on a case-by case basis.

## **5. Implementation Plan**

### **Responsibility for Implementation**

Barstow Area Transit's overall Title VI Program and Language Assistance Program will be implemented by the City of Barstow Transit Coordinator.

City of Barstow Transit Coordinator  
220 East Mountain View Street, Suite A  
Barstow, CA 92311  
760) 256-3531

### **Language Service Provision**

This implementation plan details how Barstow Area Transit ensures meaningful access to LEP individuals through language assistance.

#### **Responding to LEP individuals:**

LEP individuals are invited to call the City of Barstow with any questions or concerns or visit the Transit Coordinators Office. The City of Barstow employs seven (7) interpreters who can assist LEP individuals during normal business hours

- Five interpreters speak Spanish
- One interpreter speaks French
- One interpreter speaks Chinese Mandarin.

#### **Oral interpretation:**

Simultaneous interpretation at public events will be determined on a case-by-case basis by examining several factors, such as:

- The type and size of event
- The availability of a staff member of a host organization to interpret, etc.
- Requests received 72 hours before an event

## **Translation of Vital Documents:**

1. Barstow Area Transit has translated into Spanish vital information including Rider guide and ADA information and Title VI Title VI Notice to the Public, Complaint Procedures, and Complaint Forms. This information is available on the City's website.
2. The extent of Barstow Area Transit's ability and obligation to continue translating written documents will be determined on a case-by-case basis, by looking at elements presented in the Four Factor Analysis and the nature of the written material.
3. When materials are to be translated the following guidelines will be used:

*Vital documents include but are not limited to: Title VI materials and forms; ADA complementary paratransit eligibility applications and rider information; materials that provide access to essential services; information about public participation and input opportunities.*

4. As Spanish speakers are the largest LEP group reported by the US census and by LEP outreach, Spanish translation will be considered first. NAT staff will continue to monitor the change in LEP populations, as detailed in Section 4.

## **Barstow Area Transit's Website**

Title VI information in English and Spanish is available on BAT's website at:

<http://www.barstowca.org/index.php/city-organization/city-departments/transportation>

As additional materials, including information public hearings, input opportunities and major projects, about are translated into LEP languages, they will be provided on the website.

## **Outreach**

1. To ensure that LEP individuals are aware of language assistance measures, Barstow has included information about language assistance in its Title VI Notice to the Public.
2. Title VI information is available on the website in English and Spanish.
3. BAT produces its Rider's Guide in English and Spanish and provides this information on its website.

4. Staff will inform residents about Language Assistance Program during their outreach and transit-orientation activities.

7. Staff will continue developing relationships with organizations that serve LEP individuals and developing strategies to spread awareness of Barstow Area Transit's Language Assistance Program and transit services. This may include distributing transit information in LEP languages.

## **6. Monitoring, Evaluating, and Updating the LAP**

1. A thorough review of this Language Assistance Plan (LAP) will be undertaken every three years concurrent with updating and submitting the Title VI Program. At that time, the LEP population will be reassessed to ensure all significant LEP languages are included in Barstow Area Transit's language assistance efforts. The following reoccurring reporting and evaluation measures will be used to update the Language Assistance Plan:

2. Barstow Area Transit will regularly assess the effectiveness of how BAT and contracted staff members communicate with LEP individuals by:

- Including questions about language assistance and information needs on any transit surveys
- Conversations with community agencies that work with LEPs
- Rider surveys or other input opportunities will be available in LEP languages (currently Spanish)

3. Staff will track its language assistance efforts, including:

- Reporting front-line staff's interactions with LEP
- Reports and updates from the City's seven interpreters.

## **7. Staff Training**

1. Barstow Area Transit staff training program includes the following training sessions:

- Driver training occurs once a month at a minimum, focusing on safety practices and procedure.
- Maintenance training occurs once a month, the focusing on safety practices and procedure as well as OSHA laws.
- Staff training is weekly and is concentrated on operational procedures.



2. Language Assistance and LEP training is provided annually and as needed at any of the above trainings opportunities described above.

3. LEP training includes:

- A summary of the BAT and its contractor's under the DOT LEP Guidance;
- A summary of the agency's language assistance plan; including responding to LEPS
- A summary of the number and proportion of LEP persons in the agency's service area, the frequency of contact between the LEP population and the agency's programs and activities, and the importance of the programs and activities to the population; and
- A description of the agency's cultural sensitivity policies and practices.

4. The following appropriate resources have been identified and will be used as needed.

- "Breaking Down the Language Barrier: Translating Limited English Proficiency into Practice." This video, which is available on DVD and as a streaming video link on [www.lep.gov](http://www.lep.gov), explains the language access requirements of Title VI and Executive Order 13166 through vignettes that expose the problems resulting from the absence of language assistance. The video goes on to show how these same situations could have been handled more appropriately if the service provider took reasonable steps to provide meaningful access.
- "Providing Language Access for Persons with Limited English Proficiency," a PowerPoint presentation produced by the FTA Office of Civil Rights and available at [http://www.fta.dot.gov/civilrights/title6/civil\\_rights\\_5102.html](http://www.fta.dot.gov/civilrights/title6/civil_rights_5102.html).
- "How to Engage Low-Literacy and Limited English Proficient Populations in Transportation Decision-making," available at <http://www.fhwa.dot.gov/hep/lowlim>. This report documents "best practices" in identifying and engaging low-literacy and LEP populations in transportation decision-making. These "best practices" were collected during telephone interviews with individuals in 30 States.
- "Basic Spanish for Transit Employees" this flip guide was produced by the Roaring Fork Transit Authority and the Colorado Mountain College. It includes requests and commands that vehicle operators use every day in English and in Spanish and written phonetically in English. Copies of this guide can be obtained by calling 970-945-8691.
- "Guidelines for Developing Traffic Safety Educational Materials for Spanish-Speaking Audiences," a manual developed by the Education in Traffic Safety project, Education Development Center, Inc., with funding from the National Highway Traffic Safety Administration. The manual is organized into three sections: research and planning, creating materials, and dissemination and evaluation. Available at <http://www.nhtsa.dot.gov/people/injury/airbags/TESM/index.htm>.

## **Table Depicting the Membership of Non-Elected Committees and Councils**

This requirement is not applicable as Barstow Area Transit does not have any non-elected committees or councils.

## **Description of Subrecipient Monitoring and Schedule of Subrecipient Title VI Program Submissions**

This requirement is not applicable as Barstow Area Transit does not have any subrecipients at this time and does not anticipate expanding to include subrecipients.

## **Title VI Equity Analysis**

Since it's last Title VI Certifications and Assurances, Barstow Area Transit has not built or sited a new location and therefore did not need to undertake a Title VI Equity Analysis.

# **Additional Information for Transit Providers that operate 50 or less fixed route vehicles in peak service and are not located in an Urbanized Area (UZA) of 200,000: System-Wide Policies and Service Standards**

## **Effective Practices to Fulfill the Service Standard Requirement**

### ***Vehicle Load Standards***

The average of all loads during the peak operating period should not exceed the following load factors for that type of service:

Local Routes: Loads not to exceed 1.25 passengers / seat

### ***Vehicle Headway Standards***

Peak period headways on City Routes 1, 2, and 3 will be 60 minutes, Monday through Sunday.

### ***On-Time Performance Standards***

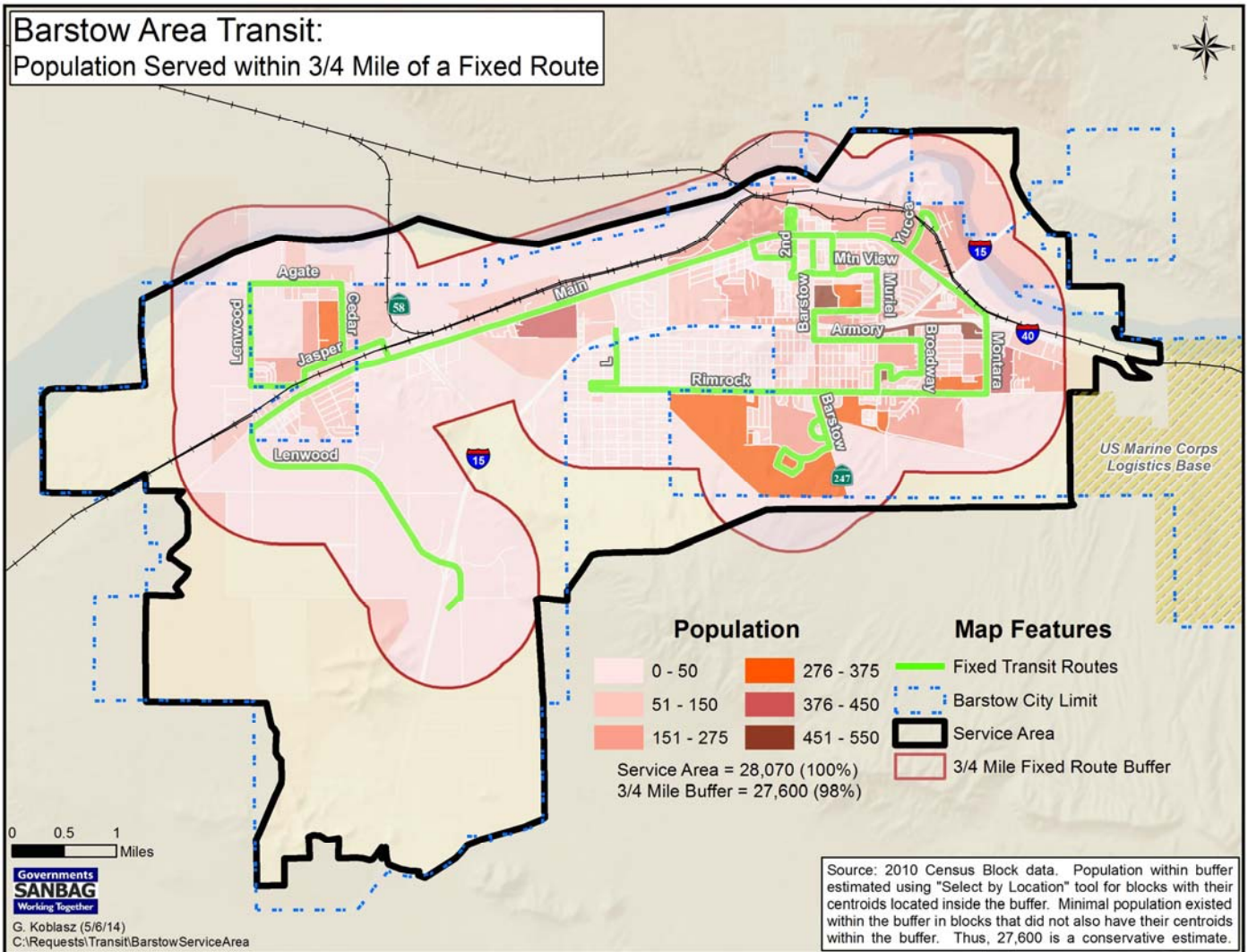
All Fixed Routes: Minimum Standard: 90% of all runs are on time (defined as from one minute early to 5 minutes late). Target Standard: 95% of all runs on time.

### ***Service Availability Standards***

All Fixed Routes: Minimum Standard: Throughout Barstow Area Transit service area, 90 percent of the population should be within  $\frac{3}{4}$  mile of a bus stop. Target Standard: Throughout the service area, 80 percent of the population should be within  $\frac{1}{4}$  miles of a bus stop.

The map below demonstrates Barstow Area Transit's current service availability. 27,600 individuals or 98% of the service area population (per the 2010 US census) are within  $\frac{3}{4}$  miles of BAT routes.

## Barstow Area Transit Service Availability



# Effective Practices to Fulfill the Service Policy Requirement

## ***Vehicle Assignment Policy***

### All Fixed Routes:

Bus assignments take into account the operating characteristics of the various buses within the Barstow Area Transit fixed route fleet, which are matched to the operating characteristics of the route. Vehicle assignments are made based upon the vehicle size and seating capacity needs for a particular route. Vehicle assignments are rotated to ensure equal usage of qualified vehicles for a particular route on a monthly basis based on the route need except for non-availability due to mechanical breakdown.

## ***Transit Amenities Policy***

The City of Barstow is reviewing its bus stop amenities and bus shelter locations, as funding allows and where the City has right-of-way access and responsibility, to bring it into compliance with the following systemwide standards:

- Bus stops with benches are located to serve the boarding requirements of passengers and the BAT system strives to provide these at locations serving at least 5 or more passengers per day, and
- Shelters should be provided at locations serving 20 or more passengers per day and are ADA Compliant with shelter and accessible pad, as well as a bench and trash can.

Some stops serving fewer than 5 passengers per day exist within the BAT system, in order to provide adequate access to passengers who are less frequently using BAT services. These do not have priority for receiving bus bench and trash can treatments. The City works with private property owners where it does not have sufficient right-of-way to install amenities.

# Barstow City Council's Approval of Barstow Area Transit's Title VI Program



City of Barstow  
California

Agenda Item  
1673



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## 25 Adoption of Barstow Area Transit Title Vi Program

### Information

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<b>Department:</b>	City Manager Department	<b>Sponsors:</b>
<b>Category:</b>	Report	

### Attachments

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June 16, 2014 - Adoption of BAT Title VI Regulations (Attachment A)

### Fiscal Impact

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See "Fiscal Impact" section of this report.

### Executive Summary

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In order to remain eligible for the continued receipt of Federal Transit Administration (FTA) funding, the Barstow Area Transit (BAT) system is required to adopt a Title VI Program which complies with both Title VI of the Civil Rights Act of 1964 and the new provisions detailed in the US Department of Transportation's FTA Circular 4702.1B. Given this requirement, the San Bernardino Associated Governments (SANBAG) provided the funds necessary to hire AMMA Transit Planning to assist the City with the preparation of the mandated plan. After several months of work, development of the overall BAT Title VI Program (Attachment A) has been completed for City Council review and consideration.

### Discussion

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Historically, given that SANBAG applied for federal transportation funds on the City's behalf, the FTA has not mandated the implementation of a BAT Title VI Program. However, with the publication of FTA Circular 4702.1B, the City was required this year to apply directly for FTA funding. With that change, both SANBAG and FTA representatives indicated that it would be necessary for the City to implement a comprehensive Title VI Program.

During the past several months, City staff has worked with SANBAG and AMMA Transit Planning to prepare a Title VI Program for City Council consideration. The overall plan that has been developed contains all of the elements required to stay in compliance with FTA regulations.

**FISCAL IMPACT:**  
None.

### Recommended Action

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Staff recommends that the City Council take the following actions:  
1. Approve the Barstow Area Transit Title VI Program (Attachment A).



Meeting History

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**Jun 16, 2014 7:00 PM Video**    **City Council**    **Joint Special CC/Successor/BFPD**     **Draft**

**RESULT:**    **APPROVED [UNANIMOUS]**  
**MOVER:**    Merrill Gracey, Council Member  
**SECONDER:**    Carmen Hernandez, Council Member  
**AYES:**    Julie Hackbarth-McIntyre, Timothy Silva, Merrill Gracey, Richard Harpole, Carmen Hernandez

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