

# TITLE VI PROGRAM 2019-2021

Approved by the BCAG Board of Directors on  
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## **TITLE VI PROGRAM POLICY**

The Butte County Association of Governments (BCAG) and Butte Regional Transit (BRT) grants all citizens equal access to its transportation services and are committed to providing public transportation in an environment that is free from discrimination on the basis of race, color or national origin. All persons, regardless of their citizenship, are covered under this regulation. In addition, BCAG and BRT prohibits discrimination on the basis of race, color or national origin in its employment and business opportunities.

As a Federal Transit Administration (FTA) fund recipient, BCAG, owner and operator of BRT, will ensure that its programs, policies and activities comply with Title VI of the Civil Rights Act of 1964, as amended, and Department of Transportation regulations. BCAG/BRT will ensure that the level and quality of its transportation service is provided without regard to race, color or national origin.

BCAG/BRT will not condone retaliation against an individual for his/her involvement in asserting his/her rights pursuant to Title VI or because he/she filed a complaint or participated in an investigation under Title VI, and/or this regulation. BCAG/BRT will promote the full and fair participation of all affected populations in the transportation decision-making process.

BCAG/BRT will make good faith efforts to achieve environmental justice as part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, activities, and services on minority populations and low-income populations within BCAG/BRT's service area as provided herein.

## **APPLICABILITY**

This policy is applicable to all BCAG/BRT employees, vendors, members of the public and all contractors hired by BCAG/BRT.

Failure of a BCAG/BRT employee to follow this policy and procedure may subject such employee to disciplinary action up to and including employment termination.

## GENERAL REQUIREMENTS AND GUIDELINES

BCAG/BRT will carry out its programs, activities, and services in compliance with Title VI of the Civil Rights Act of 1964. BCAG/BRT or any of its employees will not, on the grounds of race, color, national origin, age, sex, sexual orientation, or gender identity, exclude any person from participating in, deny the benefits of, or subject him/her to discrimination under any BCAG/BRT programs, services, or activities.

BCAG/BRT nor any of its employees will not, on the grounds of race, color or national origin:

- a) Provide any service, financial aid, or benefit that is different from that provided to others;
- b) Subject an individual to segregation or separate treatment;
- c) Restrict an individual in the enjoyment of any advantage or privilege enjoyed by others;
- d) Deny any individual service, financial aid, or benefits under any BCAG/BRT programs, services, or activities;
- e) Treat individuals differently in terms of whether they satisfy admission or eligibility requirements;
- f) Deny an individual the opportunity to participate as a member of a planning or advisory body.

BCAG/BRT shall evaluate significant system-wide service and fare changes and proposed improvements at the planning and programming stages to determine whether these changes have a discriminatory impact on low-income and Limited English Proficiency individuals. This applies to major service changes that affect 25% of service hours of a route.

BCAG/BRT schedules at least one Board Meeting every month to ensure that all individuals are afforded an opportunity to participate in transportation decisions. The agendas for these meetings are posted on the BCAG website, at the BCAG Board Meeting Room and the BCAG/BRT offices.

BCAG/BRT will keep the public informed of the protections against discrimination afforded to them by Title VI and BCAG/BRT's obligations under Title VI by posting a ***Title VI Policy Statement*** and associated English, Spanish and Hmong *Complaint Forms* (via Google Translator), on BCAG/BRT's website at [www.bcag.org](http://www.bcag.org) and [www.blinetransit.com](http://www.blinetransit.com), on all transit vehicles and at the BCAG/BRT administrative offices. See Appendix A.

BCAG/BRT maintains a list (a minimum of four years in active status) of any ***Title VI investigations, complaints, or lawsuits*** filed which allege BCAG/BRT discriminated against a person or group on the basis of race, color, or national origin. This list will include:

- a) The date the investigation, complaint, or lawsuit was filed;
- b) A summary of the allegation(s);
- c) The status of the investigation, complaint, or lawsuit; and
- d) Any actions or corrective actions taken by BCAG/BRT in response to the investigation, complaint or lawsuit.

BCAG/BRT will take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of its programs, activities and services for individuals who are Limited English Proficient (LEP).

BCAG/BRT will provide information, upon request from FTA, in order to investigate complaints of discrimination, or to resolve concerns about possible noncompliance with Title VI.

BCAG/BRT will submit its Title VI Program to the FTA's regional civil rights officer once every three years to ensure compliance with Title VI Requirements.

BCAG/BRT will ensure that minority and low-income individuals have meaningful access to BCAG/BRT programs, activities and services.

#### Environmental Justice Requirements

BCAG/BRT shall integrate an environmental justice analysis into its National Environmental Protection Act (NEPA) documentation of construction projects. BCAG/BRT is not required to conduct environmental justice analyses of projects where NEPA documentation is not required. BCAG/BRT will consider preparing an environmental assessment (EA) or environmental impact statement (EIS) to integrate into its documents the following components:

- a) A description of the low-income and minority population within the study area affected by the project, and a discussion of the method used to identify this population (e.g. analysis of Census data, direct observation, or a public involvement process);
- b) A discussion of all adverse effects of the project both during and after construction that would affect the identified minority and low-income populations;
- c) A discussion of all positive effects of the project that would affect the identified minority and low-income populations, such as improvements in transit service, mobility, or accessibility;

- d) A description of all mitigation and environmental enhancement actions incorporated into the project to address the adverse effects, including, but not limited to, any special features of the relocation program that go beyond the requirements of the Uniform Relocation Act and address adverse community effects such as separation or cohesion issues; and the replacement of the community resources destroyed by the project;
- e) A discussion of the remaining effects, if any, and why further mitigation is not proposed; and
- f) For projects that traverse predominantly minority and low-income and predominantly non-minority and non-low-income areas, a comparison of mitigation and environmental enhancement actions that affect predominantly low-income and minority areas with mitigation implemented in predominantly non-minority or non-low-income areas.

#### Limited English Proficient (LEP) Individuals & Public Participation Requirements

Presidential Executive Order 13166 requires federal agencies to implement measures to ensure that people who speak limited English have meaningful access to federally conducted and federally funded programs and activities, consistent with Title VI of the Civil Rights Act of 1964.

Both the U.S. DOT and FTA have implemented guidance or directives in furtherance of Executive Order 13166. In compliance with these directives, BCAG is committed to taking reasonable steps to ensure that all persons have meaningful access to its programs, services, and information, at no additional cost to individuals making the requests. BCAG has adopted a Plan for Limited English Proficient (LEP) Populations. It documents the various measures BCAG uses to assist persons with limited proficiency in English.

BCAG/BRT will seek out and consider the viewpoints of minority, low-income and Limited English Proficient (LEP) populations in the course of conducting public outreach and involvement activities. BCAG/BRT's public participation strategy will offer early and continuous opportunities for the public to be involved in the identification of social, economic and environmental impacts of proposed transportation decisions.

BCAG/BRT will ensure that individuals have access to its programs, activities and services by developing and carrying out the language plan herein. BCAG/BRT will continually assess the language assistance needs of the population to be served.

BCAG/BRT will use the following four (4) factors to determine what measures must be undertaken to provide reasonable and meaningful access to LEP individuals.

- a) Languages likely to be encountered and the number or proportion of LEP persons in the eligible service population likely to be affected by the program, activity, or service.
- b) Frequency with which LEP individuals come into contact with BCAG/BRT programs, activities, and services.
- c) Importance of the program, activity, or service provided by BCAG/BRT to LEP individual's lives.
- d) Resources needed to provide effective language assistance and costs.

BCAG/BRT will make every effort to employ bilingual staff to provide Spanish-speaking interpretation at its Administrative office and within its Customer Service for basic transit questions and trip planning assistance.

BCAG/BRT will also continue to offer translation assistance for Unmet Transit Needs hearings, Regional Transportation Plan (RTP) and Sustainable Communities Strategies (SCS) input opportunities, and other major decision-making processes, and will tailor public participation activities to reflect the unique LEP population(s) in all areas of Butte County. For the MTP/SCS, partnerships will continue to be sought with community groups who can assist BCAG in strengthening opportunities to meet language needs and gain the input of local LEP residents.

#### Sub-recipient Assistance & Monitoring

BCAG has put an administrative procedure in place to ensure that all subrecipients of FTA assistance comply with USDOT Title VI regulations. For all federal grant programs for which BCAG is implementing a project scope with participation of a subrecipient agency/organization, BCAG will designate a Project Manager whose oversight responsibilities include monitoring for subrecipient compliance of all federal requirements, including those described in the Title VI guidelines of FTA Circular 47201.1B.



The BCAG Title VI Subrecipient monitoring procedure is as follows:

1. A Project Manager is designated for each subrecipient project. The Title VI Administrator assists the Project Manager for Title VI compliance and reviews.
2. Subrecipient agreements between BCAG and the recipient organization include specific reference to the subrecipient's Title VI Civil Rights obligations as referenced in the master grant agreement and the FTA Circular 47201.1B. All subrecipients are required to establish a Title VI Program that will include the following elements:
  - a. Title VI Notice to the Public, including listing of locations of postings
  - b. Title VI Complaint Procedures
  - c. Title VI Complaint Form
  - d. List of Title VI Investigations, Complaints and Lawsuits
  - e. Public Participation Plan including information about outreach methods to engage minority and Limited-English-proficient people, as well as a summary of outreach efforts
  - f. Table showing membership of the subrecipient's project committees, with membership by race, and a description of the process used to encourage participation by minorities in project decision-making
  - g. If any additional subrecipients are included, plan for informing those subrecipients of Title VI responsibilities and monitoring their compliance
  - h. If subrecipient project involves facility construction, subrecipient will prepare and submit equity analysis showing distribution of benefits and burdens of alternatives considered, as well as any mitigation plan
  - i. Documentation of the subrecipient agency's governing board or entity indicating review and approval of agency's Title VI program
  - j. If the subrecipient agency is a transit provider, additional documentation as required by the FTA Circular 47201.1B including development of service standards, service policies and service assessment monitoring
3. The Project Manager will organize a project initiation meeting to review all project administrative requirements and procedures. The agenda for this meeting will include information about the requirements of FTA Circular 47201.1B, procedures for BCAG Title VI compliance monitoring, and the schedule for subrecipient submittals.
4. Each subrecipient will designate a Title VI Coordinator/Point of Contact (POC) who will prepare the subrecipient agency's Title VI Program compliance documentation. The agency's Title VI report, including all required elements, will be submitted to the BCAG Title VI Administrator per the schedule defined at the project initiation meeting.
5. The Project Manager and the BCAG Title VI Administrator will review the subrecipient Title VI program submittal for compliance with BCAG and FTA

requirements. Any deficiencies identified by BCAG will be identified and communicated to the sub-recipient Title VI POC for correction/further action.

6. The sub-recipient will identify any Title VI issues or concerns in progress reporting and/or invoicing on the project to be submitted, at a minimum quarterly, to the Project Manager.
7. For projects lasting more than one year, the subrecipient will submit annual updates of the Title VI program according to a schedule to be determined by the BCAG Project Manager and Title VI Administrator.
8. Subrecipient Compliance Monitoring Record – BCAG currently does not have any active subrecipients.

Should there be a subrecipient, BCAG will document the following information:

Project:

Subrecipient:

Program: Grant No.

Subrecipient Agreement & Date:

Project Administrative Initiation Meeting Date:

Subrecipient Title VI Contact:

Title VI SubRecipient Program Submittal/Review to PM (date):



## COMPLAINT PROCEDURES

### What is a Title VI Complaint?

Title VI is a section of the Civil Rights Act of 1964 requiring that “No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” Note that Title VI does not address gender discrimination. It only covers race, color and national origin. Other Civil Rights laws prohibit gender discrimination.

Any person who feels that he or she, individually or as a member of any class of persons, on the basis of race, color, or national origin has been excluded from or denied the benefits of, or subjected to discrimination caused by the Butte Regional Transit System may file a written complaint with the Butte County Association of Governments, Title VI Administrator or the Federal Transit Administration (FTA).

### How to File a Title VI Complaint with BCAG/BRT:

The preferred method of filing a complaint is to file your complaint in writing using the Title VI complaint form, and sending it to:

**Butte Regional Transit**  
**Attention: Title VI Administrator**  
**326 Huss Drive, Suite 150**  
**Chico, CA 95928**  
**Tel: (530) 809-4616**

A complaint form is available in hard copy at the administrative office of Butte Regional Transit or may be downloaded online at [www.BLinetransit.com](http://www.BLinetransit.com) or [www.bcag.org](http://www.bcag.org). Such complaints must be filed within 180 calendar days after the date the discrimination occurred.

BCAG/BRT will promptly investigate all Complaints filed under Title VI, pursuant to this Regulation.

Complaint must include the following information:

- a) A Complaint must be in writing and signed and dated by the Complainant or his/her representative before any action can be taken.
- b) A Complaint shall state, as fully as possible, the facts and circumstances surrounding the alleged discrimination, including the name and address of the complainant, the date, time and location of the incident. The Complaint shall include a description of the program, activity or service on which the alleged discrimination occurred.

A Complaint Form

A Complaint Form can be used to file a Title VI complaint with BCAG/BRT. A *Complaint Form* will be made in an accessible format upon request. A *Complaint Form* can be obtained at:

- a) BCAG/BRT or BCAG websites [www.blinetransit.com](http://www.blinetransit.com) or [www.bcag.org](http://www.bcag.org)
- b) By calling BCAG/BRT at (530) 809-4616 a complaint form can be mailed.
- c) By picking up a complaint form at the Administrative office, 326 Huss Drive, Suite 150 Chico, CA 95928.

If the Complaint is received by anyone besides BCAG/BRT's Executive Director, the individual in receipt of the Complaint shall forward it to the Executive Director or his/her designee as soon as practicable but no later than two (2) business days of receipt.

Procedures for Investigating Complaints

The Executive Director or his/her designee shall promptly investigate the alleged complaint and shall prepare a written response as soon as practicable, but no later than ten (10) business days of his/her receipt of the complaint. The Executive Director or his/her designee may consult with appropriate staff in the preparation of his/her response to the complaint.

Efforts to Contact Complainant

The Executive Director or his/her designee shall make efforts to speak (meeting or telephone conversation) with the complainant, at which time the complainant may give written or oral evidence supporting the allegation that his/her rights under Title VI have been violated. The Executive Director or his/her designee shall review and consider the response prepared by the Executive Director or his/her designee, all the information provided by the complainant, if any, and any other evidence available regarding the allegations of the complaint. The Executive Director or his/her designee shall prepare a written report of his/her findings and if corrective action is required, a timetable for the completion of such action.

### Completion of Investigation

As soon as it is practicable, but no later than twenty-five (25) business days following receipt of the initial complaint, the Executive Director or his/her designee shall inform the complainant of his/her findings and any corrective action to be taken as a result of the complaint together with the timetable for completion of such action.

### Appeal Process

If the complainant is not satisfied with the findings and/or action of BCAG/BRT's Executive Director or his/her designee, then the complainant may file his/her Complaint with the Chair of the Board of Directors or with the FTA's Office of Civil Rights.

If the complainant chooses to file his/her Complaint with the Chair of the Board of Directors, then the complaint and any supporting documentation should be submitted within five (5) business days of his/her receipt of the results of the Executive Director's investigation, with the Chair of the Board of Directors by providing it to Executive Director at BCAG/BRT facility. Upon review of the file, the Chair of the Board of Directors shall notify the complainant of what actions, if any, will be taken as a result of the review by the Chair within ten (10) business days of the Chair's notification that the complainant is not satisfied with the results of the Executive Director's investigation. The decision of the Chair of BCAG/BRT Board of Directors shall be final.

### Timeline Waiver

Any timeline set forth herein may be extended by the Executive Director upon a showing of good cause.

*Upon request, assistance in the preparation of any necessary written material will be provided to a person or persons who are unable to read or write.*



## TITLE VI COMPLAINT FORM

Before filling out this form, please read the Butte Regional Transit Title VI Complaint Procedures located on our website or by visiting our office.

The following information is necessary to assist us in processing your complaint. If you require assistance in completing this form, please call the number below. Complaints must be filed within 180 calendar days after the date alleged discrimination occurred.

**Mailing address: 326 Huss Drive, Suite 150, Chico, CA 95928**

**Telephone: 530-809-4616 Fax: 530-879-2444**

### Section I:

Complainant's Name:

Address:

City: State: Zip Code:

Telephone Number (Home): Other:

Email address:

Accessible format requirements?

Large Print	<input type="checkbox"/>	Audio Tape	<input type="checkbox"/>
TDD	<input type="checkbox"/>	Other	<input type="checkbox"/>

### Section II:

Are you filing this complaint on your own behalf? Yes:  No:

\*If this is on your own behalf, please skip to Section III.

Person discriminated against (if someone other than complainant):

Name:

Address:



In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. You should include specific details such as names, dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of the allegations. Please also provide any other documentation that is relevant to this complaint.

Complainant's Signature:

Date:





## LIST OF TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, & LAWSUITS

Butte County Association of Governments (BCAG) and Butte Regional Transit (BCAG/BRT) do not have any past, current or pending Title VI complaints

## HOW TO FILE A TITLE VI COMPLAINT WITH FTA OFFICE OF CIVIL RIGHTS

### Who May File a Complaint

Any person who believes that he/she or as a member of any specific class of individuals, has been subjected to discrimination on the basis of race, color, national origin, age, sex, sexual orientation, or gender identity, with respect to BCAG/BRT's programs, activities, or services, or other transit related benefits, may file a written Complaint with FTA. A Complaint may be filed by the individual or by a representative. A Complaint must be filed within 180 days after the date of the alleged discrimination. FTA will promptly investigate all Complaints filed under Title VI in accordance with DOT regulations *49 CFR 21.11(b) and 21.11 (c)*.

### How to File

File a complaint by completing the FTA complaint form. You may obtain this form by calling the BCAG office or the FTA website at [www.fta.dot.gov](http://www.fta.dot.gov).

The complaint form ***must be signed*** and dated by you or your representative and mailed to:

Federal Transit Administration  
Office of Civil Rights  
Attention: Complaint Team  
East Building, 5th Floor – TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590

With your form, please attach on separate sheet(s):

- A summary of your allegations and any supporting documentation.
- Sufficient details for an investigator to understand why you believe a public transit provider has violated your rights, with specifics such as dates and times of incidents.
- Any related correspondence from the transit provider.

A Complaint shall state, as fully as possible, the facts and circumstances surrounding the alleged discrimination, including the date, time and location of the incident. The Complaint shall include a description of the program, activity or service on which the alleged discrimination occurred.

### What to Expect from FTA's Complaint Process

FTA strives to process complaints promptly. At the conclusion of the investigation, you will receive a letter outlining FTA's findings. FTA does not represent individual complainants; their role is to ensure FTA funding recipients are in compliance with Title VI, EEO, DBE and ADA requirements. In the FTA complaint investigation process, FTA will analyze allegations for possible deficiencies by BCAG/BRT. If deficiencies are

identified, FTA will work with BCAG/BRT to correct the deficiencies within a predetermined timeframe.

### Filing a Local Complaint

FTA encourages, though does not require, individuals to first file a complaint directly with their transit provider to give it an opportunity to resolve the situation. FTA grantees, such as BCAG/BRT, is required under the ADA, Title VI, and EEO to have local complaint procedures.

### Complaint Acceptance

Once a Complaint has been accepted, FTA will notify BCAG/BRT that it has been subject to a Title VI Complaint and ask BCAG/BRT to respond in writing to the Complainant's allegations. Once the Complainant agrees to release the Complaint to BCAG/BRT, FTA will provide BCAG/BRT with the Complaint. FTA may choose to close a Complaint if the Complainant does not agree to release the Complaint to BCAG/BRT. FTA strives to complete a Title VI Complaint investigation within 180 days of the acceptance date of a Complaint.

### Investigations

FTA will make a prompt investigation whenever a compliance review, report, Complaint or any other information indicates a possible failure to comply with Title VI Regulations. FTA's investigation will include a review of the pertinent practices and policies of BCAG/BRT, the circumstances under which the possible noncompliance occurred, and other factors relevant to a determination as to whether BCAG/BRT has failed to comply with Title VI regulations.

Following the investigation, FTA's Office of Civil Rights will transmit to the Complainant and BCAG/BRT one of the following three letters based on its finding:

- a) *Letter of Resolution*: which explains the steps that BCAG/BRT has taken or promises to take to come into compliance with Title VI.
- b) *Letter of Finding (Compliance)*: which explains that BCAG/BRT is found to be in compliance with Title VI. This letter will include an explanation of why BCAG/BRT was found to be in compliance, and provide notification of the Complainant's appeal rights.
- c) *Letter of Finding (Noncompliance)*: which explains that BCAG/BRT is found to be in noncompliance. This letter will include each violation referenced, the applicable regulations, a brief description of proposed remedies, notice of the time limit on the conciliation process, the consequences for failure to achieve voluntary compliance, and an offer of assistance to BCAG/BRT in devising a remedial plan for compliance.

## Appeal Process

The letters of finding and resolution will offer the Complainant and BCAG/BRT the opportunity to provide additional information that would lead FTA to reconsider its conclusions. FTA requests that the parties in the Complaint provide this additional information within sixty (60) days of the date of the FTA letter of finding. FTA's Office of Civil Rights will respond to an appeal either by issuing a revised letter of resolution or finding to the appealing party, or by informing the appealing party that the original letter of resolution or finding remains in force.

## **DEFICIENCIES WITH TITLE VI COMPLIANCE**

Compliance Reviews will be conducted periodically by FTA, as part of its ongoing responsibility pursuant to its authority under 49 CFR 21.11(a).

If FTA determines that BCAG/BRT is in noncompliance with Title VI, it will transit a *Letter of Finding* that describes FTA's determination and requests that BCAG/BRT voluntarily take corrective action(s) which FTA deems necessary and appropriate.

BCAG/BRT will submit a remedial action plan including a list of planned corrective actions and, if necessary, sufficient reasons and justification for FTA to reconsider any of its findings or recommendations within thirty (30) days of receipt of FTA's *Letter of Finding*.

## Administration of Regulation

BCAG/BRT will integrate the provisions within its Title VI Program into all programs, activities, and services provided by BCAG/BRT.

BCAG/BRT will integrate the Title VI Program into its policies and procedures.

*Upon request, assistance in the preparation of any necessary written material will be provided to a person or persons who are unable to read or write.*



## LIMITED ENGLISH PROFICIENCY (LEP) PLAN

### Introduction

This Limited English Proficiency (LEP) Plan has been prepared to address the Butte County Association of Governments (BCAG) and Butte Regional Transit (BCAG/BRT) responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or national origin.

Federal Executive Order 13166, titled ***Improving Access to Services for Persons with Limited English Proficiency***, states that differing treatment based on a person's inability to speak, read, write or understand English is a type of national origin discrimination. The Executive Order directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds, including all BCAG departments receiving federal grant funds.

### Plan Summary

BCAG is the owner and operator for Butte Regional Transit (BCAG/BRT) and has developed this LEP plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by BCAG/BRT. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English.

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

### BCAG and BCAG/BRT (the B-Line) Language Assistance Plan

In order to prepare this plan, BCAG/BCAG/BRT used the four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter a BCAG/BRT program, activity or service.

2. The frequency with which LEP persons come in contact with BCAG/BRT programs, activities or services.
3. The nature and importance of programs, activities or services provided by BCAG/BRT to the LEP population.
4. The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach. For example, interpretation services available to BCAG/BRT and overall cost to provide LEP assistance.

A summary of the results of the four-factor analysis is in the following section.

#### FOUR-FACTOR ANALYSIS

1. The number or proportion of LEP persons in Butte County who may be served or are likely to require BCAG/BRT services.

BCAG staff reviewed the 2016 American Community Survey (5-year estimates) and determined that 14.2% of the population 5 years and over in Butte County speak a language other than English. In Butte County, 5.4% (~11,429 persons) of the population 5 years and over speak English less than “very well”.

**Table 1:** Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over

Butte County, California	Estimate	Speak English "very well"	Speak English less than "very well"
Total:	211,657	94.6%	5.4%
Speak only English	85.8%	(X)	(X)
Speak a language other than English	14.2%	62.2%	37.8%
Spanish or Spanish Creole	8.8%	64.2%	35.8%
Other Indo-European languages	1.6%	73.5%	26.5%
Asian and Pacific Island languages	3.4%	50.2%	49.8%
Other languages	0.4%	75.7%	24.3%

Source: U.S. Census Bureau, 2016 American Community Survey 5-Year Estimates (S1601)

In terms of specific languages spoken, other than those who speak only English, the largest groups are Spanish or Spanish Creole with an estimated 17,595 speakers, followed by Hmong with an estimated 3,778 speakers, and Chinese with an estimated 825 speakers.

**Table 2:** Language Spoken at Home for Population 5 Years & Older

<b>Butte County, California</b>	<b>Estimate</b>	<b>% of Total</b>
Total:	210,409	-
Speak only English	181,682	86.4%
Spanish or Spanish Creole	17,595	8.4%
French (incl. Patois, Cajun)	322	0.15%
Italian	154	0.07%
Portuguese or Portuguese Creole	214	0.10%
German	751	0.36%
Other West Germanic languages	121	0.06%
Scandinavian languages	55	0.03%
Greek	14	0.01%
Russian	108	0.05%
Polish	0	0.00%
Serbo-Croatian	52	0.02%
Other Slavic languages	88	0.04%
Armenian	103	0.05%
Persian	243	0.12%
Gujarati	132	0.06%
Hindi	174	0.08%
Urdu	28	0.01%
Other Indic languages	595	0.28%
Other Indo-European languages	212	0.10%
Chinese	825	0.39%
Japanese	144	0.07%
Korean	39	0.02%
Mon-Khmer, Cambodian	9	0.00%
Hmong	3,778	1.80%
Thai	87	0.04%
Laotian	227	0.11%
Vietnamese	379	0.18%
Other Asian languages	556	0.26%
Tagalog	743	0.35%
Other Pacific Island languages	281	0.13%
Navajo	14	0.01%
Other Native North American languages	90	0.04%
Arabic	391	0.19%
Hebrew	81	0.04%
African languages	49	0.02%
Other and unspecified languages	53	0.03%

Source: U.S. Census Bureau, 2015 American Community Survey 5-year Estimates (B16001)

2. The frequency with which LEP persons come in contact with BCAG/BRT programs, activities or services.

BCAG/BRT assessed the frequency with which the board members, office staff, customer service representatives and bus drivers have, or could have, contact with LEP persons. This includes documenting phone inquiries, complaints and surveying vehicle operators for requests for interpreters and translated documents. To date, the most frequent contact between LEP persons is with bus drivers. Translated documents have included postings on the buses relating to fares and transit rules written in Spanish and will now include Hmong. The Title VI Notice is on all of BCAG/BRT buses and are posted in English, Spanish and Hmong.

BCAG/BRT will continue to assess the frequency with which staff and drivers have or could have, contact with LEP persons. These include the following points of contact and their frequency:

#### Main Points of Contact with LEP persons

- Buses
- Drivers
- Chico Transit Center
- Travel Training Guides – Mains'l
- Dispatchers
- Customer Service Representatives
- Paratransit and Dial-a-Ride Reservationists
- Jurisdictions selling bus tickets
- [www.blinetransit.com](http://www.blinetransit.com) and [www.bcaq.org](http://www.bcaq.org)

Bus drivers that are able to translate for passengers, have been observed by Mains'l supervisors translating while a rider is training with a bus guide to learn the fixed route. Bus stops are called out in Spanish if the bus driver observes riders who don't speak or understand English and that driver is able to announce in Spanish.

The Glenn Ride, located in Gridley provides a Spanish bus schedule.

3. The nature and importance of programs, activities or services provided by BCAG/BRT to the LEP population.

The largest geographic concentrations of LEP individuals in the BRT service area speak Spanish and Hmong. Two concentrated areas of LEP individuals have been identified in Butte County. The City of Oroville has 7.9% of the population 5 years and over who speak English less than very well. The City of Gridley has 23.4% of the population 5 years and over who speak English less than very well.

Services provided by BCAG/BRT that LEP individuals use to get to work, school, church and social events include the fixed route and local dial-a-ride system serving the general public over 70 years of age or older and the complementary paratransit system for disabled persons who qualify under the Americans with Disabilities Act.



BCAG/BRT has contact with LEP individuals in its office, through local schools, through organizations serving the homeless, local community service, advocacy organizations, and at the Chico and Oroville Transit Centers.

BCAG/BRT maintains a contract with Mains'l Bus Guide services. At the request of either party, a person may be trained to ride the fixed route service instead of using paratransit. Mains'l bus guides interact with LEP individuals as assist when needed.

It is also likely that BCAG/BRT will encounter LEP individuals at the downtown Chico Transit Center which serves as the regional hub for transit riders and buses. A customer service representative is available to answer general questions relating to transit, bus tickets and schedules. The customer service representative speaks Spanish and can assist LEP Spanish speaking individuals. Discount tickets are sold at the transit center, community outreach events and posters are displayed and Title VI public notices are posted.

4. The resources available to BCAG/BRT and overall costs to provide LEP assistance.

BCAG/BRT assessed its available resources that could be used for providing LEP assistance, including determining how much a professional interpreter and translation service would cost and taking an inventory of available organizations with which resources could be shared. BCAG/BRT assessed which of its documents would be the most valuable to be translated, such as the bus schedules, complementary paratransit applications, Title VI notices and complaint procedures. The BCAG/BRT website is now capable of translating these documents and information via Google Translation.

The amount of staff and vehicle operating training that might be needed was also considered. BCAG/BRT will anticipate the costs associated with professional written translation of service information and vital documents into Spanish and Hmong and those associated the providing oral translation at public meetings where needed and by request.

BCAG/BRT works with Disability Action Center (DAC) for Spanish and Hmong interpretation services which would be at no cost to BCAG/BRT. A community outreach plan is also in the works to be developed between BCAG/BRT and DAC to identify opportunities to reach LEP individuals and budget for those activities. The outreach plan will include assistance of local community organizations and LEP community advocates.

## LANGUAGE ASSISTANCE MEASURES

A person who does not speak English as their primary language and who has a limited ability to read, write, speak or understand English may be a Limited English Proficient person and may be entitled to language assistance with respect to BCAG/BRT services. Language assistance can include interpretation, which means oral or spoken transfer of a message from one language into another language and/or translation, which means the written transfer of a message from one language into another language.

There are also various ways in which BCAG/BRT staff responds to LEP persons, whether in person, by telephone or in writing.

- Provide bilingual staffing to provide Spanish-speaking interpretation at its Administrative offices and Customer Service;
- BCAG/BRT Hispanic Education and Outreach Programs will continue to provide vital information to LEP groups on BCAG/BRT programs and services;
- Network with local human service organizations and senior centers that provide services to LEP individuals and seek opportunities to provide information on BCAG/BRT programs and services;
- Utilize the Hmong Cultural Center of Butte County to provide interpreter services for Hmong community members;
- Provide a bilingual Community Outreach Coordinator at community events, public hearings and Board of Director meetings;
- Placement of statements in notices and publications that interpreter services are available for these meetings, with seven-day advance notice. Additionally, a staff person may greet participants as they arrive. By informally engaging participants in conversation it is possible to gauge each attendee's ability to speak and understand English. Although translation may not be able to be provided at the event, it will help identify the need for future events.
- Survey bus drivers and other front-line staff, like customer service representatives, dispatchers, dial-a-ride schedulers, and service development planners, annually on their experience concerning any contacts with LEP persons during the previous year;
- Provide *Language Identification Flashcards* at the Transit Center, onboard the BCAG/BRT fleet, in Road Supervisor vehicles and at transit systems administrative offices;
- Post the BCAG/BRT Title VI Policy and LEP Plan on the agency website, [www.blinetransit.com](http://www.blinetransit.com) and [www.bcag.org](http://www.bcag.org);

- Provide group travel training to LEP persons with the assistance of bilingual staff;
- Include language “Spanish a plus” on bus driver recruitment flyers and onboard recruitment posters;
- When an interpreter is needed, for a language other than Spanish or Hmong, in person or on the telephone, staff will attempt to access language assistance services from Language Line that supports over 150 languages. An interpreter is immediately available on the phone to interpret in any of those languages, a professional translation service or qualified community volunteers.

How BCAG/BRT and staff may identify an LEP person who needs language assistance:

1. Conduct examination of customer service center records for language assistance requests or assistance provided in person or over the phone.
2. BCAG/BRT eligibility coordinators and dispatchers will be instructed to record and report on passenger requests for language assistance.
3. Schedule public meetings in neighborhoods where LEP residents are concentrated, and advertise the availability of translation assistance at least two weeks in advance.
4. Have a staff person greet participants as they arrive to BCAG/BRT sponsored events. By informally engaging participants in conversation it is possible to gauge each attendee’s ability to speak and understand English.
5. Census Bureau Language Identification Flashcards; strive to make available at BCAG/BRT meetings. This will assist BCAG/BRT in identifying language assistance needs for future events and meetings.
6. Census Bureau Language Identification Flashcards; strive to make available on all transit vehicles to assist vehicle operators in identifying specific language assistance needs of passengers. If such individuals are encountered, vehicle operators will be instructed to try to obtain contact information to give to BCAG/BRT’s management for follow-up.
7. Conduct an annual survey of vehicle operators and other front-line staff, like dispatchers, dial-a-ride schedulers, and customer service representatives on their experience concerning any contacts with LEP persons during the previous year. Survey conducted in May 2016.

Staff Training – conducted in October 2018

BCAG/BRT will continue to train staff on the following:

1. Information on the BCAG/BRT Title VI Policy and Procedures and LEP responsibilities
2. Provide new BCAG/BRT staff and Contractors the staff training handout that explains what Title VI is about, the complaint process, the Language Assistance Plan, what to do if an LEP person is encountered, and services offered to LEP persons.
3. Use of Language Identification Flashcards (used to identify language preference)
4. Documentation of language assistance requests
5. BCAG/BCAG/BRT coordinates with the Disability Action Center to provide language interpretation services for Spanish and Hmong.
6. How to handle a potential Title VI/LEP complaint

***All contractors or subcontractors performing work for BCAG/BRT will be required to follow the Title VI/LEP guidelines.***

### Outreach Techniques and Translation of Documents

When staff prepares a document or schedules a public meeting, for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population. Interpreters will be available as needed.

BCAG/BCAG/BRT provides Google Translation on the BCAG/BRT website to make vital documents available and accessible to LEP persons of many languages.

Bus guides help with Spanish translation services for riders who have limited to no English.

### Monitoring and Updating the LEP Plan

BCAG/BRT will update the LEP every 3 years as required by U.S. DOT. At minimum, the plan will be reviewed and updated when data from the 2020 U.S. Census is available, or when it is clear that higher concentrations of LEP individuals are present in the BCAG/BRT service area. Updates will include the following:

- The number of documented LEP person contacts encountered annually
- How the needs of LEP persons have been addressed
- Determination of the current LEP population in the service area
- Determination as to whether the need for translation services has changed
- Determine whether local language assistance programs have been effective and sufficient to meet the need
- Determine whether BCAG/BRT's financial resources are sufficient to fund language assistance resources needed
- Determine whether BCAG/BRT has fully complied with the goals of this LEP Plan

- Determine whether complaints have been received concerning BCAG/BRT's failure to meet the needs of LEP individuals
- Maintain a Title VI complaint log, including LEP to determine issues and basis of complaints

### Dissemination of the BCAG/BRT LEP Plan

A link to the BCAG/BRT LEP Plan and the Title VI Procedures is included on the BCAG/BRT and BCAG websites at [www.BLinetransit.com](http://www.BLinetransit.com) and [www.bcag.org](http://www.bcag.org).

Any person or agency with internet access will be able to access and download the plan from the BCAG/BRT website. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail, or in person and shall be provided a copy of the plan at no cost. LEP individuals may request copies of the plan in translation which BCAG/BRT will provide, if feasible.

State on agendas and public notices in the language that LEP persons would understand that documents are available in that language upon request at 530-809-4616.

Post signs at conspicuous and accessible locations notifying LEP persons of the LEP Plan and how to access language services.

Questions or comments regarding the LEP Plan may be submitted to the Butte County Association of Governments, Title VI Administrator or Transit Manager:

Butte County Association of Governments  
Butte Regional Transit  
326 Huss Drive, Suite 150  
Chico, CA 95928

Phone: 530-809-4616  
Fax: 530-879-2444  
Email: [cmassae@bcag.org](mailto:cmassae@bcag.org)  
(Cheryl Massae, Title VI Administrator)

**TABLE DEPICTING MINORITY REPRESENTATION ON NON-ELECTED TRANSIT ADVISORY COMMITTEE**

<b>Body</b>	<b>White alone</b>	<b>Hispanic or Latino</b>	<b>Black or African American</b>	<b>Asian alone</b>	<b>American Indian and Alaska Native</b>
<b>Population</b>	<b>73.4%</b>	<b>15.4%</b>	<b>1.5%</b>	<b>4.2%</b>	<b>0.7%</b>
<b>Transit Advisory Committee</b>	<b>67%</b>	<b>16%</b>	<b>7%</b>	<b>3%</b>	<b>7%</b>
<b>Social Service Transportation Advisory Committee</b>	<b>77%</b>	<b>15%</b>	<b>0%</b>	<b>0%</b>	<b>8%</b>
<b>Transit Administrative Oversight Committee</b>	<b>86%</b>	<b>7%</b>	<b>7%</b>	<b>0%</b>	<b>0%</b>

*Source: 2012-2016 American Community Survey 5 –Year Estimates (B03002)*

Outreach Efforts to Encourage Participation: BCAG actively seeks and encourages the participation of underrepresented groups on its non-elected committees when filling a vacancy. BCAG makes a concerted effort to provide the opportunity for qualified individuals from underrepresented ethnic groups to join its advisory committees so that these committees can more accurately represent the ethnic, gender, and geographic diversity of the county.

BCAG utilizes a number of strategies to promote meaningful participation by underrepresented groups, including targeted outreach. Methods may include, but are not limited to, one or more of the following:

- Paid and free notices in the local media, especially those ethically/culturally-based for the targeted group we are trying to reach. This effort includes print, electronic and social media.
- Translating notices into the native language of the targeted group.
- Posting the vacancy on BCAG’s website and Administration office.

- Making presentations at existing meetings of civic, cultural or human service organizations frequented by the underrepresented group.
- Outreach to civic, cultural or human services organizations known to serve the targeted group informing them of the opportunity and need and enlisting their help.
- Notifying the municipalities within the county of the vacancy and underrepresentation.
- Placing notices of vacancy on all of Butte Regional Transit vehicles.
- Placing informational signs at the Chico Transit Center and Oroville Transit Center.
- Send emails on the vacancy and underrepresentation to current members of the committees.



**BUTTE REGIONAL TRANSIT (B-LINE) SYSTEM PERFORMANCE STANDARDS**

Butte Regional Transit currently reports the following Transit Development Act (TDA) mandated Key Performance Measures:

- Passenger Fares
- Operating Expenses
- Farebox Recovery Ratio (FBR)
- Operating Cost/Passenger
- Operating Cost/Revenue Hour
- Operating Cost/Revenue Mile
- Passenger Trips/Revenue Hour
- Road Calls
- Average Fare Per Passenger

**VEHICLE LOAD STANDARDS BY MODE**

The average of all loads during the peak operating period should not exceed vehicles' achievable capacities, which are passengers for a 25-foot cut-away bus, 40 passengers for 30-foot buses, 50 passengers for 35-foot buses, and 58 passengers for 40-foot buses.

Vehicle Type	Average Passenger Capacities			Maximum Load Factor
	Seated	Standing	Total	
25' Cut-away	14	0	14	
30' Transit Bus	32	8	40	
35' Transit Bus	35	15	50	
40' Transit Bus	43	15	58	



## POLICY HEADWAYS & PERIODS OF OPERATION

### *Local*

Service operates on local lines ranging between 30 to 60 minutes beginning at 6:12 AM until approximately 10:00 PM on weekdays. On weekends there is limited local service only, operating approximately every 60 to 120 minutes beginning at 6:15 AM and ending at approximately 9:45 PM. There are thirteen (15) local fixed routes (11 Chico Routes and 4 Oroville Routes). It is important to note that most routes in Chico are timed to depart the Chico Transit Center at approximately 50 minutes past the hour in the mornings and 10 minutes past the hour in the afternoons. In addition, many of the routes in the system are through-routed (interlined) with each other to improve connectivity and reduce the number of vehicles that are required to operate service.

### *Regional Services*

**Paradise – Oroville.** Provides one morning trip and one evening trip between Paradise and Oroville on weekdays only. The morning trip begins at the Paradise Transit Center at 6:45 AM and arrives at the Oroville Transit Center (Mitchell & Spencer) at 7:33 AM. The evening trip leaves the Oroville Transit Center at 5:05 PM and ends in Paradise at 5:56 PM. The total travel time between Paradise and Oroville is approximately 50 minutes.

**Paradise – Chico.** Provides service between Paradise and Chico, seven days a week. Weekday service begins in Paradise at 6:00 AM and ends in Chico at 7:26 PM. Weekday headways are approximately 60 minutes, with more frequent service during the evening peak hours. Saturday service begins at 7:50 AM in Chico and ends at 7:03 PM in Paradise. Sunday service begins at 9:50 AM in Chico and ends at 6:00 PM in Chico. Round trip travel times between Paradise and Chico are approximately an hour and 52 minutes with a 10-minute layover scheduled in Paradise.

**Magalia – Chico.** Provides service between Magalia and Chico, six days a week. Weekday service begins in Magalia at 5:37 AM and ends in Paradise at 6:53 PM. Round trip travel times between Magalia and Chico are approximately two hours and 10 minutes. Saturday service begins at 9:45 AM in Magalia and ends at 6:03 PM in Magalia. Round trip travel times are approximately 45 minutes. Saturday travel times allow for transferring to/from Route 40 for the Magalia riders.

**Chico – Oroville.** This intercity route operates between Chico and Oroville seven days a week. Weekday service begins at 5:50 AM and ends at 8:00 PM. Weekend service begins at 7:50 AM and ends at 6:00 PM. Weekday headways are 60 minutes' peak, and 120 minutes' midday; and weekend headways are 120 minutes. Total round-trip between Chico and Oroville is approximately one hour and 50 minutes with a layover in Oroville. Note: on weekends, this route is rerouted within Oroville to provide some local service to Oroville.

**Oroville – Gridley – Biggs.** Operates between Oroville and Biggs with stops in Palermo and Gridley, Monday through Saturday. Weekday service begins in Oroville at 7:45 AM and ends in Oroville at 4:50 PM. Saturday service begins at 8:47 AM and ends

at 5:00 PM. During the weekday, there is a five-minute layover in Biggs and vehicles go out of service in Oroville between each return trip. On Saturday, there is a five-minute layover in Biggs and a 15-minute layover in Oroville. Total round-trip travel time between Oroville and Biggs is approximately one hour and 40 minutes.

**Gridley – Chico.** Provides one morning trip and one evening trip between Gridley and Chico on weekdays only. The morning trip begins in Biggs at 6:40 AM, serves Gridley at 6:51 AM and arrives at the Chico Transit Center at 7:40 AM. The evening trip leaves the Chico Transit Center at 5:20 PM and ends in Biggs at 6:20 PM. The total travel time between Gridley and Chico is approximately 60 minutes.

*Student Shuttle*

Student Shuttle Service is provided during the CSU-Chico school year when Spring and Fall semester classes are in session, Monday thru Friday only with limited service on Fridays. The weekday headways are 30 minutes. There is no service on weekends and when there are no classes (Spring Break, Thanksgiving Week, and campus holidays – Labor Day, Veterans Day, and Cesar Chavez Day).

Routing and scheduling involves the consideration of a number of factors including ridership productivity, transit/pedestrian friendly streets, density of transit-dependent population and activities, relationship to the *Regional Transportation Plan*, relationship to major transportation developments, land use connectivity, and transportation demand management.

WEEKDAY	PEAK	BASE	EVENING
Local (0615-1800)	20' & 30' & 60'	60'	60'
Regional (Oroville) (0600-2000)	60'	120'	60'
Regional (Paradise) (0650-1900)	60' & 120'	60'	120'
Regional (Gridley/Biggs)	3 Trips per day & 1 Morning/1 Evening	–	–
Student Shuttle (0510-1900)	30'	30'	30'

SATURDAY (Limited)	PEAK	BASE	EVENING
Local (0700-1800)	60'	60'	-
Regional (Paradise) (0650-1900)	120', including Sunday	120', including Sunday	-
Regional (Oroville) (0600-2000)	120', including Sunday	120', including Sunday	-
Regional (Gridley/Biggs)	120'	120'	-
Student Shuttle (0510-1900)	-	-	-

### ON-TIME PERFORMANCE STANDARDS

*Local:* 90 percent of all fixed-route trips and 95 percent of all Demand Response trips should be operated “on-time,” defined as not early, and no more than five minutes late in comparison to the established time points.

- Local Fixed Route: 90%
- Rural Fixed Route: 90%
- Demand Response: 95%

### SERVICE AVAILABILITY

It is the goal to provide transit service to residential areas, major medical, shopping, government, employment centers, and activity centers that can support those route services. The local route system will be designed such that 85 percent of the population of urbanized areas is within one-fourth mile of a fixed route or within the service area of the general public Dial-A-Ride service.

### VEHICLE ASSIGNMENT

All vehicles within the B-Line Transit fleet are lift-equipped and equipped with heat/air conditioning. In addition, all Fixed Route vehicles have bicycle racks. Vehicles are assigned based upon the operating characteristics of the routes. Local routes typically operate smaller more maneuverable transit buses while the Regional routes typically operate the 40-foot transit buses larger passenger loads.

### TRANSIT AMENITIES

Installation of transit amenities are based on passenger boarding along the routes.



## **BUTTE COUNTY ASSOCIATION OF GOVERNMENTS Title VI-Chapter IV Checklist Response**

During FY 2016/2017, BCAG implemented a new web-based transit planning software platform that provides rapid route design, import/analysis/modification of existing transit routes, demographic analysis, Title VI service equity analysis, and operating cost calculations into a single integrated platform for transit planning. The software will allow BCAG to export the data into Microsoft Excel, KML (Google Earth); shapefile; and GTFS for ease of reporting and trend gathering.

The software is assisting BCAG in adhering to the requirements noted in Chapter IV of the Title VI program. Some of the requirements are: Instant demographic impact analysis using the latest US Census data from the American Community Survey (i.e. Minority, Population, Poverty, Senior, Disabled, Youth & Limited English); Title VI Service Equity Analysis by using Title VI methodology (i.e. calculating the change borne by low-income and minority populations, comparing the percentage change to the average in the service area, getting the population near a route, including its low income and minority percentage, etc.)

## **METROPOLITAN PLANNING ORGANIZATION – CHAPTER IV REQUIREMENTS**

### **DEMOGRAPHIC PROFILE OF THE METROPOLITAN AREA**

BCAG is a Joint Powers Agency (JPA) which includes all of the local governments within Butte County. Its members include the cities of Biggs, Chico, Gridley, Oroville, the Town of Paradise, and the County of Butte.

BCAG has a 10-member Board of Directors, including each of the five Butte County Supervisors and one council person from each of the five incorporated cities/town; the cities of Biggs, Chico, Gridley, Oroville, and the Town of Paradise. A current list of the Board members can be found here: <http://www.bcag.org/Meetings--Agendas/Board-of-Directors/index.html>.

The Demographic maps (identified below) will show the overlay percentage of minority and non-minority populations as identified in Census or ACS data, at Census tract or block group level. This data is used in the planning and design of funding, construction, and service by BCAG.

Minority is defined as people per square mile who are non-White or of Hispanic origin. American Community Survey, 2016.

***Map 1 - Butte County Minority Distribution***

***Map 2 - Butte County Low-Income Distribution***

***Map 3 - Butte County Limited English Speaking Population***

# Butte County Title VI Minority Distribution

Butte County has a Minority rate of 26.6% of the population. The areas highlighted in Orange contain the highest ratio of the Minority population.

**Total County Population: 223,877 / Minority: 26.6%**

Minority source: American Community Survey 2016

# Butte County Title VI Low-Income Distribution

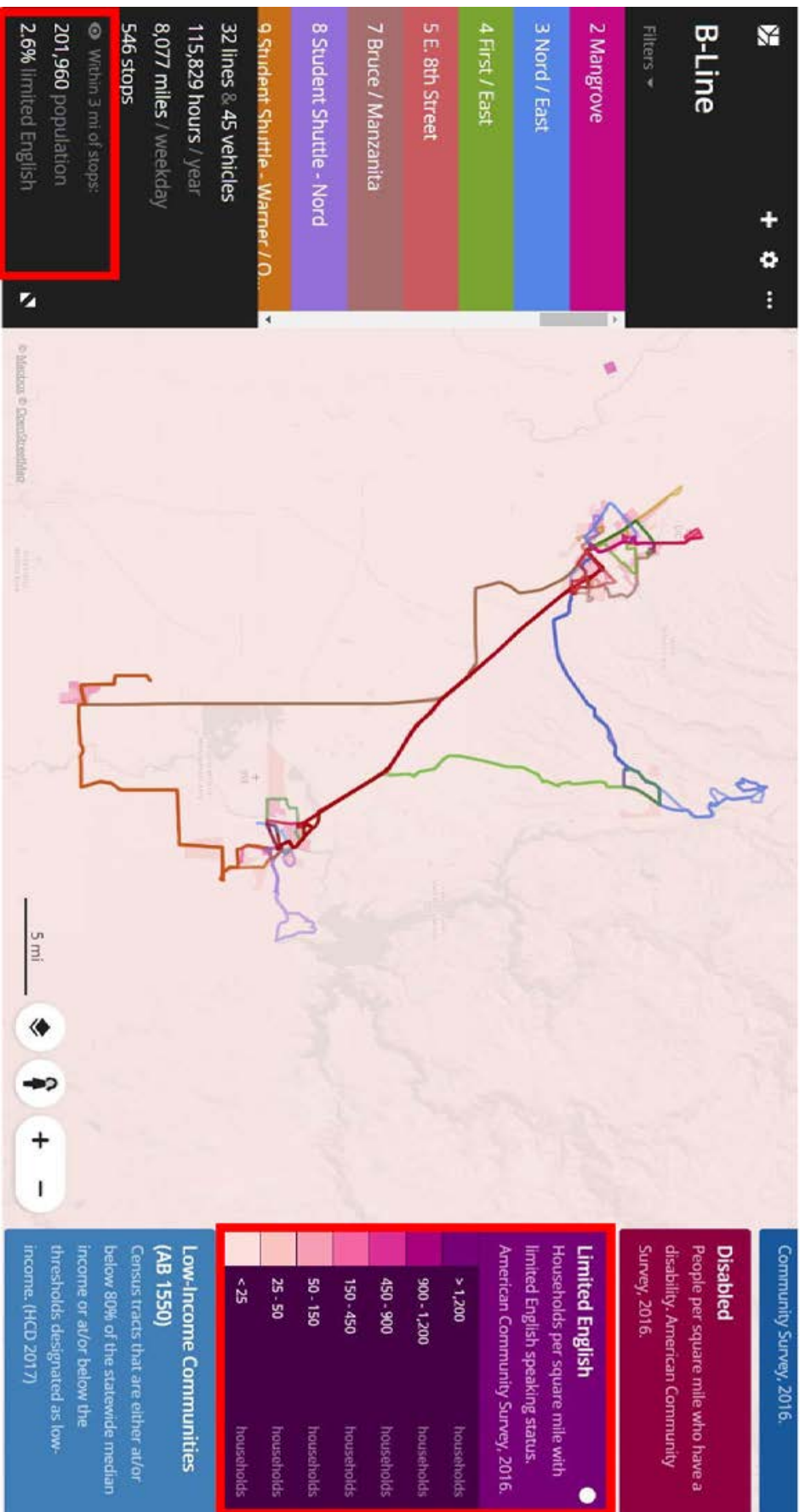
Butte County has a Low-Income rate of 21.3% of the population. The areas highlighted in Orange contain the highest ratio of the Low-Income population.

**Total County Population: 223,877 / Low-Income: 21.3%**

Minority source: American Community Survey 2016

Low-Income = 100% census-defined poverty rate

# Butte County Title VI Limited English Distribution





## **Assessing mobility needs of minority populations**

BCAG is required to provide a proactive public participation process that provides complete information, timely public notice, public access to key decisions, and supports early and continuing involvement of the public in developing all transportation plans and improvement programs.

The BCAG Public Participation Plan includes, but is not limited to, lower income households, minorities, limited English speaking persons, persons with disabilities, representatives from community and service organizations, tribal councils, affordable housing advocates, neighborhood groups, environmental advocates, home builder representatives, broad-based business organizations, landowners, commercial property interests, home owner associations, and other public agencies.

The PPP also assists in identifying and addressing environmental justice and social equity issues. Citizen participation objectives include involvement of interested citizens, stakeholders, and representatives of community organizations.

The B-Line Administrative Policies and Procedures Manual requires that proposed fare increases must be developed with extensive public outreach and adopted only after consultation with the Social Services Transportation Advisory Council (SSTAC), public comment, public meetings/hearings, BCAG Transit Administrative Oversight Committee (TAOC) review.

When looking at a fare increase in Spring 2014 BCAG staff completed all the above steps, which included public notices in newspapers throughout Butte County, posted on all transit vehicles and on the BCAG and B-Line websites. Noticed public workshops were held in Paradise, Chico, Oroville and Gridley. A final public hearing was conducted before the BCAG Board of Directors at the October meeting. The final step was for the Board of Directors to vote on the proposed fare increase.

Based on comments gathered from the public and the Board, the overall proposed fare increase was well received. The only increase that drew any issues was for Paratransit. The original proposal called for an increase from \$2.50 to \$3.00 (an increase of 20%). After consideration of all comments, the proposed Paratransit fare was adjusted to \$2.75 (an increase of only 10%), bringing it more in line with the other passenger fare increases.

In the Winter of 2017, because of issues in reaching the TDA required 10% farebox ratio for the Paratransit system, the initial suggested increase to \$3.00 was reintroduced to the Board of Directors. This came with the approval of the TAOC. Since that increase had already gone through the extensive public outreach process, the Board was able to approve it for implementation in January 2018.

## **Public Participation Plan (PPP) - Development**

In an effort to reach out to the people of Butte County, and in response to the passage of the Moving Ahead for Progress in the 21st Century Act (MAP 21), BCAG has developed an updated 2016 Public Participation Plan (PPP). This plan serves to formalize and follow public outreach strategies involving the populace in transportation planning decisions. BCAG is providing and implementing this PPP to reflect its current and future public involvement in response to federal and state guidelines and requirements.

The Safe, Accountable, Flexible and Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU) was subsequently succeeded by the Moving Ahead for Progress in the 21st Century Act (Map 21) by Congress in 2012. While the current transportation legislation is the Fixing America’s Surface Transportation (FAST) Act, there are not any significant changes to the PPP. MAP 21 continued the strong federal emphasis on public participation, requiring that the public participation plans of metropolitan planning processes “be developed in consultation with all interested parties and provide that all interested parties have reasonable opportunities to comment on the contents of the transportation plan”. The PPP is intended to provide and document the direction for public involvement activities to be conducted by BCAG.

### **Objectives of the Public Participation Plan (PPP)**

The objectives of the PPP are:

- Raise a level of understanding of the transportation planning process in Butte County and to identify how interested citizens can participate.
- Maximize opportunity for public involvement in the transportation process.
- Maintain contact with interested citizens and key stakeholders throughout the process of developing plans and projects.

The public is encouraged to inform BCAG staff about what would be helpful in addressing the objectives of the Public Participation Plan.

In addition, BCAG has developed a new, "Policy for Government-to-Government Consultation with Federally Recognized Native American Tribal Governments" document. The United States Department of Transportation (U.S. DOT) Order 5301.1 ensures that programs, policies, and procedures administered by the U.S. DOT are responsive to the needs and concerns of Native American Tribal Governments.

This Order provides a very thorough overview of the various federal regulations and Executive Orders on this subject. US Code Title 23 Sec 135 (e and f) generally state that Tribal Government concerns should be considered in developing planning documents. Specifically, the applicable provisions concerning the documented process from the U.S. DOT joint FHWA/FTA planning regulations at 23 CFR 450.316 state:

(c) When the MPO includes Indian Tribal lands, the MPO shall appropriately involve the Indian Tribal government(s) in the development of the metropolitan transportation plan and the TIP.

(e) MPOs shall, to the extent practicable, develop a documented process(es) that outlines roles, responsibilities, and key decision points for consulting with Indian Tribal governments and agencies, ...which may be included in the agreement(s) developed under §450.314.

The reference to the metropolitan transportation plan would be BCAG's long-range Regional Transportation Plan / Sustainable Communities Strategy (RTP/SCS). The reference to the "TIP" would be BCAG's short-range programming document known as the Butte County Federal Transportation Improvement Program (FTIP).

BCAG will be updating the 2016 PPP in Fiscal Year 2018/19 in an effort to address any updated regulations or requirements that may be needed. A public workshop to discuss the changes to the PPP and the preparation was held on Wednesday, June 20, 2018 at the BCAG Conference Room located at 326 Huss Drive, Suite 150, Chico CA. BCAG will be hosting more public meetings as the update continues.

## **State & Federal Funds managed by BCAG**

The following table (Table 1-BCAG State & Federal Funds) represents the distribution of State and Federal funds in the aggregate for public transportation purposes, including Federal funds managed by the MPO as a designated recipient.

<b>FUNDS</b>		<b>Expenditures</b>
<b>Federal funds directed toward Public Transportation/Non-motorized Transportation</b>		<b>FY 2017/18</b>
*	FHWA Metropolitan Planning	\$ 673,686
*	FTA Section 5303	\$ 54,292
*	FTA Section 5304	\$ 79,248
+	FTA Section 5307 (Operating)	\$ 2,038,491
+	FTA Section 5307 (Capital)	\$ 802,882
+	FTA Section 5311 (Operating)	\$ 697,886
+	FTA Section 5311(f) (Operating)	\$ 222,000
+	FTA 5339 (Capital)	\$ 227,910
*	CMAQ (rolled into 5307)	\$ 233,176
*	Highway Planning & Construction	\$ 316,822
	<b>Total</b>	<b>\$ 5,345,518</b>
<b>* Denotes funding received directly</b>		
<b>+ Denotes amounts directed to Butte Regional Transit</b>		
<b>Source: BCAG Schedule of Expenditures of Federal Awards, DOT contracts</b>		

*Table 1-BCAG State & Federal Funds*

## **Analysis of Disparate Impacts**

BCAG currently does not have any disparate impacts. BCAG, as the MPO, conducts an annual Unmet Needs Public Outreach forum to address any service impacts as well as receive any public comments on service needs and/or changes. The comments received are used in consideration of service impacts that may affect residents in lower income households, minorities, limited English speaking persons and persons with disabilities.

Part of BCAG's Low Carbon Transit Operations Program (LCTOP) State Funding included the implementation of Route 52, which was a project that provided the statutory requirements of SB 862 for meeting Greenhouse Gas Reduction (GHG) requirements and services that benefit the Disadvantage Community (DAC).

The Project enables Butte Regional Transit in:

assist in reducing air pollution within the DAC and will increase safety by removing vehicle congestion on the Highways and arterial roads.

The Project was designed to enhance mobility opportunities to all, including economically disadvantaged populations, minorities, limited English speaking persons, senior citizens, non-drivers and persons with disabilities by reducing headways, adding service hours and adding a new route to areas (residential, commercial & civic centers) that are under served or not served at all. The Transit Centers, Park-N-Ride location, and transit stops provide connection and are connected to the bike and walking paths of Butte County. Route 52 began operation in February 2017.

## **PLANNING & SELF CERTIFICATION OF MPO**

The Regional Transportation Plan (RTP) & Sustainable Communities Strategy (SCS) is prepared by BCAG, the federally designated Metropolitan Planning Organization (MPO) and the state designated Regional Transportation Planning Agency (RTPA) for Butte County.

The 2016 RTP/SCS specifies the policies, projects, and programs necessary over a 20 + year period to maintain, manage, and improve the region's transportation system. It covers the 24-year period between 2016 and 2040. The RTP/SCS is required to be updated every four years and will be updated for 2020.

The RTP/SCS provides a foundation for transportation decisions by local, regional, and state officials. This foundation is based on a vision of an efficient and environmentally sound multi-modal system. The RTP/SCS also serves as the foundation for the development of the:

- Federal Transportation Improvement Program
- Regional Transportation Improvement Program
- Interregional Transportation Improvement Program for Butte County 2016

The RTP/SCS and Public Participation Plan as described above is intended to eliminate language, mobility, temporal, and other obstacles to allow minority communities with opportunities to get involved on the transportation planning process.

BCAG in its capacity as the MPO, RTPA & Transit Administration is subject to 5310, 5311, and other state funding reviews as well as the Triennial Review from FTA.

### **Sub-Recipients and Potential Sub-Recipients**

At the time of preparing BCAG's 2019-21 Title VI Program, BCAG as a direct recipient of federal funds, does not have any sub-recipients, and two potential sub-recipients.

BCAG assists with preparation of grant funding documentation to two local, private, non-profit organizations: HelpCentral.org (Butte 2-1-1) and Work Training Center (WTC). In addition, BCAG conducts workshops for non-profit organizations, State or local governmental authorities, and Native American Tribal Governments.

- 1) Help Central is a local non-profit organization established to facilitate and improve public access to essential health and human services. They work with partner agencies to create a caring community that links individuals and families to the support services they need.

The HelpCentral.org website provides a way to quickly find low-cost and no-cost health and human services in Butte and Glenn counties. This free online resource can be accessed 24 hours a day, seven days a week by any Internet user.

The database contains more than 750 programs providing services from over 400 agencies in Butte and Glenn counties. Services include obtaining emergency food, parenting classes, recreational programs, support groups, drug treatment, tax assistance, in-home help, after school programs, hospice, counseling, and subsidized day care. The website identifies services for more than twenty specialized population groups such as families, seniors, or teens.

- 2) Incorporated in 1960, Work Training Center (WTC) provides habilitation and rehabilitation services for approximately 550 adults with severe developmental and physical disabilities. WTC's primary service area is Butte County.

Work Training Center's mission is "to assist and support people with disabilities to enhance the quality of their lives through increased independence in work and leisure activities."

WTC services include: Supported Employment for adults with developmental disabilities; a Work Activities Program for adults with moderate to mild developmental disabilities; an Activity Center for adults with moderate developmental disabilities; two Adult Developmental Programs for adults with severe and profound disabilities, as well as therapeutic recreation and socialization programs for all ages and types of disabilities. Many Work Training Center program participants have multiple secondary physical disabilities in addition to a primary disability of mental retardation.

Opportunities for vocational training and employment at WTC include: Supported employment in private businesses such as janitorial services, manufacturing, and restaurant services; commercial and residential landscape maintenance; proprietary services recycling glass, aluminum, and newspaper; workshops providing subcontract manufacturing and assembly in woodworking, sewing and light assembly.

Other Work Training Center programs provide opportunities for integration into community activities and employment and supplement the above services.

WTC provides services under contract with the Department of Developmental Services and Rehabilitation, local governments, and the private sector. Community fundraising efforts, private foundations, and public agency grants provide additional funding which allows WTC to operate its ten facilities with locations in Chico, Oroville, and Paradise.

## DEFINITIONS

**Adverse Effect means** having a harmful or undesired effect.

**Discrimination** refers to any act or inaction, whether intentional or unintentional, in any program or activity of a Federal aid recipient, subrecipient, or contractor that results in disparate treatment, disparate impact, or perpetuates the effects of prior discrimination based on race, color, or national origin.

**Limited English Proficient (LEP) Persons are** individuals for whom English is not their primary language and who have a limited ability to speak, understand, read, or write English. It includes people who reported to the U.S. Census that they do not speak English well or do not speak English at all.

**Low-Income Population** means any readily identifiable groups of low-income individuals who live in geographic proximity, and if circumstances warrant, geographically dispersed transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed DOT program, policy, or activity.

### **Minority Individuals**

1. American Indian and Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
2. Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent.
3. Black or African American, which refers to people having origins in any of the Black racial groups of Africa.
4. Hispanic or Latino, which includes people of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
5. Native Hawaiian and Other Pacific Islanders, which refers to people having origins in any of the original people of Hawaii, Guam, Samoa, or other Pacific Islands.

**National Origin** means the particular nation in which a person was born, or where the person's parents or ancestors were born.

**Race** means a group of people united or classified together on the basis of common history, nationality, or geographic distribution.



**Recipient** means one that has received or is receiving Federal financial assistance. The term includes subrecipients of a recipient and subrecipients in FTA State administered programs.

**Retaliation** Any adverse action taken against another individual because of his/her participation in the complaint, investigation, or hearing relating to this policy or the provision of federal or state law.

**Vital Documents** are documents that convey information that critically affects the ability of the customer to make informed decisions about his/her participation in the program (e.g., public notices, consent forms, complaint forms, eligibility rules, notices pertaining to the reduction, denial or termination of services or benefits, right to appeal, and notices informing customers of the availability of free language assistance).

# Your Rights Under Title VI of the Civil Rights Act of 1964

Title VI is a section of the Civil Rights Act of 1964 requiring that **“No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”** Note that Title VI does not address gender discrimination. It only covers race, color and national origin. Other Civil Rights laws prohibit gender discrimination.

**Any person who feels that he or she, individually or as a member of any class of persons, on the basis of race, color, or national origin has been excluded from or denied the benefits of, or subjected to discrimination caused by the Butte Regional Transit System may file a written complaint with the Butte County Association of Governments, Title VI Administrator or the Federal Transit Administration (FTA) Office of Civil Rights, Attn: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE, Washington DC 20590. Federal and State law requires complaints be filed within one-hundred eighty (180) calendar days of the last alleged incident.**

To request additional information on B-Line's non-discrimination obligations or to file a Title VI Complaint, please submit your request to:

**Butte Regional Transit (B-Line)  
Attention: Title VI Administrator  
326 Huss Drive, Suite 150  
Chico, CA 95928  
(530) 809-4616 – Fax (530) 879-2444**

- To obtain services or copies in an alternate format or language, please call (530) 809-4616, or visit the website [www.BLinetransit.com](http://www.BLinetransit.com).

Complaint Forms can also be obtained on B-Line's  
Website at [www.BLinetransit.com](http://www.BLinetransit.com)

## Title VI is the Law



# Sus derechos Bajo Título VI De la Ley de Derechos Civiles de 1964

Título VI es una sección de la Ley de Derechos Civiles de 1964, exigiendo que **"ninguna persona en los Estados Unidos por motivos de raza, color o origen nacional, excluida de participar, ni se le negarán beneficios, ni será sujeta a discriminación bajo ningún programa o actividad que reciba asistencia financiera federal."** Tenga en cuenta que el título VI no refiere la discriminación de género. Únicamente se refiere a la raza, color y origen nacional. Otras leyes de derechos civiles prohíben la discriminación por motivos de género.

**Cualquier persona que se siente que él o ella, individualmente o como miembro de cualquier clase de personas, sobre la base de raza, color o origen nacional ha sido excluido o negado los beneficios de, o sometidos a discriminación causada por el Sistema de Transporte Regional de Butte, podrá presentar una queja por escrito con la asociación de gobiernos de condado de Butte, Título VI o the Federal Transit Administration (FTA) Office of Civil Rights, Attn: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington DC 20590. Las leyes estatales y federales quejas requiere ser presentado dentro de los ciento ochenta (180) días calendario a partir del último presunto incidente.**

Para solicitar información adicional sobre B-Line las obligaciones de no discriminación o presentar un título VI denuncia, envíe su solicitud a:

**Butte Regional Transit (B-Line)  
Attention: Title VI Administrator  
326 Huss Drive, Suite 150  
Chico, CA 95928  
(530) 809-4616 – Fax (530) 879-2444**

- Para recibir servicios o copias en otro formato o idioma, contacte a (530) 809-4616 o visite el sitio web [www.BLinetransit.com](http://www.BLinetransit.com).

Hojas de reclamaciones también se pueden obtener en el sitio web de B-Line [www.BLinetransit.com](http://www.BLinetransit.com)

## Título VI es la Ley



# Koj Cov Cai Nyob rau hauv Title VI ntawm qhov Civil Rights Act of 1964

Title VI yog ib seem ntawm qhov Civil Rights Act of 1964 uas qhia tias yuav tsum "**Tsis pub ib tug neeg twg nyob rau hauv lub tebchaws United States siv haiv neeg, xim nqaij daim tawv los yog lub teb chaws twg tuaj, los ua ib yam kev txwv lossis tshem tawm kev koom tes nyob rau hauv, raug tsis kam lees cov kev pab cuam, los yog yuav raug siv ua ib yam kev ntxub ntxaug nyob rau hauv tej kev pab cuam los yog kev ua uas tau txais tsoom fwm teb chaws kev pab nyiaj txiag.**" Nco ntsoov tias Title VI tsis hais txog kev ntxub ntxaug raws yus yog txivneej los pojniam. Nws tsuas hais txog haiv neeg, xim nqaij daim tawv thiab lub teb chaws twg tuaj xwb. Lwm cov Civil Rights cai txwv tsis pub muaj kev ntxub ntxaug raws yus yog txivneej los pojniam.

Leejtwg uas pom tau tias nws raug tshem tsis pub tau los yog txiav tsis tau txais tej kev pab cuam, lossis raug ntxub ntxaug los ntawm Butte Regional Transit System los, tsis hais nws tus kheej lossis yog vim nws yog ib tug neeg txawv haiv neeg, xim tawv nqaij, los yog lub teb chaws twg tuaj, muaj cai ua ib daim ntawv tsis txaus siab rau Butte County Association of Governments, Title VI Administrator lossis rau Federal Transit Administration (FTA) Office of Civil Rights, Attn: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE, Washington DC 20590. Nom tswv tebchaw thiab lub xeev txoj cai lij choj qhia kom yuav tsum tau ua daim ntawv no tsis pub dhau ib-puas yim-caum (180) hnuv ntawm hnuv kawg uas muaj qhov xwmtxheej ntawd.

Yog xav paub ntxiv txog B-Line cov kev tswj tsis pub muaj kev ntxub ntxaug lossis yog xa ua ntawv tsis txaus siab Title VI Complaint, thov qhia lossis tivtauj:

**Butte Regional Transit (B-Line)  
Attention: Title VI Administrator  
326 Huss Drive, Suite 150  
Chico, CA 95928  
(530) 809-4616 – Fax (530) 879-2444**

- Xav tau kev pab los si ntawv txhais lwm yam lus, thov hu (530) 809-4616, los si mus rau qhov website [www.Blinetransit.com](http://www.Blinetransit.com)

Muab tau cov ntaub ntawv Kev Tsis Txaus Siab ntawm B-Line qhov website ntawm [www.BLinetransit.com](http://www.BLinetransit.com) thiab

## Title VI yog Txoj Kev Cai Lij



# APPENDIX B



## TITLE VI COMPLAINT FORM

Before filling out this form, please read the Butte Regional Transit Title VI Complaint Procedures located on our website or by visiting our office.

The following information is necessary to assist us in processing your complaint. If you require assistance in completing this form, please call the number below. Complaints must be filed within 180 calendar days after the date alleged discrimination occurred.

**Mailing address: 326 Huss Drive, Suite 150, Chico, CA 95928**  
**Telephone: 530-809-4616 Fax: 530-879-2444**

### Section I:

Complainant's Name:

Address:

City:                      State:                      Zip Code:

Telephone Number (Home):                      Other:

Email address:

Accessible format requirements?

Large Print	<input type="checkbox"/>	Audio Tape	<input type="checkbox"/>
TDD	<input type="checkbox"/>	Other	<input type="checkbox"/>

### Section II:

Are you filing this complaint on your own behalf? Yes:  No:

\*If this is on your own behalf, please skip to Section III.

Person discriminated against (if someone other than complainant):

Name:

Address:

City: State: Zip Code:

Relationship with of the person for whom you are reporting:

Please confirm you've obtained the permission of this party to file this complaint:

Please explain why you are filing for a third party?

**Section III:**

Date of alleged discrimination:

Which of the following best describes the reason you believe the discrimination took place?

Was it because of your: Race/Color:  National Origin:

Have you previously filed a complaint with **this** agency? Yes:  No:

Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court? Yes  No

If yes, check each box that applies:

Federal Transit Administration  Dept of Transportation  Dept of Justice   
EEOC

Other:

Have you filed a lawsuit regarding this complaint: Yes  No

Please provide information for a contact person at the agency/court where the complaint has already been filed:

Name: Title:

Agency:

Address:

Telephone:

Note: If litigation is pending regarding the same issues, we defer to the decision of the court.

In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. You should include specific details such as names, dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of the allegations. Please also provide any other documentation that is relevant to this complaint.

Complainant's Signature:

Date:

## APPENDIX B



### Formulario de Queja del Título VI

Antes de completar este formulario, lea los Procedimientos de reclamación del Título VI de tránsito regional de Butte que se encuentran en nuestro sitio web o visitando nuestra oficina.

La siguiente información es necesaria para ayudarnos a procesar su reclamo. Si necesita ayuda para completar este formulario, llame al siguiente número. Las quejas deben presentarse dentro de los 180 días calendario posteriores a la fecha en que ocurrió la supuesta discriminación.

**Dirección de envío: 326 Huss Drive, Suite 150, Chico, CA 95928**  
**Número de Teléfono: 530-809-4616 Número de Fax: 530-879-2444**

#### Sección I:

Nombre del decunante:

Dirección:

Ciudad:                      Estado:                      Código postal:

Su teléfono de casa:                      Otro:

E-mail:

¿Requisitos de formato accesible?

Letra grande	<input type="checkbox"/>		Cinta de audio	<input type="checkbox"/>	
TDD	<input type="checkbox"/>		Otro	<input type="checkbox"/>	

#### Sección II:

¿Está presentando esta queja por usted mismo? Si:  No:

\* Si esto es para usted, ve a la Sección III.

Persona discriminada (si no es usted):

Nombre:



Dirección:

Ciudad:

Estado:

Código postal:

Su relación con la persona discriminada:

Confirma que tienes permiso para presentar esta queja:

Explique por qué está presentando una demanda para la persona discriminada?

### Sección III:

Fecha de presunta discriminación:

¿Cuál de las siguientes opciones describe mejor la razón por la que cree que se produjo la discriminación?

¿Fue por tu: Raza/Color:  Origen Nacional:

¿Ya ha presentado una queja con **esta** agencia? Si:  No:

¿Ha presentado esta queja ante cualquier otra agencia federal, estatal o local? ¿Ha presentado esta queja ante cualquier tribunal federal o estatal? Si  No

En caso afirmativo, marque cada casilla que corresponda:

Federal Transit Administration  Dept of Transportation  Dept of Justice  EEOC

Otro:

¿Ha entablado una demanda con respecto a esta queja?: Si  No

Proporcione información para una persona de contacto en la agencia / tribunal donde la queja ya ha sido presentada:

Nombre:

Título:

Agencia:

Dirección:

Teléfono:

Nota: Si el litigio está pendiente con respecto a los mismos asuntos, diferimos a la decisión del tribunal.

En sus propias palabras, describa la supuesta discriminación. Explica qué sucedió y quién crees que fue el responsable. Debe incluir detalles específicos tales como nombres, fechas, horas, números de ruta, testigos y cualquier otra información que nos ayude en nuestra investigación de las alegaciones. También proporcione cualquier otra documentación que sea relevante para esta queja.

La firma del Complainant:

Date:

# APPENDIX B



## Nqe lus VI Daim Ntawv Hais Kev Tsis Txaus Siab

Ua ntej ua tiav daim ntawv no, thov nyeem Butte Regional Transit Title VI ntawm lub website lossis ntawm peb chaw ua haujlwm.

Cov ntaub ntawv hauv qab no yuav los pab peb teb koj cov lus tsis txaus siab. Yog tias koj xav tau kev pab sau daim ntawv no, thov hu rau tus xov tooj hauv qab no. Cov lus tsis txaus siab yuav tsum xa tuaj tsis pub dhau 180 hnuv tom qab hnuv raug kev ntxub ntxaug tshwm sim.

**Chaw Nyob Xa Ntawv: 326 Huss Drive, Suite 150, Chico, CA 95928**  
**Xov tooj: 530-809-4616 Fax naj npawb: 530-879-2444**

### Tshooj I:

Tus Neeg Tsis Txaus Siab Lub Npe:

Chaw Nyob:

City:                      Xeev:                      Zip Code:

Xov Tooj:                      Lwm yam:

Email chaw nyob:

Hom kev cai xav tau?

Tshaj Ntawv Sau	<input type="checkbox"/>	Suab Lus	<input type="checkbox"/>
TDD	<input type="checkbox"/>	Lwm yam	<input type="checkbox"/>

### Tshooj II:

Koj puas ua daim ntawv tsis txaus siab no rau koj tus kheej?

Yog:  Tsis yog:

\* Yog tias qhov no yog ntawm koj tus kheej, thov hla mus rau Tshooj III.

Tus neeg raug kev ntxub ntxaug (yog tias lwm tus tsis yog tus tsis txaus siab):

Lub Npe:

Chaw Nyob:

City:

Xeev:

Zip Code:

Kev txheeb ze nrog tus neeg uas koj tau tshaj tawm:

Thov qhia kom meej tias koj tau txais kev pom zoo ntawm tus neeg sab nrauv los ua qhov kev tsis txaus siab no:

Thov piav qhia yog vim li cas koj ua ntaub ntawv thov rau lwm tus neeg sab nraud?

### **Tshooj III:**

Hnub ntawm kev sib liam ntxub ntxaug:

Yam twg hauv qab no qhia txog qhov koj xav tias qhov kev ntxub ntxaug tau tshwm sim?

Yog vim yog koj: Haiv Neeg / Xim Neeg:  Keeb Kwm Tebchaws:

Koj puas tau ua ntawv tsis txaus siab nrog **lub** koom haum no? Tau:  Tsis tau:

Koj puas tau sau daim ntawv tsis txaus siab no nrog lwm lub xeev lossis hauv zej zos; los yog nrog tsev hais plaub hauv tsoom fwv lossis hauv xeev?

Tau  Tsis tau

Yog muaj, kos rau txhua lub npov uas siv tau:

Federal Transit Administration  Dept of Transportation  Dept of Justice   
EEOC

Lwm yam:

Koj puas tau ua ntawv foob txog qhov tsis txaus siab no: Tau  Tsis tau

Thov muab cov ntaub ntawv rau ib tus neeg tiv tauj hauv lub koom haum / lub tsev hais plaub uas tau muab qhov kev tsis txaus siab twb tau teev tseg:

Lub Npe:

Npe:

Lub Koom Haum:

Chaw Nyob:

Xov tooj:

Lus Cim: Yog hais tias tseem tsis tau txiav txim plaub ntug es tseem muaj qhov teeb meem qub, peb yuav cia rau lub tsev txiav txim plaub ntug txiav txim.

Ntawd koj tus kheej cov lus, piav qhia txog kev ntxub ntxaug. Piav seb muaj li cas thiab tus neeg koj ntseeg tias yog lub luag haujlwm. Koj yuav tsum muaj cov ntsiab lus tseem ceeb xws li cov npe, cov hnuv, lub sijhawm, cov xov tooj, cov neeg tim khawv, thiab lwm yam ntaub ntawv uas yuav pab tau peb hauv kev tshawb nrhiav txog cov lus sib liam. Thov muab lwm cov ntaub ntawv uas muaj feem xyuam rau qhov kev tsis txaus siab no.

Tus Neeg Tsis Tsaus Siab Kos Npe:  
D noj:



## **BUTTE COUNTY ASSOCIATION OF GOVERNMENTS Title VI-Equity Analysis for construction of new facility**

In 2016, Butte County Association of Governments completed construction of a new maintenance & operations facility for Butte Regional Transit in Chico, California.

The \$35 million facility includes over 51,000 square feet of new buildings for maintenance, operations, fueling, bus wash, administration, and board room.

The Butte Regional Transit Operations & Maintenance Facility opened for services in April 2016.

The Title VI Equity Analysis was conducted by BCAG's consultant North Star Engineering in March 2013. The Equity Analysis is included in the Probable Categorical Exclusion Report that was completed for the BCAG Property Acquisition, Maintenance Yard, Transit and Administration Facility.

Following are the specific pages in the report that address the Equity Analysis.

# **Probable Categorical Exclusion**

for the

## **BCAG Property Acquisition, Maintenance Yard, Transit and Administration Facility**



### **Prepared for:**

Butte County Association of Governments (BCAG)  
2580 Sierra Sunrise Terrace, Suite 100  
Chico, CA

### **Prepared By:**



**March 2013**

The governmental record search indicated that two plumes of contaminated groundwater may exist off-site and to the east of the subject site; one from the Kinder Morgan tank farm and one from JM Smuckers. The contaminants of concern include volatile organic compounds (VOCs), methyl- tertiary-butyl-ether (MTBE), benzene, toluene, ethylbenzene, and xylene (BTEX), perchloroethylene (PCE), trichloroethylene (TCE), 1,1-Dichloroethene (1,1-DCE) and cis-1,2DCE, 1,2-dichloropropane (1,2-DCP) and 1,2,3-trichloropropane (1,2,3-TCP). Additionally, Chico Environmental contacted Eric Rapport of the Regional Water Quality Control Board. Mr. Rapport informed Chico Environmental that the monitoring well located on the corner of Huss Lane and Aztec Drive had been installed by the Department of Toxic Substances Control for the purposes of monitoring the two adjacent groundwater plumes (Chico Environmental Science and Planning, 2011).

The proposed project is not expected to encounter the contaminated groundwater plumes, as monitoring wells at Huss Lane and Aztec Drive indicate that the plumes have not intruded on the project site. Therefore, there would be no risk of upset or accident conditions that would expose construction workers or the public to contamination.

The proposed project could result in an increase in storage, use, and transportation of hazardous materials, there are federal, state, and local regulations regarding hazardous material transport, use, and disposal that are currently enforced and would continue to be enforced as part of the operation of the transit facility. These regulations provide a comprehensive regulatory system for handling, using, and transporting hazardous materials in a manner that protects human health and the environment. Therefore, potential hazards to the public and the environment would not be significant.

#### **L. Community Disruption and Environmental Justice**

This section addresses Executive Order 12898 (E.O. 12898), which requires federal actions to address environmental justice in minority and low income populations. Executive Order 12898 was signed by President Clinton on February 11, 1994 and specifically directs “federal agencies to take the appropriate and necessary steps to identify and address disproportionately high and adverse effects of federal projects on the health or environment of minority and low-income populations to the greatest extent practicable and permitted by law.”

In order to determine if the proposed project would result in impacts on racial minorities and low-income populations, a five-step method was used for the proposed site. Steps A-D determine the characteristics of the affected population. Step E determines the significance criteria utilized to determine if the affected populations would be disproportionately affected. The five steps are as follows:

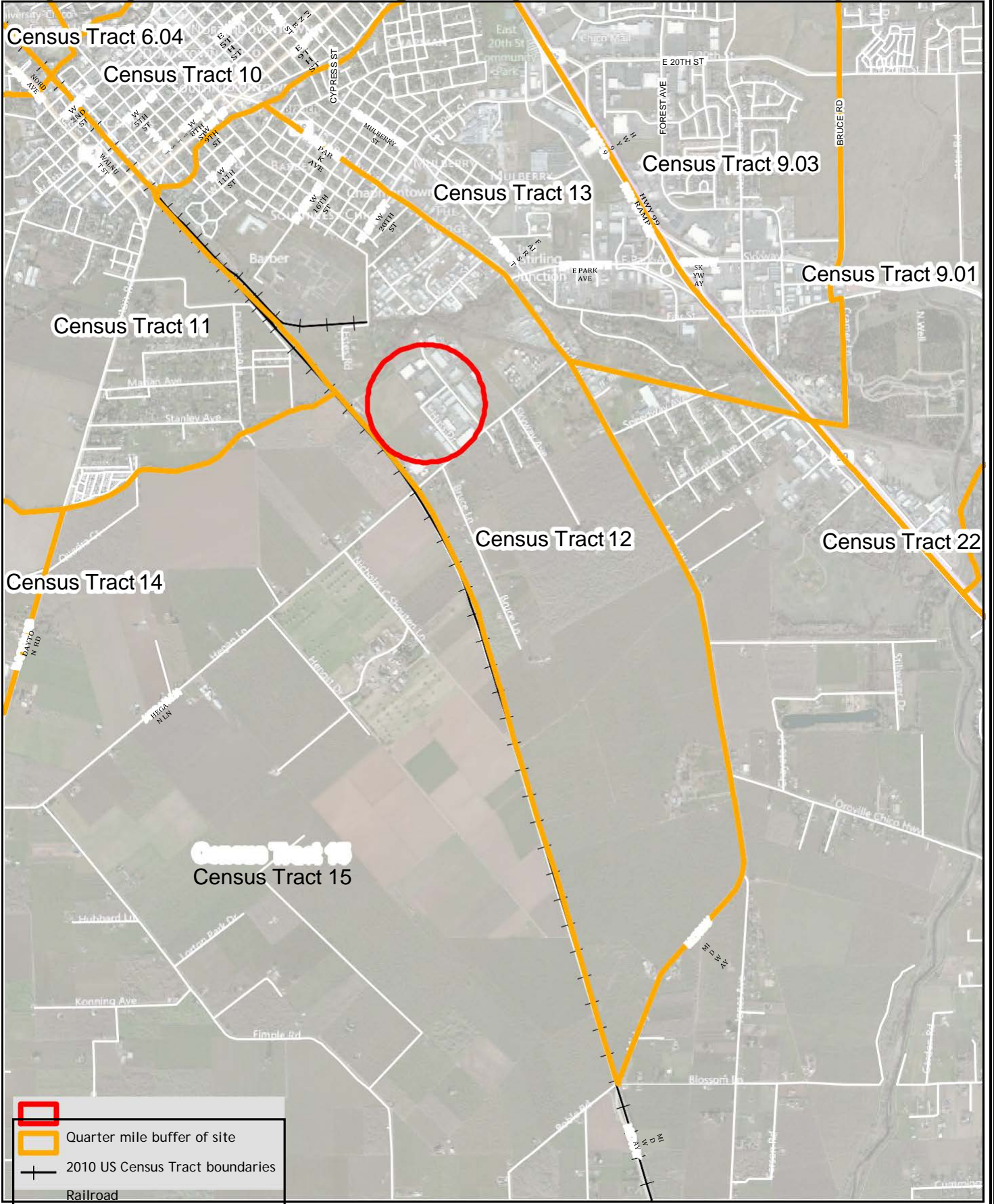
- A. Identify Potential Effects – As required by NEPA and CEQA, a broad range of project-related potential environmental and human health effects have been evaluated. These include effects on transportation, socio-economics, biological resources, cultural resources, hydrology and water quality, noise and vibration, air quality, and hazardous materials. Potential impacts to these topic areas are discussed throughout this document.
- B. Determine the Affected Geographical Area – The geographical area potentially affected by the project includes the U.S. Census Tract 12 within 0.5 miles of the project site (1/4 mile radius from site).



- C. Determine the Demographic Character of the Affected Geographic Area – For the affected geographic area, the demographic characteristics are determined. These include:
- Total population of the City of Chico
  - Percent of population of racial minority status in the City of Chico, Census Tract 12, and the project area
  - Percent on population of low-income status in the project area
  - Percent of population of low-income status in the City of Chico
  - Information on minority status of residents in the project area was gathered using U.S. Census data for the year 2010. For this analysis, the project area has been defined as a quarter-mile radius from the project site within Census Tract 12 (Tract 13014).
- D. Determine if the Affected Populations Include Environmental Justice Communities – The affected populations are those populations within the affected geographic area (see **Table 6**). An Environmental Justice Community is identified if any of the following four conditions apply:
1. The minority population of the affected area exceeds fifty percent (minority population consists of individual(s) who are members of the following population groups: American Indian or Alaskan Native; Asian or Pacific Islander; Black, not of Hispanic origin; or Hispanic).
  2. The minority population percentage of the affected area is meaningfully greater than the minority population percentage in the general population or other appropriate unit of geographic analysis. In identifying minority communities, agencies may consider as a community either a group of individuals living in geographic proximity to one another, or a geographically dispersed/transient set of individuals (such as migrant workers or Native American ), where either type of group experiences common conditions of environmental exposure or effect.
  3. At least half of the population is of low-income minority status, and
  4. The percentage of the population that is of low-income status is meaningfully greater than the low-income percentage in the general population or other appropriate unit of geographic analysis.
- E. Determine Whether the Significant Unavoidable Effects of the Project Would Disproportionately Affect Environmental Justice Communities – A significant impact would occur if a project-related impact would have a disproportionate effect on Environmental Justice populations. A disproportionate effect is defined as an effect that is predominantly borne, more severe, or of a greater magnitude in areas with Environmental Justice populations than in other areas.

### ***Minority and Racial Status***

The data presented in **Table 6** is a summary of ethnicity within the City of Chico, Census Tract 10, and the project area, refer to **Figure 9, City of Chico Census Tract 12 and Environmental Justice Project Area**. The data is based on the City's Census Tract 12 and the "Project Area" represents a quarter-mile radius around the project site. Based on ethnicity data presented in **Table 6**, the



**R** Census information derived from US Census  
Aerial: Microso ft  
Map Date: 3/25/2013



Figure 9

residents in the project area would not be considered Environmental Justice Communities. Minority populations make up less than 50 percent of the population in these areas. The percentage of minority persons within these areas is also not meaningfully greater than the minority population of the City of Chico and the remaining portion of Census Tract 12.

**Table 6  
Demographic Data for the City of Chico and Environmental Justice Project Area.**

<b>Data</b>	<b>City of Chico</b>	<b>% of City of Chico</b>	<b>Census Tract 10<sup>2</sup></b>	<b>% of Census Tract 10</b>	<b>Project Area (1/4 mile radius)<sup>2</sup></b>	<b>Project Area %</b>
<b>Total Population</b>	<b>85,130</b>	<b>100</b>	<b>3,556</b>	<b>100</b>	<b>206.25</b>	<b>100</b>
White	69,953	81.2	2,961	83.2	171.73	83.2
Black of African American	1,562	1.8	41	1.16	2.4	1.16
American Indian	926	1.1	48	.55	1.15	.55
Asian	3,951	4.6	99	2.78	5.74	2.78
Native Hawaiian and Other Pacific Islander	220	0.3	3	.08	.17	.08
Some other race	3,991	4.6	404	11.36	23.43	11.36
<b>Hispanic or Latino<sup>1</sup></b>	<b>12,602</b>	<b>14.6</b>	<b>519</b>	<b>14.59</b>	<b>30.10</b>	<b>14.59</b>
<b>Not Hispanic or Latino</b>	<b>75,528</b>	<b>84.2</b>	<b>3,037</b>	<b>85.4</b>	<b>176.14</b>	<b>85.4</b>

Source: U.S. Census, 2010.

<http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=bkmk>

Notes: <sup>1</sup>Hispanic or Latino is an ethnicity, not a race.

<sup>2</sup>The selection of the appropriate unit of geographic analysis may be a governing body's jurisdiction, a neighborhood, census tract, or other similar unit that is to be chosen so as to not artificially dilute or inflate the affected minority population. A minority population also exists if there is more than one minority group present and the minority percentage, as calculated by aggregating all minority persons, meets one of the above-stated thresholds.

### ***Income Status***

According to the Census, the median annual household income for the City of Chico in 2010 was \$41,835. Twenty percent of households in Chico earned less than \$25,000, which is considered below poverty. The project area is located in the southwestern portion of the City, within a designated light industrial business park (Hegan Lane Business Park). The expansion of the existing transit facility will not displace any residences, nor does it encroach on any residential areas. Further, the project will result in an increase in public transit capabilities and is expected to provide for additional employment as the bus fleet expands over the next 20 years.

### ***Environmental Analysis***

The following is a summary of the potential impacts to Environmental Justice communities:

The development of the bus maintenance facility would not adversely affect Environmental Justice communities since the communities within the project area do not meet any of the four criteria that would qualify them as Environmental Justice communities. Nor is the percentage of minority persons within the project area meaningfully greater than the minority population of the City of Chico and the remaining portion of Census Tract 12.

ATTACHMENT: EQUITY ANALYSIS PROVIDED BY:  
FOUNDATION MANAGEMENT SOLUTIONS

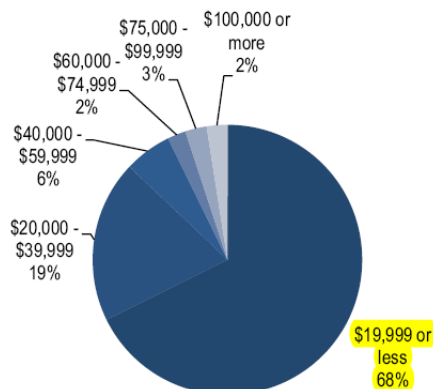
In partnership with the Butte County Association of Governments (BCAG), the Project will assist the efforts of community-based outreach programs, care providers, job training programs, and service organizations to offer improved transportation and outreach services to geographically isolated and at-risk populations in Butte County.

In 2008, nearly 30 representatives from local organizations concerned with the transportation needs of disabled, low-income or elderly populations conducted a project development workshop. These organizations either rely upon or operate targeted transportation services to meet the needs of their respective populations. Further coordination by these organizations led to the establishment and operation of the Social Services Transportation Advisory Council (SSTAC) and the Coordinated Transit Working Group (CTWG), which will meet regularly onsite. SSTAC & CTWG members represent a consortium of nonprofits, public agencies, private organizations, as well as private citizens.

The following community impact statements were gathered from reports generated by BCAG, public agencies, nonprofits, and local stakeholder organizations:

- 68% of riders reported household incomes of \$19,999 or less (Onboard Survey – Existing Conditions Report – Dec. 2013);
- A prior Onboard Survey taken in 2009 reported that 75% of riders had household incomes of less than \$25,000 (Onboard Survey- Transit Study - 2009);

**Total Household Income Distribution** (n=1129)



- 63% of riders list the B-line as their primary source of commuting to school or work (E-Survey – Transit Study – 2009);
- 74% of riders reported during an Onboard Survey that they had no car available to make their trip. 54% of riders list the B-line as their only mode of transportation (Existing Conditions Report – Dec. 2013);
- Those who rely on transportation for “non-emergency medical visits, mental health appointments, job training and interviews, and other trip purposes frequently are defeated by the size and largely rural character of the county”;
- 80% of the patrons and patients served by local nonprofit organizations require some form of transportation assistance on a daily basis in order to access health care, healthy food, job

training, education, and vital services (Coordinated Public Transit-Human Services Transportation Plan);

BCAG is the contract transportation service operator for Peg Taylor Center for Adult Day Health Care and Far Northern Regional Center:

### **Peg Taylor Center**

800-900 disabled and elderly people per month use transportation services contracted through BCAG to access medical treatment and other forms of care.



The Project will support:

- 90,000 hours of nonprofit health care services and other treatments annually (Peg Taylor Website);
- 10,000 meals per year served to elderly and disabled patients, with daily round-trip transportation service provided so that at-home patients can access healthy food (Peg Taylor Website). The Project is located in a USDA Food Desert and is directly surrounded by 14 other Food Desert Census Tracts.



### **Far Northern Regional Center**

6,600 disabled patrons of Far Northern Regional Center receive a variety of services annually, including transportation, education, health care, rehabilitation, training, and recreation services.

The Project will support:

- 54,984 trips per year for disabled persons as part of FNRC's transportation service (BCAG collected data);
- 122,756 trips per year for FNRC social services-related purposes (BCAG collected data);

### **New Transit Stop**

The Project provides a much-anticipated direct service to the Hegan Lane Business Park, which to over 730 local workers. The closest alternative transit stop is 1.5 miles away.