



## **Title VI Plan and Procedures**

Title VI of the Civil Rights Act of 1964

UNIFIED HUMAN SERVICES TRANSPORTATION  
SYSTEMS, INC. /RADAR

August 1, 2012

**TABLE OF CONTENTS**

**PAGE**

I. Introduction ..... 3

II. Policy Statement and Authorities..... 4

III. Organization and Title VI Program Responsibilities..... 5

IV. Procedures for Notifying the Public Of Title VI Rights and How to File a Complaint ..... 7

V. Procedures for Handling, Tracking, Resolving and Reporting Investigations/Complaints and Lawsuits ..... 8

VI. Staff Training Related to the Title VI Program..... 11

VII. . Language Assistance Plan for Persons with Limited English Proficiency (LEP)..... 25

VIII. Public Outreach and Involvement ..... 29

IX. Procedures for Ensuring Equity in Service Provision ..... 31

X. Data Collection and Reporting Procedures ..... 33

XI. .Environmental Justice (for All Construction Projects) ..... 34

## **I. INTRODUCTION**

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

Recipients of public transportation funding from FTA and the Virginia Department of Rail and Public Transportation (DRPT) are required to develop policies, programs, and practices that ensure that federal and state transit dollars are used in a manner that is nondiscriminatory as required under Title VI.

This document details how **UHSTS, INC. / RADAR** incorporates nondiscrimination policies and practices in providing services to the public. UHSTS, INC /RADAR's Title VI policies and procedures are documented in this plan and its appendices and attachments. This plan will be updated periodically (at least every three years) to incorporate changes and additional responsibilities that arise.

## II. POLICY STATEMENT AND AUTHORITIES

### Title VI Policy Statement

UHSTS, INC / RADAR is committed to ensuring that no person shall, on the grounds of race, color, national origin, as provided by Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 (PL 100.259), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity, whether those programs and activities are federally funded or not.

The UHSTS, INC / RADAR Title VI Manager is responsible for initiating and monitoring Title VI activities, preparing required reports, and other responsibilities as required by Title 23 Code of Federal Regulations (C) Part 200, and Title 49 CFR Part 21.



Signature of Authorizing Official

August 1, 2012

Date

### Authorities

Title VI of the 1964 Civil Rights Act provides 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 otherwise subjected to discrimination under any program or activity receiving federal financial assistance (refer to 49 CFR Part 21). The Civil Rights Restoration Act of 1987 broadened the scope of Title VI coverage by expanding the definition of the terms "programs or activities" to include all programs or activities of Federal Aid recipients, sub recipients, and contractors, whether such programs and activities are federally assisted or not.

Additional authorities and citations include: Title VI of the Civil Rights Act of 1964 (42 U.S.C. Section 2000d); Federal Transit Laws, as amended (49 U.S.C. Chapter 53 et seq.); Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended (42 U.S.C. 4601, et seq.); Department of Justice regulation, 28 CFR part 42, Subpart F, "Coordination of Enforcement of Nondiscrimination in Federally-Assisted Programs" (December 1, 1976, unless otherwise noted); U.S. DOT regulation, 49 CFR part 21, "Nondiscrimination in Federally-Assisted Programs of the Department of Transportation Effectuation of Title VI of the Civil Rights Act of 1964" (June 18, 1970, unless otherwise noted); Joint FTA/Federal Highway Administration (FHWA) regulation, 23 CFR part 771, "Environmental Impact and Related Procedures" (August 28, 1987); Joint FTA/FHWA regulation, 23 CFR part 450 and 49 CFR part 613, "Planning Assistance and Standards," (October 28, 1993, unless otherwise noted); U.S. DOT Order 5610.2, "U.S. DOT Order on Environmental Justice to Address Environmental Justice in Minority Populations and Low-Income Populations," (April 15, 1997); U.S. DOT Policy Guidance Concerning Recipients

Responsibilities to Limited English Proficient Persons, (December 14, 2005), and Section 12 of ITA's Master Agreement, FTA MA 13 (October I, 2006).

### **Annual Nondiscrimination Assurance to the Virginia Department of Rail and Public Transportation (DRPT)**

As part of the Certifications and Assurances submitted to the DRPT with the Annual Grant Application and all Federal Transit Administration grants submitted to the VDRPT, UHSTS, INC / RADAR submits a Nondiscrimination Assurance which addresses compliance with Title VI as well as nondiscrimination in hiring (EEO) and contracting (DBE), and nondiscrimination on the basis of disability (ADA). In signing and submitting this assurance, UHSTS, INC / RADAR confirms to VDRPT the agency's commitment to nondiscrimination and compliance with federal and state requirements.

### **III. ORGANIZATION AND TITLE VI PROGRAM RESPONSIBILITIES**

The UHSTS, INC / RADAR's Special Project Coordinator is responsible for ensuring implementation of the agency's Title VI program. Title VI program elements are interrelated and responsibilities may overlap. The specific areas of responsibility have been delineated below for purposes of clarity.

#### **Overall Organization for Title VI**

- The Title VI Manager, the Director of Transportation and the Regional Transit Manager are responsible for coordinating the overall administration of the Title VI program, plan, and assurances, including complaint handling, data collection and reporting, annual review and updates, and internal education.
- Leon Robertson (Special Project Coordinator), Nathan Sanford and John Desper are responsible for public outreach and involvement. This includes development and implementation of the Limited English Proficiency (LEP) plan. Those responsible for this area also coordinate with those who are responsible for service planning and delivery.
- Curtis Andrews (Executive Director), John Desper and Nathan Sanford are responsible for service planning and delivery. This includes analysis of current services, analysis of proposed service and fare changes, and environmental justice. Those responsible for this area also coordinate with those who are responsible for public outreach and involvement.

## **Detailed Responsibilities of the Title VI Manager**

The Title VI Manager is responsible for supervising the other staff assigned with Title VI responsibilities in implementing, monitoring, and reporting on UHSTS, INC / RADAR's compliance with Title VI regulations. In support of this, the Title VI Manager will:

- Identify, investigate, and eliminate discrimination when found to exist.
- Process Title VI complaints received by UHSTS, INC / RADAR, in accordance with the agency's Nondiscrimination Complaint Procedures (presented below).
- Meet with the other staff assigned with Title VI responsibilities, including public outreach & involvement and service planning and delivery periodically to monitor and discuss progress, implementation, and compliance issues.
- Periodically review the agency's Title VI program to assess if administrative procedures are effective, staffing is appropriate, and adequate resources are available to ensure compliance.

## **Annual Review of Title VI Program**

Each year, in preparing for the Annual Report and Updates, the Title VI Manager and Liaison(s) will review the agency's Title VI program to assure implementation of the Title VI plan. In addition, they will review agency operational guidelines and publications, including those for contractors, to verify that Title VI language and provisions are incorporated, as appropriate.

## **Title VI Clauses in Contracts**

In all procurements requiring a written contract, UHSTS, INC /RADAR's contract will include the federal non-discrimination clauses. The Title VI Manager will work with the following individuals that are responsible for contracting: Executive Director, Director of Finance, Director of Safety and Maintenance, Regional Transit Manager and Director of Transportation.

#### **IV. PROCEDURES FOR NOTIFYING THE PUBLIC OF TITLE VI RIGHTS AND HOW TO FILE A COMPLAINT**

UHSTS, INC /RADAR includes the following language on all printed information materials, on the agency's website, in press releases, in public notices, in published documents, and on posters on the interior of each vehicle operated in passenger service:

The UHSTS, INC /RADAR is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color or national origin, as protected by Title VI of the Civil Rights Act of 1964.

For additional information on UHSTS, INC /RADAR's nondiscrimination policies and procedures or to file a complaint, please visit the website at [www.radartransit.org](http://www.radartransit.org) or contact:

Leon Robertson

Special Project Coordinator

P.O. Box 13825

Roanoke, Virginia 24037-3825

Instructions for filing Title VI complaints are posted on the agency's website and in posters on the interior of each vehicle operated in passenger service, and are also included within UHSTS, INC /RADAR's passenger policies/ride guide/other brochure.

RADAR Transit is committed to ensuring that no person is excluded from participation in or denied the benefits of transit services we offer. This policy is consistent with the requirements of Title VI of the 1964 Civil Rights Act.

If you believe you have been subjected to unequal treatment because of race, color or national origin, then you have the right to file a formal complaint. Complaints may be filed within ninety (90) days of the alleged discrimination action.

The complaint may be filed in writing to:

Mr. Leon D. Robertson  
Special Project Coordinator  
RADAR Transit  
P.O. Box 13825  
Roanoke, Virginia 24037  
540-343-1721 Ext. 105  
800-964-5707 Ext. 105  
leon@radartransit.org

## **V. PROCEDURES FOR HANDLING, TRACKING, RESOLVING AND REPORTING INVESTIGATIONS/COMPLAINTS AND LAWSUITS**

Any individual may exercise his or her right to file a complaint with UHSTS, INC /RADAR if that person believes that they or any other program beneficiaries have been subjected to unequal treatment or discrimination in the receipt of benefits/services or prohibited by non-discrimination requirements. UHSTS, INC /RADAR will report the complaint to DRPT within three business days (per DRPT requirements), and make a concerted effort to resolve complaints locally, using the agency's Nondiscrimination Complaint Procedures, as described below. All Title VI complaints and their resolution will be logged as described under "Data collection" and reported annually (in addition to immediately) to DRPT.

Should any Title VI investigations be initiated by FTA or DRPT, or any Title VI lawsuits are filed against UHSTS, INC /RADAR the agency will follow these procedures:

### **Overview**

These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964 as amended, and the Civil Rights Restoration Act of 1987, relating to any program or activity administered by UHSTS, INC / RADAR, as well as to sub-recipients, consultants, and/or

contractors. Intimidation or retaliation of any kind is prohibited by law. These procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies, or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complainant. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the Title VI Manager may be utilized for resolution. The Title VI Manager will make every effort to pursue a resolution to the complaint. Initial interviews with the complainant and the respondent will request information regarding specifically requested relief and settlement opportunities.

## **Procedures**

1. Any individual, group of individuals, or entity that believes they have been subjected to discrimination on the basis of race, color, or national origin may file a written complaint with UHSTS, INC /RADAR's Title VI Manager. The complaint is to be filed in the following manner:
  - a. A formal complaint must be filed within 90 calendar days of the alleged occurrence.
  - b. The complaint shall be in writing and signed by the complainant(s).
  - c. The complaint should include:
    - the complainant's name, address, and contact information
    - (i.e., telephone number, email address, etc.)
    - the date(s) of the alleged act of discrimination (if multiple days, include the date when the complainant(s) became aware of the alleged discrimination and the date on which the alleged discrimination was discontinued or the latest instance).
    - a description of the alleged act of discrimination
    - the location(s) of the alleged act of discrimination (include vehicle number if appropriate)
    - an explanation of why the complainant believes the act to have been discriminatory on the basis of race, color, and national origin
    - if known, the names and/or job titles of those individuals perceived as parties in the incident
    - contact information for any witnesses
    - indication of any related complaint activity (i.e., was the complaint also submitted to DRPT or FTA?)
  - d. The complaint shall be submitted to the UHSTS, INC /RADAR Title VI Manager at P.O. Box 13825; Roanoke, Virginia 24037-3825.
  - e. Complaints received by any other employee of UHSTS, INC /RADAR will be immediately forwarded to the Title VI Manager.

- f. In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Title VI Manager. Under these circumstances, the complainant will be interviewed, and the Regional Transit Manager or the Director of Transportation will assist the complainant in converting the verbal allegations to writing.
2. Upon receipt of the complaint, the Title VI Manager will immediately:
    - a. notify DRPT (no later than 3 business days from receipt)
    - b. notify the UHSTS, INC /RADAR Executive Director
    - c. ensure that the complaint is entered in the complaint database
  3. Within 3 business days of receipt of the complaint, the Title VI Manager will contact the complainant by telephone to set up an interview.
  4. The complainant will be informed that they have a right to have a witness or representative present during the interview and can submit any documentation he/she perceives as relevant to proving his/her complaint.
  5. If DRPT has assigned staff to assist with the investigation, the Title VI Manager will offer an opportunity to participate in the interview.
  6. The alleged discriminatory service or program official will be given the opportunity to respond to all aspects of the complainant's allegations.
  7. The Title VI Manager will determine, based on relevancy or duplication of evidence, which witnesses will be contacted and questioned.
  8. The investigation may also include:
    - a. investigating contractor operating records, policies or procedures
    - b. reviewing routes, schedules, and fare policies
    - c. reviewing operating policies and procedures
    - d. reviewing scheduling and dispatch records
    - e. observing behavior of the individual whose actions were cited in the complaint
  9. All steps taken and findings in the investigation will be documented in writing and included in the complaint file.
  10. The Title VI Manager will contact the complainant at the conclusion of the investigation, but prior to writing the final report, and give the complainant an opportunity to give a rebuttal statement at the end of the investigation process.
  11. At the conclusion of the investigation and within 60 days of the interview with the complainant, the Title VI Manager will prepare a report that includes a narrative description of the incident, identification of persons interviewed, findings, and recommendations for disposition. This report will be provided to the Executive Director, the DRPT, and, if appropriate, UHSTS, INC /RADAR's legal counsel.
  12. The Title VI Manager will send a letter to the complainant notifying them of the outcome of the investigation. If the complaint was substantiated, the letter will indicate the course of action that will be followed to correct the situation. If the complaint is determined to be unfounded, the letter will explain the reasoning, and refer the complainant to DRPT in the event the complainant wishes to appeal the determination. This letter will be copied to DRPT.

13. A complaint may be dismissed for the following reasons:
  - a. The complainant requests the withdrawal of the complaint.
  - b. An interview cannot be scheduled with the complainant after reasonable attempts.
  - c. The complainant fails to respond to repeated requests for additional information needed to process the complaint.

**DRPT will serve as the appealing forum to a complainant that is not satisfied with the outcome of an investigation conducted by UHSTS, INC /RADAR. DRPT will analyze the facts of the case and will issue its conclusion to the appellant according to their procedures.**

## **VI. STAFF TRAINING RELATED TO THE TITLE VI PROGRAM**

Information on the UHSTS, INC /RADAR's Title VI program is disseminated to agency employees, contractors, and beneficiaries, as well as to the public, as described in the "public outreach and involvement" section of this document, and in other languages when needed according to the LEP plan.

UHSTS, INC /RADAR's employees will receive training on Title VI policies and procedures upon hiring and upon promotion. This training will include requirements of Title VI, UHSTS, INC /RADAR's obligations under Title VI (LEP requirement included), required data that must be gathered and maintained and how it relates to the Annual Report and Update to DRPT, and any findings and recommendations from the last DRPT compliance review.

In addition, training will be provided when any Title VI-related policies or procedures change, or when appropriate in resolving a complaint. Title VI training is the responsibility of the Special Project Coordinator, the Director of Transportation and the Regional Transit Manager.

Data from the U.S. Census Bureau's American Community Survey (ACS) were obtained through [www.census.gov](http://www.census.gov) by UHSTS, INC /RADAR's service areas. The agency's service areas are Roanoke City, Roanoke County, Salem City, Alleghany County, Covington City, Clifton Forge, Iron Gate, Martinsville City, Henry County, Rockbridge County, Buena Vista City and Lexington City. The agency's Roanoke City service area includes a total of 2,338 people or 2.6% of total population persons with Limited English Proficiency (those persons who indicated that they spoke English "not well," and "not at all" in the 2006-2010 ACS Census, see attached data sheets for service areas).

Information from the 2006-2010 ACS also provides more detail on the specific languages that are spoken by those who report that they speak English less than very well in Roanoke City. Languages spoken at home by those with LEP are presented below. These data indicate the extent to which translations into other language are needed to meet the needs of LEP persons.

• Spanish	2170	2.4%
• Indo-European	0	0.0%
• Asian and Pacific Island Languages	700	0.7%
• Other Languages	790	0.9%

Factor 2: Assessment of Frequency with Which LEP individuals come into contact with the Transit Services or System.

UHSTS, INC / RADAR reviewed the relevant benefits, services, and information provided by the agency and determined the extent to which LEP persons have come into contact with these functions through none of the following channels:

- Contact with transit vehicle operators;
- Contact with transit station managers;
- Calls to UHSTS, INC /RADAR's customer service telephone line;
- Visits to the agency's headquarters ;
- Access to the agency's website;
- Attendance at community meetings or public hearings hosted by UHSTS, INC / RADAR;
- Contact with the agency's ADA complementary paratransit system (including applying for eligibility, making reservations, and communicating with drivers).

Factor 4: Assessment of the Resources Available to the Agency and Costs

*Costs*

The following language assistance measures currently being provided by UHSTS, INC / RADAR

- The agency is connected to the Volatia Language Network which provides interpreter services on an “as needed” basis. The cost is \$3.50 per minute for an over-the-phone interpreter. Since the agency has never had to use any of the services it is difficult to estimate future costs.

We anticipate that these activities and costs will increase as follows: \$100.00 a year.

Based on the analysis of demographic data and contact with community organizations and LEP persons, UHSTS, INC / RADAR has determined that the following additional services are ideally needed to provide meaningful access:

- The use of the Volatia Language Network is expected to handle the needs for the foreseeable future on an „as needed basis”.

### *Resources*

The available budget that could be currently devoted to additional language assistance expenses is \$100.00. This amount is likely to be stable over time.

UHSTS, INC / RADAR has not requested additional grant funding for language assistance:

### *Feasible and Appropriate Language Assistance Measures*

Based on the available resources, the following language assistance measures are feasible and appropriate for our agency at this time:

- No changes from current use of Volatia Language Network services.

Language Use and English-Speaking Ability for the Population by County and City

	Total Pop. Syr5+	Speak English at Home	Speak non-English at Home							
			Total Pop. Non-Engli sh	Percent Non- English	#of Pop.Not WelVNot at All	%y., of Pop. NotWelV Not at All	English Ability- Very Well	Engli sh Ability- wen	English Ability- Not Well	English Ability- Not at All
Roanoke County	86,631	80,616	6,015	6.9%	852	1.0%	3,801	1,362	731	121
Roanoke City	89,391	82,490	6,901	7.7%	2,338	2.6%	3,152	1,411	1,499	839
Salem City	23,408	21,920	1,488	6.4%	512	2.2%	826	150	308	204

Roanoke City	Total	Speak Non-English at Home	
		English Ability- Very Well	English Ability Less than Very Well
Population 5yrs+	89,391		
Speak only English	82,490		
Speak Non-English at Home	6,901		
Spanish or Spanish Creole:	3,597	1,427	2,170
French (incl. Patois, Cajun):	331	283	48
French Creole:	563	362	201
Italian:	44	30	14
Portuguese or Portuguese Creole:	62	45	17
German:	118	118	-
Yiddish:	-	-	-
Other West Germanic languages:	-	-	-
Scandinavian Languages:	-	-	-
Greek:	35	23	12
Russian:	-	-	-
Polish:	29	29	-
Serbo-Croatian:	232	52	180
Other Slavic languages:	24	14	10
Armenian:	-	-	-
Persian:	43	43	-
Gujarati:	-	-	-
Hindi:	-	-	-
Urdu:	39	39	-
Other Indic languages:	23	-	23
Other Indo-European languages:	25	25	-
Chinese:	224	68	156
Japanese:	-	-	-
Korean:	67	20	47
Mon-Khmer, Cambodian:	175	109	66
Hmong:	-	-	-
Thai:	11	11	-
Laotian:	20	-	20
Vietnamese:	466	162	304
Other Asian languages:	107	-	107
Tagalog:	32	32	-
Other Pacific Island languages:	-	-	-
Navajo:	23	23	-
Other Native North American languages:	32	-	32
Hungarian:	25	-	25
Arabic:	207	117	90
Hebrew:	9	9	-
African languages:	206	111	95
Other and unspecified languages:	132	-	132

Virginia Department of Rail and Public Transportation  
**LIMITED ENGLISH PROFICIENCY ASSESSMENT  
 AND FOUR FACTOR ANALYSIS**  
 For Rural and Small Urban Transit Providers

Provider: RADAR -UHSTS, Inc. Roanoke County  
 Date Completed: 01/04/2010 Franklin County

**1. NUMBER OR PROPORTION OF LEP's:**

Go to the US Census website ([www.census.gov](http://www.census.gov)) and hst the racial make-up of each town or county you serve (number and percentage) (Enter the town or county name and state into the 'populaon finder' Select go • Select link for "fact sheet. )

Town/County	White	Black or African American	American Indian or Alaska Native	Aalan	Hispanic or Latino
<u>RoanokeCounty</u>	<u>93.6%</u>	<u>3.4%</u>	<u>0.1%</u>	<u>1.6%</u>	<u>1.0%</u>
<u>Franklin County</u>	<u>89.0%</u>	<u>9.3%</u>	<u>0.2%</u>	<u>-0.4%</u>	<u>1.2%</u>

**2. FREQUENCY OF CONTACT WITH LEP's:**

2a. Survey your drivers Do they Indicate that there is a need for language assistance for riders? If so, which languages?

NO

2b. Survey your receptionist, customer service representative, and scheduler/dispatcher Do they indicate that there is a need for language assistance for rider1? If so, which languages?

NO-1-Response-Spani: s: .h: . .

**3. NATURE AND IMPORTANCE OF PROGRAM ON LEP'UVES:**

3a. Contact major employers Do they indicate a need for language assistance for potentialtransit users? if so, wh1ch languages?

Employer	Response

**rJb:** Contact human service agencies. Do they indicate a need for language assistance for potential transit users? If so, which languages?

Agency	Response

**3c.** Contact local towns and counties including the police departments. Do they indicate a need for language assistance for potential transit users? If so, which languages?

Town/County/Department	Response
Roanoke County	very Small Demand

**3d.** Contact the local school systems. Do they indicate a need for language assistance for potential transit users? If so, which languages?

School System	Response

**3e.** Contact the local churches. Do they indicate a need for language assistance for potential transit users? If so, which languages?

Church	Response

RESOURCES AVAILABLE AND COST TO DELIVER LEP PROGRAM	
Resource	Co t
Do the responses Indicate a need for language assistance for potential transit users? If so, which languages? If yes, please prepare and submit an LEP plan.	Surveys and data indicates no further action at the present time. We will continue to monitor.

Virginia Department of Rail and Public Transportation  
 LIMITED ENGLISH PROFICIENCY ASSESSMENT  
 AND FOUR FACTOR ANALYSIS  
 For Rural and Small Urban Transit Providers

Provider: RADAR -UHSTS, Inc. Clifton Forge, Covington, Iron Gate and Alleghany County  
 Date Completed: 01/04/2010

1. NUMBER OR PROPORTION OF LEP's:

Go to the U.S. Census website (www.census.gov) and list the racial make-up of each town or county you serve (number and percentage) (Enter the town or county name and state into the population finder Select go Select link for "fact sheet.")

Town/County	White	Black or African American	American Indian or Alaska Native	Asian	Hispanic or Latino
Alleghany Co.	96.3%	2.5%	0.2%	0.2%	0.4%
Covington	84.1%	13.1%	0.3%	0.7%	0.6%
Clifton Forge	83.0%	14.6%	0.1%	0	0.9%
Iron Gate	94.6%	5.2%	0	0	0

2. FREQUENCY OF CONTACT WITH LEP's:

2a. Survey your drivers. Do they indicate that there is a need for language assistance for riders? If so, which languages? NO

2b. Survey your customer service representatives and scheduler/dispatchers. Do they indicate that there is a need for language assistance for riders? If so, which languages? No

3. NATURE AND IMPORTANCE OF PROGRAM ON LEP's LIVES:

3a Contact major employers Do they indicate a need for language assistance for potential transit users? If so, which languages? Agency

to...r Response  
 Response Response

3b..Contact human service agencies


3c. Contact local towns and counties, including the police departments. Do they indicate a need for language assistance for potential transit users? If so, which languages?

Town/County/Department	Response
Collins-ADA-Covington	No
Clill.t	
A. Williams-Mayor-Iron Gate	No

3d. Contact the local school systems. Do they indicate a need for language assistance for potential transit users? If so, which languages?

School System	Response


38. Contact the local churches. Do they indicate a need for language assistance for potential transit users? If so, which languages?

Church	Response



3b. Contact human service agencies. Do they indicate a need for language assistance for potential transit users? If so, which languages?

Agency \_\_\_\_\_ Response \_\_\_\_\_

Workforce Investment **aoar** **i** Small Demand \_\_\_\_\_


3c. Contact local towns and counties including the police departments. Do they indicate a need for language assistance for potential transit users? If so, which languages?

Town/County/Department	Response
ry County	Small Demand
City of Martinsville	Small Demand

3d. Contact the local school systems. Do they indicate a need for language assistance for potential transit users? If so, which languages?

School System	Response

3e. Contact the local churches. Do they indicate a need for language assistance for potential transit users? If so, which languages?

Church	Response

DELIVER LEP PROGRAM

Resource

Cost

Do the responses indicate a need for language assistance for potential transit users? If so, which languages? If yes, please prepare and submit an LEP plan.

Surveys and results indicate a small demand for assistance. However, we have developed a brochure in Spanish. It is attached. We will continue to monitor.

Language Use and English-Speaking Ability for the Population by County and City

	Total Pop. Syr+	Speak English at Home	Speak non-English at Home							
			Total Pop. Non-English	Percent Non- English	#of Pop. Not Well	Not at All	% of Pop. Not Well	English Ability- Very Well	English Abili ty- Well	English Ability- Not Well
Rockbridge County	21,120	20,711	409	1.9%	99		0.5%	216	94	99
Buena Vista City	6,310	6,222	88	1.4%	22		0.3%	66		22
Lexington City	6,615	6,080	535	8.1%	84		1.3%	344	107	84

## VI. LEP Implementation Plan

Through the four-factor analysis, UHSTS, INC / RADAR has determined that the following types of language assistance are most needed and feasible:

- Language Line Translation Services for telephone contacts.

### *Staff Access to Language Assistance Services*

Agency staff who comes into contact with LEP persons can access language services by dialing Volatia Language Network, enter our agency PIN number, and request assistance. All staff has been provided with a list of available language assistance services and additional information and referral resources. This list will be updated at least annually.

### *Responding to LEP Callers*

Staff who answer calls from the public respond to LEP customers as follows: Place the limited English speaker on conference hold and dial the Volatia access phone number, enter the PIN number, indicate the language requested, when interpreter is connected, conference in the limited English speaker.

### *Responding to Written Communications from LEP Persons*

The following procedures are followed when responding to written communications from LEP persons: The agency will contact the local Volatia Language Network office for on-site assistance in responding.

### *Responding to LEP Individuals in Person*

The following procedures are followed when an LEP person visits our customer service and administrative office: The Volatia Language Network can have an interpreter at our facility as needed, if the visit is not scheduled the agency can use the over-the-phone method by using a speaker phone with the limited English visitor and connecting with Volatia Language Network.

We will continue to identify emerging populations as updated Census and American Community Survey data become available for our service areas. In addition, when LEP persons contact our agency, we attempt to identify their language and keep records on contacts to accurately assess the frequency of contact. To assist in language identification, the agency has contracted with Volatia Language Network for over-the phone, face-to-face and written interpreter services.

Factor 3: Assessment of the Nature and Importance of the Transit Services to the LEP Population

UHSTS, INC /RADAR provide the following programs, activities and services:

NONE

Based on past experience serving and communicating with LEP persons and interviews with community agencies, we learned that the following services/routes/ programs are currently of particular importance LEP persons in the community.

NONE

The following are the most critical services provided by UHSTS,INC / RADAR for all customers, including LEP persons.

- Safety and security awareness instructions
- Emergency evacuation procedures
- Public transit services, including reduced fare application process
- ADA paratransit services, including eligibility certification process
- Other paratransit services

The following procedures are followed by operators when an LEP person has a question on board a UHSTS, INC /RADAR vehicle: Driver is to contact office by 2-way radio for assistance and the office will connect with Volatia Language Network by telephone.

### *Staff Training*

As noted previously, all UHSTS, INC / RADAR staff are provided with a list of available language assistance services and additional information and referral resources, updated annually.

All new hires receive training on assisting LEP persons as part of their sensitivity and customer service training. This includes:

- A summary of the transit agency's responsibilities under the DOT LEP Guidance;
- A summary of the agency's language assistance plan;
- A summary of the number and proportion of LEP persons in the agency's service area, the frequency of contact between the LEP population and the agency's programs and activities, and the importance of the programs and activities to the population;
- A description of the type of language assistance that the agency is currently providing and instructions on how agency staff can access these products and services; and
- A description of the agency's cultural sensitivity policies and practices.

Also, all staff who routinely come into contact with customers, as well as their supervisors and all management staff, receive annual refresher training on policies and procedures related to assisting LEP persons.

### *Providing Notice to LEP Persons*

LEP persons are notified of the availability of language assistance through the following approaches:

- following our Title VI policy statement included on our vital documents.
- through signs posted on our vehicles and in our customer service and administrative offices.

LEP persons will also be included in all community outreach efforts related to service and fare changes.

### *Monitoring & updating the plan*

This plan will be updated on a periodic basis (at least every three years), based on feedback, updated demographic data, and resource availability.

As part of ongoing outreach to community organizations, UHSTS, INC /RADAR will solicit feedback on the effectiveness of language assistance provided and unmet needs. In addition, we will conduct periodic review of updated Census data and formal studies of the adequacy and qualities of the language assistance provided, and determine changes to LEP needs.

In preparing the triennial update of this plan, UHSTS, INC /RADAR will conduct an internal assessment using the Language Assistance Monitoring Checklist provided in the FTA's "Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers." Based on the feedback received from community members and agency employees, UHSTS, INC /RADAR will make incremental changes to the type of written and oral language assistance provided as well as to their staff training and community outreach programs. The cost of proposed changes and the available resources will affect the enhancements that can be made, and therefore UHSTS, INC /RADAR will attempt to identify the most cost-effective approaches.

As the community grows and new LEP groups emerge, UHSTS, INC /RADAR will strive to address the needs for additional language assistance.

## VII. PUBLIC OUTREACH AND INVOLVEMENT

Public outreach and involvement applies to and affects UHSTS, INC /RADAR's mission and work program as a whole, particularly agency efforts and responsibilities related to UHSTS, INC /RADAR's service planning. The overall goal of UHSTS, INC /RADAR's public outreach and involvement policy is to secure early and continuous public notification about, and participation in, major actions and decisions by UHSTS, INC /RADAR. In seeking public comment and review, UHSTS, INC /RADAR makes a concerted effort to reach all segments of the population, including people from minority and low-income communities, persons with limited English Proficiency and organizations representing these and other protected classes. UHSTS, INC /RADAR utilizes a broad range of public outreach information and involvement opportunities, including a process for written comments, public meetings after effective notice, settings for open discussion, information services, and consideration of and response to public comments.

### Public Outreach Activities

UHSTS, INC /RADAR takes the following steps to ensure that minority, low-income, and LEP members of the community have meaningful access to public outreach and involvement activities, including those conducted as part of the planning process for proposed changes in services, fares, and facilities development.

- Publishing public notices within local newspapers of general circulation, as well as, those targeted at minorities, low income and LEP persons and on the agency's website.

Public notices are issued to:

- announce opportunity to participate or provide input in planning for service changes, fare changes, new services, and new or improved facilities (early in the process)
  - announce the formal comment period on proposed major service reductions and fare increases with instructions for submitting comments including the opportunity of a public hearing at the end of the planning process.
  - announce impending service and fare changes after plan has been finalized.
  - announce intent to apply for public transit funding from DRPT, and to announce the formal comment period on the proposed program of projects, with the opportunity of a public hearing annually in advance of submitting the ATP.
- Posting public notices as described above at major passenger/public facilities and in all vehicles.
  - Sending news releases to The Roanoke Times, The Virginian Review, the Martinsville Bulletin and other news media of general interest as well as those targeted at minority and LEP persons, as well as community-based organizations that serve persons protected under Title VI and which publish newsletters.

- Sending public service announcements (PSAs) to news media of general interest, as well as, those targeted at minority, low income and LEP persons, as well as community-based organizations that serve persons protected under Title VI and which publish newsletters.
- Conducting in-person outreach upon request at public meetings, community-based organizations, human service organizations which assist low income and LEP persons, places of worship, service organization meetings, cultural centers, and other places and events that reach out to persons protected under Title VI.
- Conducting public hearings at locations and meeting times that are accessible by public transit.
- Conducting periodic annual customer satisfaction surveys which are distributed to passengers on vehicles.

The above activities are the shared responsibility of the **Director of Transportation, the Regional Transit Manager and the Special Project Coordinator.**

## IX. PROCEDURES FOR ENSURING EQUITY IN SERVICE PROVISION

UHSTS, INC / RADAR is required to plan and deliver transportation services in an equitable manner. This means the distribution of service levels and quality is to be equitable between minority and low income populations and the overall population.

### Service Standards and Policies

UHSTS, INC / RADAR has reviewed its services and policies to ensure that those services and benefits are provided in an equitable manner to all persons.

#### *Service Standards*

The agency has set standards and policies that address how services are distributed across the transit system service areas to ensure that that distribution affords users equitable access to these services. As shown in the following maps, the agency's routes are designed and laid out based on the locations that are of high priority to the community and time allotment or completion of circuits of the route. The agency's demand responsive services are available to all callers on a first-come first service basis, without regard for race, color or national origin.

The following system-wide service standards are used to guard against service design or operations decisions from having disparate impacts. All of UHSTS, INC / RADAR's services meet the agency's established standards; thus it is judged that services are provided equitably to all persons in the service area, regardless of race, color or national origin.

- a. Vehicle load - Vehicle load is expressed as the ratio of passengers to the total number of seats on a vehicle at its maximum load point. The standard for maximum vehicle load is 100%, all of UHSTS, INC / RADAR's services meet this standards
- b. Vehicle headway - Vehicle headway is the amount of time between two vehicles traveling in the same direction on a given route. A shorter headway corresponds to more frequent service. The standard for vehicle headways is 90 minutes all of UHSTS, INC / RADAR services meet this standards
- c. On-time performance - On-time performance is a measure of runs completed as scheduled. This criterion first must define what is considered to be "on time." The standard for on-time performance is 10 minutes, all of UHSTS, INC / RADAR services meet this standards
- d. Service availability - Service availability is a general measure of the distribution of routes within a transit provider's service area or the span of service. The standard for service availability is excellent, all of UHSTS, INC / RADAR's

services meet this standard.

### *Service and Operating Policies*

The UHSTS, INC /RADAR's service and operating policies also ensure that operational practices do not result in discrimination on the basis of race, color, or national origin.

- **Distribution and Siting of Transit Amenities** -Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. UHSTS, INC /RADAR has a policy to ensure the equitable distribution of transit amenities across the systems. This policy applies to seating (i.e., benches, seats), bus shelters and canopies, provision of information, Intelligent Transportation Systems (ITS), waste receptacles (including trash and recycling). Passenger amenities are sited based on all having the same and equal amenities'.
- **Vehicle assignment** - Vehicle assignment refers to the process by which transit vehicles are placed into service and on routes throughout the systems. UHSTS, INC / RADAR assign vehicles with the goal of providing equitable benefits to minority and low income populations. Vehicles are assigned with regard to service type (fixed-route, demand-response, or a hybrid type) and ridership demand patterns (routes with greater numbers of passengers need vehicles with larger capacities). For each type of assignment, newer vehicles are rotated to ensure that no single route or service always has the same vehicle. The Director of Safety and Maintenance reviews vehicle assignments on a monthly basis to ensure that vehicles are indeed being rotated and that no single route or service always has the old or new vehicles.

### **Monitoring Title VI Complaints**

As part of the complaint handling procedure, the Title VI Manager investigates possible inequities in service delivery for the route(s) or service(s) about which the complaint was filed. Depending on the nature of the complaint, the review examines span of service (days and hours), frequency, routing directness, interconnectivity with other routes and/or fare policy. If inequities are discovered during this review, options for reducing the disparity are explored, and service or fare changes are planned if needed.

In addition to the investigation following an individual complaint, the Title VI Manager periodically reviews all complaints received to determine if there may be a pattern. At a minimum, this review is conducted as part of preparing the Annual Report and Update for submission to the DRPT.

## **Fare and Service Changes**

UHSTS, INC / RADAR follow its adopted written policy for the public comment process for major service reductions and fare increases. With each proposed service or fare change, UHSTS, INC / RADAR considers the relative impacts on, and benefits to, minority and low income populations, including LEP population s. All planning efforts for changes to existing services or fares, as well as new services, have a goal of providing equitable service.

## **X. DATA COLLECTION AND REPORTING PROCEDURES**

### **Data collection**

To ensure that Title VI reporting requirements are met, UHSTS,INC /RADAR maintains:

- A log and database of Title VI complaints received. The investigation of and response to each complaint is tracked within the database
- A log of the public outreach and involvement activities undertaken to ensure that minority and low-income people had a meaningful access to these activities. The agency maintains the following records related to public outreach and involvement:
  - Paper files with copies of materials published or distributed for each planning project and service/fare change, as well as all news releases, public service announcements, surveys, and written summaries of in-person outreach events.
  - A log/database of public outreach and involvement activities, including dates, planning project or service/fare change supported (if applicable), type of activity, LEP assistance requested/provided, target audience, number of participant s, and location of documentation within paper files.

Maintenance of these records is the responsibility of the Special Project Coordinator and /or the Title VI Manager.

## **Annual Report and Triennial Updates**

### ***Annual Reporting***

As a sub-recipient providing service in an area with less than 200,000 population, UHSTS, INC / RADAR submits an annual report to the DRPT that documents any Title VI investigations/complaints/lawsuits during the preceding 12 months.

## **XI. Environmental Justice (for All Construction Projects)**

For new construction and major rehabilitation or renovation projects where National Environmental Policy Act (NEPA) documentation is required, UHSTS, INC / RADAR will integrate an environmental justice analysis into the NEPA documentation for submission to DRPT. The development of environmental justice analyses is the responsibility of the Executive Director.

