



Public Works

919 Palm Street, San Luis Obispo, CA 93401-3218
805.781.7200
slocity.org

Title VI Plan

Agency Name: San Luis Obispo Transit-SLO Transit

*Date Adopted: **October 22, 2013***

I. Plan Statement

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance" (42 U.S.C. Section 2000d).

The City of San Luis Obispo-San Luis Obispo Transit is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A.

This plan was developed to guide the City of San Luis Obispo-San Luis Obispo Transit in its administration and management of Title VI-related activities.

(The City of San Luis Obispo currently contracts with First Transit Inc for maintenance and operations of San Luis Obispo Transit-SLO Transit)*

Title VI Coordinator Contact information:

**City of San Luis Obispo
Transit Manager
Public Works Department
919 Palm Street
San Luis Obispo, CA 93401
(805)781-7121**

II. Title VI Information Dissemination

Title VI information posters shall be prominently and publicly displayed in the city owned San Luis Obispo Transit facility and on their revenue vehicles. The name of the Title VI coordinator is available on the San Luis Obispo Transit website, at www.slotransit.org . Additional information relating to nondiscrimination obligation can be obtained from the San Luis Obispo Transit Title VI Coordinator.

Title VI information shall be disseminated to San Luis Obispo Transit employees annually via the Employee Education form (see Appendix A) in payroll envelopes. This form reminds employees of San Luis Obispo Transit's policy statement, and of their Title VI responsibilities in their daily work and duties. During New Employee Orientation, new employees shall be informed of the provisions of Title VI, and San Luis Obispo Transit's expectations to perform their duties accordingly.

All employees shall be provided a copy of the Title VI Plan and are required to sign the Acknowledgement of Receipt (see Appendix B).

III. Subcontracts and Vendors

All subcontractors and vendors who receive payments from the City of San Luis Obispo- San Luis Obispo Transit where funding originates from any federal assistance are subject to the provisions of Title VI of the Civil Rights Act of 1964 as amended.

Written contracts shall contain non-discrimination language, either directly or through the bid specification package which becomes an associated component of the contract.

IV. Record Keeping:

The Title VI Coordinator will maintain permanent records, which include, but are not limited to, signed acknowledgements of receipt from the employees indicating the receipt of the City of San Luis Obispo- San Luis Obispo Transit's Title VI Plan, copies of Title VI complaints or lawsuits and related documentation, and records of correspondence to and from complainants, and Title VI investigations.

V. Title VI Complaint Procedures

How to file a Title VI Complaint?

The complainant may file a signed, written complaint up to thirty (30) days from the date of the alleged discrimination. The complaint should include the following information:

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

- Other information that you deem significant

The Title VI Complaint Form (see Appendix C) may be used to submit the complaint information. The complaint may be filed in writing with the City of San Luis Obispo- San Luis Obispo Transit at the following address:

**Title VI Coordinator
City of San Luis Obispo
Transit Manager
Public Works Department
919 Palm Street
San Luis Obispo, CA 93401
(805)781-7121**

NOTE: San Luis Obispo Transit encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 30 days from the alleged date of discrimination.

What happens to the complaint after it is submitted?

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by San Luis Obispo Transit will be directly addressed by the City of San Luis Obispo-San Luis Obispo Transit. The City of San Luis Obispo-San Luis Obispo Transit shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, the City of San Luis Obispo-San Luis Obispo Transit shall make every effort to address all complaints in an expeditious and thorough manner.

A letter of acknowledging receipt of complaint will be mailed within thirty (30) days (Appendix D). Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

How will the complainant be notified of the outcome of the complaint?

San Luis Obispo Transit will send a final written response letter (see Appendix E or F) to the complainant. In the letter notifying complainant that the complaint is not substantiated (Appendix F), the complainant is also advised of his or her right to 1) appeal within seven calendar days of receipt of the final written decision from the City of San Luis Obispo-San Luis Obispo Transit, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the FTA. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590

VI. Limited English Proficiency (LEP) Plan

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

Four Factor Analyses:

1) The nature and importance of service provided by San Luis Obispo Transit

The City of San Luis Obispo is centrally located in California between San Francisco and Los Angeles. The City has an estimated population of 45,119 (2010 Census Bureau estimate). San Luis Obispo is also home to the California Polytechnic State University (Cal Poly), a major source of population, employment, and other overall economic and social impacts. SLO Transit, a program operated out of the Department of Public Works, is the City of San Luis Obispo's transit provider and operates fixed route service throughout the City and trolley service downtown. Other regional and paratransit service providers also offer service to the City.

SLO Transit, a City entity with service operation contracted to First Transit, provides fixed-route bus service throughout the City of San Luis Obispo. SLO Transit operates a total of seven regular bus routes on weekdays, six routes on Saturdays, and four routes on Sundays, as well as a Downtown Trolley Thursdays through Saturday. Five routes operate Monday through Friday evenings during the school year.

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

Data was gathered from the following sources to identify information on persons who do speak languages other than English at home and who speaks it less than well or not at all and would be classified as limited English proficient or "LEP":

- a. 2010 Census Data.
- b. Census Bureau's American Community Survey and Fact Finder Surveys. .
- c. Department of Labor LEP Special Tabulation website.

A review of the census data on the numbers of limited English proficient or LEP persons revealed that in San Luis Obispo, CA the highest percentage of total population 5 years and over that spoke a language other than English at home were Spanish speakers. The total Spanish speaking population was 14.7% of the 45,119 total population of San Luis Obispo, CA (see U.S. Census Bureau Data). The number of Spanish speaking LEP individuals that spoke English “not well” or “not at all” in San Luis Obispo was 13.9%.

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

We serve LEP persons daily via our fixed route transit system that operates 10 peak vehicles from Labor Day to mid-June and reduced service from mid-June-Labor day. Two call center staff (First Transit employees) in our transit administrative-maintenance office located at 29 Prado Road speaks Spanish and translates in person or over the phone a total of approximately 1-2 times a month. We have not had any calls that require translations when Spanish speaking employees were unavailable and had no calls for languages other than Spanish. Spanish speaking staff is also available at the City Public Works Department located at 919 Palm Street in San Luis Obispo for calls that are made regarding transit operations to city transit staff. No calls or requests for translation were received by SLO City staff during the previous 24 months.

SLO Transit will continue to monitor the following key program areas such as:

- Use of bus;
- Participation in public meetings;
- Customer service interactions;
- Ridership surveys;
- Operator surveys;
- Purchase of passes and tickets through outlets, and the Rideshare website.

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

San Luis Obispo Transit currently provides some information in Spanish such as surveys, bus routes and fares, public service announcements and information on the buses. San Luis Obispo Transit has two experienced staff members who are fluent in both Spanish and English and are qualified to serve as interpreters as needed on those occasions when a person with limited English proficiency contacts the transit system. About \$2,500/year could be allocated in FY 2012-13 for additional language services.

Implementation Plan:

Based on the four factor analysis, San Luis Obispo Transit recognizes the need to continue providing language services in the region. A review of San Luis Obispo Transit relevant programs, activities and services that are being offered or will be offered by the City as of October 2012 include:

- Spanish speaking translators are available upon request during normal business hours.
- Route and Schedule brochures are available in both English and Spanish.
- Route and schedule information available in Spanish on the San Luis Obispo Transit website. www.slotransit.org
- Transit surveys to be conducted by San Luis Obispo transit will be available in Spanish.
- Public meetings will include outreach to the Spanish speaking community in San Luis Obispo. Information will be provided in Spanish and translators will be on site to help with questions or concerns.
- Scheduling meetings at times and locations that are convenient and accessible for minority and LEP communities.
- Employing different meeting sizes and formats.
- San Luis Obispo Transit will consider radio, television, or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations will consider the use of audio programming available on podcasts.
- San Luis Obispo Transit will consider providing opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments
- San Luis Obispo Transit will expand its FTA section 5317 New Freedom (NF) “Expanding transportation options in SLO” grant program to include Spanish-speaking volunteers to assure senior and disabled Spanish-speaking customers have the opportunity to be taught how to ride the bus through training and through one-on-one assistance.

San Luis Obispo Transit’s outreach and marketing initiatives have yielded a list of community organizations that serve populations with limited English proficiency. The following list of community organizations, school systems, and religious organizations will be contacted to assist in gathering information and see what services are most frequently sought by the LEP population:

San Luis Obispo Coastal Unified School District
 Mission San Luis Obispo de Tolosa
 Crossroads Foursquare Church
 San Luis Obispo Prado Day Center
 Maxine Lewis Memorial Shelter
 Community Action Partnership of San Luis Obispo
 Food Bank Coalition of San Luis Obispo County
 San Luis Obispo Chamber of Commerce

San Luis Obispo will contact the community organizations that serve LEP persons, as well LEP persons themselves, and perform a four factor analysis every three years to identify what, if any, additional information or activities might better improve San Luis Obispo’s services to assure non-discriminatory service to LEP persons. San Luis Obispo will then evaluate the

projected financial and personnel needed to provide the requested services and assess which of these can be provided cost-effectively.

VII. Community Outreach

As an agency receiving federal financial assistance, we have made the following community outreach efforts:

The Mass Transportation Committee (MTC) holds public meetings bi-monthly to review San Luis Obispo Transit service and performance. Agendas and minutes are available at <http://www.slocity.org/advisorybodies.asp>. At these meetings the public is welcome to attend and share in discussion with a variety of Community Outreach discussions. Additionally, the San Luis Obispo Transit works with the other transit agencies in the service area and other stakeholder organizations to review and discuss the planning and have involvement in the decision making process. San Luis Obispo Transit from time to time will provide on-board survey hand-outs to customers for their feedback about a variety of issues.

The City of San Luis Obispo-San Luis Obispo Transit submits to the California Department of Transportation and Federal Transit Administration annually an application for funding. The application requests funding for both capital and operating assistance. Part of the annual application is a public notice, which includes a 30-day public comment period.

Appendix A Employee Annual Education Form

Title VI Policy

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

All employees of San Luis Obispo Transit (Currently contracted by First Transit Inc.) are expected to consider, respect, and observe this policy in their daily work and duties. If a citizen approaches you with a question or complaint, direct him or her to the City of San Luis Obispo Transit Manager who is the Title VI Coordinator.

In all dealings with citizens, use courtesy titles (i.e. Mr., Mrs., Ms., or Miss) to address them without regard to race, color or national origin.

Appendix B Acknowledgement of Receipt of Title VI Plan

I hereby acknowledge the receipt of the San Luis Obispo Transit's Title VI Plan. I have read the plan and am committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A.

Your signature

Print your name

Date

Appendix C TITLE VI COMPLAINT FORM

Title VI of the 1964 Civil Rights Act requires that “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” If you feel you have been discriminated against in transit services, please provide the following information in order to assist us in processing your complaint and sent it to:

Provide address here

Please print clearly:

Name: _____

Address: _____

City, State, Zip Code: _____

Telephone Number: _____(home) _____(cell) _____(message)

Person discriminated against: _____

Address of person discriminated against: _____

City, State, Zip Code: _____

Please indicate why you believe the discrimination occurred:

- _____ race or color
- _____ national origin
- _____ income
- _____ other

What was the date of the alleged discrimination? _____

Where did the alleged discrimination take place? _____

Please describe the circumstances as you saw it: _____

Please list any and all witnesses' names and phone numbers:

What type of corrective action would you like to see taken?

Please attach any documents you have which support the allegation. Then date and sign this form and send to the Title VI Coordinator at:

**Title VI Coordinator
City of San Luis Obispo
Transit Manager
Public Works Department
919 Palm Street
San Luis Obispo, CA 93401
(805)781-7121**

Your signature

Print your name

Date

APPENDIX D Sample Letter Acknowledging Receipt of Complaint

Today's Date

Ms. Jo Doe
1234 Main St.
San Luis Obispo, California 93401

Dear Ms. Doe:

This letter is to acknowledge receipt of your complaint against San Luis Obispo Transit alleging
_____.

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by telephoning _____, or write to me at this address.

Sincerely,
**Title VI Coordinator
City of San Luis Obispo
Transit Manager
Public Works Department
919 Palm Street
San Luis Obispo, CA 93401
(805)781-7121**

APPENDIX E Sample Letter Notifying Complainant that the Complaint Is Substantiated

Today's Date

Ms. Jo Doe
1234 Main St.
San Luis Obispo, California 93401

Dear Ms. Doe:

The matter referenced in your letter of _____ (date) against San Luis Obispo Transit alleging Title VI violation has been investigated.

(An/Several) apparent violation(s) of Title VI of the Civil Rights Act of 1964, including those mentioned in your letter (was/were) identified. Efforts are underway to correct these deficiencies.

Thank you for calling this important matter to our attention. You were extremely helpful during our review of the program. ***(If a hearing is requested, the following sentence may be appropriate.)*** You may be hearing from this office, or from federal authorities, if your services should be needed during the administrative hearing process.

Sincerely,

**Title VI Coordinator
City of San Luis Obispo
Transit Manager
Public Works Department
919 Palm Street
San Luis Obispo, CA 93401
(805)781-7121**

APPENDIX F Sample Letter Notifying Complainant that the Complaint Is Not Substantiated

Today's Date

Ms. Jo Doe
1234 Main St.
San Luis Obispo, California 93401

Dear Ms. Doe:

The matter referenced in your complaint of _____ (date) against San Luis Obispo Transit alleging _____ has been investigated.

The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964, had in fact been violated. As you know, Title VI prohibits discrimination based on race, color, or national origin in any program receiving federal financial assistance.

San Luis Obispo Transit has analyzed the materials and facts pertaining to your case for evidence of the city's failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated.

I therefore advise you that your complaint has not been substantiated, and that I am closing this matter in our files.

You have the right to 1) appeal within seven calendar days of receipt of this final written decision from San Luis Obispo Transit, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration at Federal Transit Administration Office of Civil Rights Attention: Title VI Program Coordinator East Building, 5th Floor - TCR 1200 New Jersey Ave., SE Washington, DC 20590

Thank you for taking the time to contact us. If I can be of assistance to you in the future, do not hesitate to call me.

Sincerely,

**Title VI Coordinator
City of San Luis Obispo
Transit Manager
Public Works Department
919 Palm Street
San Luis Obispo, CA 93401
(805)781-7121**

APPENDIX G Samples of Narrative to be included in Posters to be displayed in Revenue Vehicles and Facilities

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**Title VI Coordinator
City of San Luis Obispo
Transit Manager
Public Works Department
919 Palm Street
San Luis Obispo, CA 93401
(805)781-7121**

For more information, visit our website at www.slotransit.org