

# Livermore Amador Valley **TRANSIT AUTHORITY**



## **2025 Title VI Program**

**April 1, 2025 Submission Date**

**Last Report Cycle**

**Submission Date: April 8, 2022**

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**TITLE VI ANNUAL CERTIFICATIONS AND ASSURANCES**

In accordance with 49 CFR Section 21.7(a), with every application for financial assistance from the Federal Transit Administration (FTA), the Livermore Amador Valley Transit Authority (LAVTA) submits an assurance that it will carry out the program in compliance with DOT's Title VI regulations. LAVTA also submits its Title VI assurance as part of its annual Certifications and Assurances to the FTA, assuring compliance with laws and regulations so that no person in the United States will be denied the benefits of, or otherwise be subjected to discrimination in any U.S. DOT or FTA funded program or activity, particularly in the level and quality of transportation services and transportation-related benefits, on the basis of race, color, or national origin.

## TITLE VI PROGRAM

### NOTIFY BENEFICIARIES OF PROTECTION UNDER TITLE VI

LAVTA posts a Title VI notice to inform the public that the agency complies with Title VI regulations and to provide information about how Title VI protects the public from discrimination based on race, ethnicity and national origin. This notice is posted on the LAVTA website, at the LAVTA administration & operations facility at Rutan Court, on all LAVTA revenue vehicles, on LAVTA paratransit contractor's vehicles, and at the LAVTA customer service office at the Livermore Transit Center. It is also printed in all route timetables and the Fares and Policies brochure, which contains information on fares, accessibility, locations where discount tickets and passes are sold, and general riding information, provided for free to the public. In accordance with LAVTA's Limited English Proficiency (LEP) Plan, the notice is posted in English, Spanish, Chinese, and Korean at LAVTA's Administrative Office, at the Livermore Transit Center and on the LAVTA website. A copy of this Title VI notice in English, Spanish, Chinese and Korean is provided as Appendix A.

### TITLE VI DISCRIMINATION COMPLAINT PROCEDURES

#### Complaint Procedures and Complaint Form

LAVTA provides Title VI complaint procedures on its website, [www.wheelsbus.com](http://www.wheelsbus.com). Complaint procedures are available in English, Spanish, Chinese, and Korean on the website. The public is instructed to call or visit the Administrative Office for more information. A copy of the complaint procedures is provided as Appendix B.

A complaint form is also provided in English, Spanish, Chinese and Korean on the website and can be downloaded from the website or provided by the Title VI Coordinator. Verbal complaints are also accepted and transcribed by the Title VI Coordinator. A copy of the LAVTA Title VI complaint form is provided as Appendix C.

#### Internal Title VI Complaint Filing Protocol

LAVTA has a file established for all Title VI complaints. This file is stored at the LAVTA office located at 1362 Rutan Court, Suite 100, Livermore, CA. A record of the investigation accompanies a copy of the original complaint in the case file. Additionally, any notification of legal action, as well as the results of any legal action, will be filed with the original complaint and investigation documents.

#### **Internal Filing Protocol**

1. Upon receipt of a complaint regarding a violation of civil rights, a case folder is created with the name of the person filing the complaint and the date of the filing.
2. A copy of the complaint is placed in the case folder.
3. The case folder is filed within the Title VI file.
4. The original complaint is submitted to LAVTA's third-party claims adjuster for an investigation. If the third-party claims adjuster determines it necessary, they will forward the claim to legal counsel.

5. Any additional correspondence from the person filing the complaint will be handled in the same manner with a copy being placed in their case folder.
6. Any correspondence from the third-party claims adjuster or legal counsel pertaining to the claim will also be filed in the case folder.

#### TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS RECORDS

There have been no Title VI complaints, investigations, or lawsuits since the last Title VI submittal in April 2022.

#### PUBLIC PARTICIPATION PLAN

The LAVTA Public Participation Plan is included as Appendix D. Included are the LAVTA Board of Directors-adopted Public Hearing Policies and Procedures, as well as an Outreach Toolbox. The Public Participation Plan ensures that there is a process established to solicit and consider public comment prior to raising fares or implementing a major reduction of transit services, and that outreach to minority and/or limited English proficient (LEP) populations occurs during every public comment period. The Outreach Toolbox identifies a multi-channel approach to reaching diverse populations within the LAVTA service area, including LEP and minority populations.

#### Solicitations for Public Input Since Last Title VI submission

LAVTA has conducted two solicitations for public input since the last Title VI submission in April 2022, which are described in detail below.

#### **Wheels in Motion**

In September 2023, LAVTA launched the Wheels in Motion outreach effort to gather feedback on potential service changes that were developed to respond to a schedule change happening in the BART system. Three potential bus service scenarios were developed: one focused on coverage, one focused on frequency, and one maintaining the existing network. After a survey was conducted, LAVTA staff developed a recommendation for a new coverage-based network.

Due to the magnitude of the changes being proposed, LAVTA's Public Participation Plan called for a public input process. The public input period commenced upon Board authorization on November 6, 2023 and continued through December 4, 2023, with a public hearing held on December 4, 2023. Public notification of the input process included:

#### Published Media

- A notice announcing the public hearing was published in Pleasanton Weekly, the Tri Valley Herald distribution of the East Bay Times, and the Valley Times distribution of the East Bay times for the week of November 12. The press release was also picked up by the Livermore Independent the week of November 27.

#### Radio Advertising

- Local Tri-Valley radio station 101.7 KKIQ aired radio advertisements about the public hearing from November 20 – December 4.

### Digital Media

- Details of the public hearing and service changes were posted to the Wheelsbus.com website. Individual landing pages were created in English, Spanish, Chinese, and Tagalog and Korean. Public comments were directly solicited on each languages landing page through a web form.
- Social media including Facebook, Instagram, and Twitter were utilized with “pinned” posts at the top of news feeds for the duration of the comment period.

### Community Outreach

- An announcement about the public hearing was made at the November Tri-Valley Accessible Advisory Committee (TAAC) meeting.
- Flyers in English and Spanish were delivered to City Halls, Senior Centers, and Libraries in Dublin, Pleasanton, and Livermore, and to Las Positas College with quantities for redistribution.
- A general press release was issued.

### Public Notices and Displays on Wheels Buses

- Public notices were displayed on the interior of all Wheels buses with public meetings & hearing dates and locations in English and Spanish, with Chinese, Korean, Tagalog and Vietnamese available upon request.
- The LAVTA corporate office displayed posters in its reception area, and the Livermore Transit Center displayed posters in both its customer lobby and at the kiosks on the transit platform.

The public were able to provide feedback using the following channels of communication:

- By webform
- By email
- By telephone
- By fax
- By US mail
- In-person at the public hearing

Public comments received were generally positive and indicated a strong preference for a coverage-based network. This was implemented in March 2024 and included restoration of some prepandemic services and the additions of route 4 and route 18. Route 18 serves an LEP indicated Spanish speaking area and multiple comments were received supporting this service.

### Weekday Service Enhancements:

- Rapid Routes 10R and 30R frequencies were updated to every 20-minutes to connect seamlessly to BART.
- Routes 1, 3, 8 and 14 were adjusted to operate every 40 minutes during peak times.
- Route 2 resumed hourly peak service in East Dublin.

- Route 11 resumed limited peak service to East Livermore.
- Route 15 increases frequency to every 20 minutes during peak hours and hourly during midday.
- New Route 18 was implemented in Southwest Livermore.
- Route 4 provides new service to Central Dublin3.
- Route 580X resumes limited service between Downtown Livermore and BART with stops along Airway at the Park-and-Ride and Business Center.
- Route 70X now extends through the Hacienda Business Park in Pleasanton.

#### Weekend Service Enhancements:

- Rapid Route 10R runs every 20 minutes on Saturdays and every 40 minutes on Sundays.
- Route 30R runs every 40 minutes on Saturdays.
- Route 4 in Central Dublin runs every 40 minutes daytime on Saturdays

#### **Route 201 – Emerald High School**

In Fall 2024, in order to formalize a pilot school tripper route connecting East Dublin with the new Emerald High School, LAVTA’s Public Participation Plan called for a public input process.

The public input period commenced upon Board authorization on November 4, 2024 and continued through December 2, 2024 and a public hearing was held on December 2, 2024.

Public notification of the input process and public hearing included:

#### Published Media

A notice announcing the public hearing was published in the Valley Times distribution of the East Bay Times November 20, 2024.

#### Digital Media

1. Details of the public hearing and service changes were posted to the Wheelsbus.com website in English, Spanish, and Chinese (Mandarin).
2. Public comment was directly solicited with a form on the website landing page.
3. Social media including Facebook, Instagram, and Twitter were utilized with “pinned” posts at the top of news feeds for the duration of the comment period.

#### Community Outreach

1. An announcement about the public hearing was made at the November Tri-Valley Accessible Advisory Committee (TAAC) meeting.
2. A general press release was issued.
3. “E-blast” email distribution via the Dublin Unified School Districts email contact database.

### Public Notices and Displays on Wheels Buses

1. Public notices were displayed on the interior of all Wheels buses with public meetings & hearing dates and locations in English and Spanish, with Chinese, Tagalog and Vietnamese available upon request.
2. The LAVTA corporate office displayed posters in its reception area, and the Livermore Transit Center displayed posters in both its customer lobby and at the kiosks on the transit platform.

We provided many channels in addition to this public hearing through which the public could participate and provide feedback on the proposed service changes including:

- Webform
- Email
- Telephone
- Fax
- US mail

No comments were received. The Board acted to formally adopt Route 201 in January 2025.

### LANGUAGE ASSISTANCE TO PERSONS WITH LIMITED ENGLISH PROFICIENCY

A copy of the LAVTA Limited English Proficiency (LEP) Plan is provided as Appendix E. The plan was updated in 2025 in preparation for this 2025 Title VI submission.

### RACIAL BREAKDOWN OF LAVTA'S APPOINTED COMMITTEES

LAVTA currently has one appointed advisory committee, the Tri-Valley Accessibility Advisory Committee (TAAC), which consists of eleven members. The three cities in the LAVTA service area, Dublin, Pleasanton, and Livermore, have two members each. The County of Alameda has one member. There are three members who are representatives of Tri-Valley social service agencies, and one member who represents Alameda County's Paratransit Advisory and Planning Committee (PAPCO). The Committee also includes one alternate member for each city, and one alternate member representing the County of Alameda.

The current racial breakdown of the TAAC, as provided by the membership, is provided below. For purposes of this analysis, LAVTA considers a minority person to be any person who identifies as non-white. The names of members have been replaced with letters for anonymity. Including alternates, the current non-white representation on the committee is 20.44%.

LAVTA encourages diverse minority participation on the TAAC by issuing general press releases for recruitment through local media outlets, extending community outreach at senior centers, and connecting to references from current TAAC members and the disabled community.



Committee Members	White	African American/ Black	American Indian	Hispanic, Puerto Rican	Other - Caribbean Indian	Asian Indian	Total Non-White
A	1						0
B	1						0
C	.75		.25				.25
D		.25	.25	.25	.25		1
E	1						0
F	1						0
G	1						0
H	1						0
I	1						0
J (vacant)							n/a
K (vacant)							n/a
<b>Committee Only Percentages</b>	<b>86.10%</b>	<b>2.78%</b>	<b>5.56%</b>	<b>2.78%</b>	<b>2.78%</b>	<b>0%</b>	<b>13.9%%</b>
L (alternate)	1						0
M (alternate)						1	1
N (alt-vacant)							n/a
O (alt-vacant)							n/a
<b>Combined Committee and Alternate Percentages</b>	<b>79.56%</b>	<b>2.27%</b>	<b>4.54%</b>	<b>2.27%</b>	<b>2.27%</b>	<b>9.09%</b>	<b>20.44%</b>

Table 1. Racial Breakdown of the Tri-Valley Accessibility Advisory Committee (As of December 2024)

**REPORTING SUBRECIPIENT COMPLIANCE**

Not applicable as LAVTA has no subrecipients.

**EQUITY ANALYSIS FOR THE LOCATION OF NEW CONSTRUCTION**

No new facilities have been located and/or constructed since the last Title VI Program Submission. LAVTA will conduct the required equity analysis for facilities whenever future new facilities are considered.

**FIXED ROUTE TRANSIT PROVIDER REQUIREMENTS**

LAVTA is a fixed route transit provider operating within the Livermore-Pleasanton-Dublin UZA. The Livermore-Pleasanton-Dublin UZA is a large UZA with a population over 200,000. On a typical weekday, LAVTA operates a peak pull of 48 vehicles in the Livermore-Pleasanton-Dublin UZA. Under these parameters, LAVTA is considered a small operator and is required to set and report system-wide service standards and system-wide policies as part of its Title VI Program.

## SERVICE STANDARDS AND POLICIES

The service standards and policies contained herein are used to develop and maintain efficient and effective fixed-route transit service.

### *Quantitative Service Standards*

The FTA requires all fixed-route transit providers of public transportation to develop quantitative standards for the following indicators. Individual public transportation providers set these standards; therefore, these standards will apply to each individual agency rather than across the entire transit industry:

- A. Vehicle Load
- B. Vehicle Headways
- C. On-time Performance
- D. Service Availability

For the purpose of defining service standards and policies for LAVTA fixed-route service, the agency has split its system into four route classifications:

- **Rapid Routes:** Rapid routes operate between the municipalities in the service area. Rapid routes generally operate all day with regular frequencies, usually every 20 minutes, and have a relatively long service span. Rapid routes are typically direct and operate along main arterials, constituting a primary form of fixed-route bus service.
- **Express Routes:** Express routes operate at 30 to 60-minute headways during peak periods, focusing on linking people in cities or neighborhoods to a specific employment area or a major transit hub.
- **Local Routes:** Local routes serve smaller geographic areas with about half of the routes operating during peak hours only and the other half operating all day. Local routes are designed to “feed” rapid routes, intercity express bus services, and BART and ACE trains. They often cover shorter distances and have longer headways (30 to 60 minutes).
- **School Tripper:** School trippers look like neighborhood feeders but are designed to serve a specific market – students – and are often provided to address what would be overcrowding on primary and neighborhood feeder routes. These routes are open to the public but run very limited schedules on school days only.

The classifications were not developed to, and in fact do not, differentiate routes by minority or income status of the areas or passengers served. The following chart illustrates which routes belong to each classification:

### **Table 2: Route Classification**

In the “Wheels in Motion” system realignment and service enhancement instituted March 2024, routes 11 and 580X resumed services that were suspended during the Covid-19 pandemic and routes 4 and 18 were added as new services. Route 201 is a new route that was a pilot program made permanent by the LAVTA board of directors in January 2025.

Route Classification	LAVTA Routes
Rapid	10R, 30R
Express	20x, 70x, 580x
Local	1, 2, 3, 4, 8, 11, 14, 15, 18, 53, 54
School Tripper	201, 501, 502, 503, 504, 601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 611

LAVTA also defines service standards differently for peak and off-peak service. “Off-peak” refers to weekday, midday, and evening service, as well as Saturday, Sunday, and Holiday service. “Peak” refers to weekday commute periods, generally 6 am to 9 am and 3:30 pm to 6:30 pm.

The chart below shows LAVTA’s current service standards, which were approved by the Board in 2016 as a part of the Short Range Transit Plan.

*System-wide Service Standards by Mode – 2016 Short Range Transit Plan*

In 2024, LAVTA updated the headway for all Rapid and Neighborhood Feeder routes as a part of the Wheels in Motion campaign. These headways adjustments will be reflected in the next Short Range Transit Plan.

Service Standard	Modes			
	Primary (Rapid)	(Regional) Express	Neighborhood Feeder (Local)	School Tripper
Vehicle Load	60 riders (1.5x seated capacity)	40 riders (1x seated capacity)	60 riders (1.5x seated capacity)	60 riders (1.5x seated capacity)
Headway	15 min during peak and midday hours on weekdays; 30-60 min off-peak	30 min during peak periods, weekdays only	30 min peak, 60 min off-peak; 40-60 min off-peak for route 3	single daily roundtrip for school tripper lines
On-time Performance	>85% as defined by departing a timepoint zero minutes early, and zero to five minutes late	>85% as defined by departing a timepoint zero minutes early, and zero to five minutes late	>85% as defined by departing a timepoint zero minutes early, and zero to five minutes late	>85% as defined by departing a timepoint zero minutes early, and zero to five minutes late
Service availability Service hours distribution	Distribute service hours proportionately with the population of the cities of Dublin, Livermore, and Pleasanton, respectively, within +/- 15%	Distribute service hours in the peak direction during peak hours	Distribute service hours proportionately with the population of the cities of Dublin, Livermore, and Pleasanton, respectively, within +/- 15%.  Provide service within a quarter-mile (400m) radius of medium- to high-density residential areas, and to 80% of 100+ employee locations	Distribute service hours during school days only, providing one or two trips in the morning and afternoon
Bus Stop spacing	Maintain bus stop spacing of 1 mile (1600m)	No standard. Express routes are defined as providing direct service to and from major hubs	Maintain bus stop spacings of 1/3 mile (500m), except where undeveloped or on freeway segments	No standard

*Qualitative Service Standards*

The FTA also requires all fixed-route transit providers of public transportation to develop qualitative standards for bus stop amenities and vehicle assignment. As with the quantitative standards, individual public transportation providers set their own qualitative standards.

Bus Stop Amenities

The following 10-point system is used as a decision making tool at the planning level to determine which bus stops will be prioritized for improvements when the financial resources are available. If a bus stop meets the amenities criteria it may be considered for a shelter or bench and trash receptacle placement. Meeting these criteria does not guarantee shelter installation. Existing site conditions and pedestrian infrastructure, public right-of-way availability, accessibility and safety issues, and other concerns must be reviewed and addressed before future shelter or bench placements are confirmed.

Bus stops that accumulate 10 points or more may be considered for shelter placement; 6 points or more may warrant a bench and trash receptacle.	
• 7 points	High boarding count or transfer location - Number of patrons getting on the bus at this stop exceeds 20 people per day.
• 4 points	Special needs – Includes small facilities or people with special requirements for shelter that might not qualify for attention based on boarding counts (senior citizen centers, medical offices, libraries, persons with certain disabilities, etc.).
• 4 points	Activity Location - Locations with high density of people and thus high potential for ridership (apartments, high rise office building, shopping center, schools, hospitals).
• 3 points	Exposure to elements – Locations with no landscape or buildings to offer shade/rain protection, no seat walls, no area to stand outside of sidewalk, and 2-3 lanes of traffic of 40 mph or more, giving patron no feeling of security at stop.
• 2 points	Long waiting time for bus – stops at which patrons wait 30 minutes or more between buses.
• 1 point	Request for improvement – Citizen requests improvements at stop.

Note: The criteria direct LAVTA’s limited resources when not every location can be improved.

Vehicle Assignment

*Rapid Service Subfleet*

The Rapid Routes 10R and 30R have branded hybrid electric vehicles dedicated to its service. There is a fleet of three 29’, ten 35’, and ten 40’ buses assigned to the Rapid service. The vehicles are rotated evenly throughout the route to ensure that the electric batteries are maintained. The 30’ buses are assigned to runs with the least vehicle loads to avoid crowding.

*Wheels Service Subfleet*

All LAVTA vehicles that are not part of the Rapid subfleet are branded as Wheels buses. They are ADA accessible, have full climate control systems for heating and air conditioning, and feature bus stop and directional announcements. The Wheels subfleet consists of 29', 35', and 40' buses of varying age rotate among routes, except when required otherwise due to operational constraints.

Review of Service Standards and Monitoring

LAVTA recently concluded its 2024 Long Range Transit Plan (LRTP) and plans to conduct a review of current service standards as well as monitoring of existing standards as part of its next Short Range Transit Plan (SRTP) to ensure that the service standards detailed in this policy are implemented in a nondiscriminatory manner.

## Public Notice

The Livermore Amador Valley Transit Authority (LAVTA) operates its services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with LAVTA.

For more information on LAVTA's civil rights program, and the procedures to file a complaint, contact 925-455-7555 or visit our administrative office at 1362 Rutan Court, Suite 100, Livermore CA 94551. For more information, visit [www.wheelsbus.com](http://www.wheelsbus.com).

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

If information is needed in another language, contact 925-455-7555.

Si necesita información en otro idioma, comuníquese con 925-455-7555.

可以接受口頭投訴，并由第六章(TITLE VI)協調員轉抄為文字。若想口頭投訴，或得到更多有關LAVTA的第六章(TITLE VI)項目的資訊，請致電（925）455-7500，找第六章(TITLE VI)協調員。

구두로 제소할 경우, Title VI에서 녹취하여 접수를 받고 있습니다. 구두 제소를 신청하거나 LAVTA의 Title VI 프로그램에 대한 정보를 받으려면, 925 455-7500로 전화해서 Title VI 코디네이터에게 문의하십시오

Kung kinakailangan ng impormasyon sa isa pang wika, kontakin ang 925-455-7555.

## **Noticia pública**

La autoridad de tránsito de Valle de Livermore Amador (LAVTA) opera sus servicios sin distinción de raza, color y origen nacional con arreglo al título VI de la ley de derechos civiles. Cualquier persona que cree que él o ella ha sido agraviado por cualquier práctica discriminatoria ilegal bajo el título VI puede presentar una queja con LAVTA.

Para más información sobre el programa derechos civiles de LAVTA y los procedimientos para presentar una queja, llame al 925-455-7555 o visite nuestra oficina administrativa en 1362 Rutan Court, Suite 100, Livermore CA 94551. Para obtener más información, visite [www.wheelsbus.com](http://www.wheelsbus.com).

Un demandante puede presentar una queja directamente con el tránsito Federal Administración por archivar una queja con la oficina de derechos civiles, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Si necesita información en otro idioma, comuníquese con 925-455-7555.



# 公告

## 1964 年民權法案

### 第六章(TITLE VI)

“在美國，任何人不會因種族、膚色或祖籍的原因，而在接受聯邦政府財政援助的任何項目或活動中，被排除參與，被拒絕獲益，或受到歧視。”

根據 1964 年民權法案第六章(TITLE VI)的規定，即修訂為（“第六章”），Livermore Amador Valley 交通管理局承諾，要確保任何人不會因為種族、膚色或祖籍的原因，在接受其服務的過程中被排除參與，或被拒絕獲益。如果你認為根據第六章(Title VI)的規定你受到了歧視，你可以給 LAVTA 提交書面投訴。該投訴必須在歧視指控事件發生后不超過 180 個曆日提交。

提交投訴的首選方法是使用第六章(TITLE VI)投訴表格，并以書面形式把它發送到：

Title VI Coordinator  
Livermore Amador Valley Transit Authority  
1362 Rutan Court, Suite 100  
Livermore, CA 94551

可以接受口頭投訴，并由第六章(TITLE VI)協調員轉抄為文字。若想口頭投訴，或得到更多有關 LAVTA 的第六章(TITLE VI)項目的資訊，請致電（925）455-7500，找第六章(TITLE VI)協調員。

# 공고

## 1964 민권법의 TITLE VI

“미국 시민은 누구라도 민족, 인종 또는 국적에 상관없이 사회적 참여에서 배제되지 않고 연방 정부의 재정 지원에 관련된 프로그램 또는 활동에 따른 혜택을 받지 못하거나 차별당하지 않는다”

LAVTA (Livermore Amador Valley Transit Authority)는 누구라도 민족, 인종 또는 국적에 상관없이 사회적 참여에서 배제되지 않고 교통 서비스의 이점을 받을 수 있도록 노력하고 있습니다. 이것은 1964 민권법의 Title VI ("Title VI") 로 개정됨)에 따라 보호받을 수 있는 권리입니다. Title VI 에 의거하여 차별을 받았다고 생각될 경우, LAVTA 에 서면으로 제소할 수 있습니다. 제소는 해당 사건이 발생한 날로부터 180 일 이내에 이뤄져야 합니다.

Title VI 제소 신청서를 사용하여, 서면으로 제출하는 것이 가장 좋습니다. 아래의 주소를 참조하십시오.

Title VI Coordinator  
Livermore Amador Valley Transit Authority  
1362 Rutan Court, Suite 100  
Livermore, CA 94551

구두로 제소할 경우, Title VI 에서 녹취하여 접수를 받고 있습니다. 구두 제소를 신청하거나 LAVTA 의 Title VI 프로그램에 대한 정보를 받으려면, 925 455-7500 로 전화해서 Title VI 코디네이터에게 문의하십시오.

## **Livermore Amador Valley Transit Authority (LAVTA) Title VI Complaint Procedure**

### **What is Title VI?**

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.

### **How do I file a complaint?**

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Livermore Amador Valley Transit Authority (hereinafter referred to as “the Authority”) may file a Title VI complaint by completing and submitting the Authority’s Title VI Complaint Form. The Authority investigates complaints received no more than 180 days after the alleged incident. The Authority will process complaints that are complete.

### **Methods of filing a complaint**

The preferred method is to file your complaint in writing using the Title VI Complaint Form, and sending it to:

Title VI Coordinator  
Livermore Amador Valley Transit Authority  
1362 Rutan Court, Suite 100  
Livermore, CA 94551

Verbal complaints will be accepted and transcribed by the Title VI Coordinator. To make a verbal complaint, call (925) 455-7500 and ask for the Title VI Coordinator.

Once the complaint is received, the Authority will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

### **Investigations**

The investigation will address complaints against any of the Authority’s department(s). The investigation will be conducted in conjunction with and under the advice of the Authority’s third-party claims adjuster.

The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The complainant may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.

The investigation will be conducted and completed within 60 days of receipt of the formal complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 5 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 5 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

Based upon all the information received, an investigation report will be written by the Third-Party Claims Adjuster for submittal to the Executive Director. The complainant will receive a letter stating the final decision of the Executive Director by the end of the 60-day time limit. One of two letters to the complainant will be issued: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 10 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

## **Livermore Amador Valley Transit Authority (LAVTA) Procedimiento de Queja Conforme al Título VI**

### **¿Qué es el Título VI?**

El Título VI es una sección de la Ley de Derechos Civiles de 1964 que requiere que "ninguna persona en los Estados Unidos será, con base en su raza, color u origen nacional, excluida de la participación o los beneficios, ni estará sujeta a discriminación en ningún programa o actividad que reciba la asistencia financiera federal". Observe que el Título VI no aborda la discriminación de género. Sólo cubre raza, color y origen nacional. Otras leyes de derechos civiles prohíben la discriminación de género.

### **¿Cómo presento una queja?**

Cualquier persona que cree que ha recibido un trato de discriminación por parte de Livermore Amador Valley Transit Authority (en lo sucesivo denominada "la Autoridad") con base en su raza, color u origen nacional, puede presentar una queja conforme al Título VI llenando y enviando el Formulario de Queja Conforme al Título VI de la Autoridad. La Autoridad investiga las quejas recibidas no más de 180 días después del presunto incidente. La Autoridad tramitará las quejas que se encuentren completas.

### **Los métodos para presentar de una queja**

El método preferido es presentar su queja por escrito, utilizando el Formulario de Queja Conforme al Título VI, y enviarla a:

Title VI Coordinator  
Livermore Amador Valley Transit Authority  
1362 Rutan Court, Suite 100  
Livermore, CA 94551

Las quejas verbales serán aceptadas y transcritas por el Coordinador del Título VI. Para presentar una queja verbal, llame al (925) 455-7500 y pregunte por el Coordinador del Título VI.

Una vez que se reciba la queja, la Autoridad la estudiará para determinar si nuestra oficina tiene jurisdicción. Quien presenta la queja recibirá un acuse de recibo informándole si la queja será investigada por nuestra oficina.

## Investigaciones

La investigación se ocupará de las quejas en contra de cualquier departamento de la Autoridad. La investigación se llevará a cabo en conjunto con y bajo el asesoramiento del ajustador de reclamos externo de la Autoridad.

La investigación pudiera incluir hablar sobre la queja con las partes afectadas para determinar el problema. Quien presenta la queja puede ser representado por un abogado u otro representante de su elección, y puede traer testigos y presentar testimonios y evidencias en el transcurso de la investigación.

La investigación será realizada y finalizada en un plazo no mayor a 60 días desde la recepción de la queja formal. Si se necesita más información para resolver el caso, la Autoridad pudiera comunicarse con quien presenta la queja. El autor de la queja cuenta con 5 días laborables desde la fecha de la carta para enviar la información solicitada al investigador asignado al caso. Si no se comunica con el investigador o éste no recibe la información adicional dentro de los 5 días laborables, la Autoridad podrá cerrar el caso administrativamente. También se puede cerrar el caso administrativamente si el autor ya no desea continuar con su caso.

Con base en toda la información recibida, se escribirá un reporte de la investigación por parte del ajustador de quejas externo para ser enviado al Director Ejecutivo. Quien presentó la queja recibirá una carta en la que se le informe la decisión final del Director Ejecutivo, antes de que se venza el plazo de 60 días. Se emitirá una de dos cartas al autor de la queja: una carta de cierre o una carta de fallo. Una carta de cierre resume las alegaciones y afirma que no hubo violación del Título VI y el caso será cerrado. Una carta de fallo resume las alegaciones y las entrevistas sobre el presunto incidente, y explica si ocurrirá alguna acción disciplinaria, entrenamiento adicional del personal o alguna otra acción. Si el autor de la queja desea apelar la decisión, cuenta con 10 días a partir de la fecha de la carta de cierre o de fallo para hacerlo.

Una persona también puede presentar una queja directamente con la Dirección Federal de Tránsito (*Federal Transit Administration: FTA*), dirigiéndola a: FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

## **Livermore Amador Valley 交通管理局(LAVTA) 第六章(Title VI) 投訴程序**

### **什麼是第六章(Title VI) ？**

第六章(Title VI) 是1964年民權法案的一個部份，它規定，“在美國，任何人不會因為種族、膚色或祖籍的原因，而在接受聯邦政府財政援助的任何項目或活動中，被排除參與，被拒絕獲益，或受到歧視。” 請注意，第六章(Title VI) 沒有提到性別歧視問題。它僅包括種族、膚色，和祖籍。其他的民權法禁止性別歧視。

### **我該如何提交投訴？**

任何人，只要認為她或他因為種族、顏色、或祖籍的原因，而受到Livermore Amador交通管理局的歧視(以下簡稱為“管理局”)，都可以通過填寫完成并遞交管理局第六章(Title VI)投訴表格，而提交一份第六章(Title VI)投訴。管理局會調查在指控事件發生後收到的不超過180天的投訴。管理局將處理完整的投訴。

### **提交投訴的方法**

首選的方法是使用第六章(Title VI) 投訴表格，以書面形式提交你的投訴，並把它發送到：

Title VI Coordinator  
Livermore Amador Valley Transit Authority  
1362 Rutan Court, Suite 100  
Livermore, CA 94551

口頭投訴可以接受，並且由第六章(Title VI) 協調員轉抄為文字。若想要口頭投訴，請致電 (925) 455-7500，找第六章(Title VI)協調員。

當接到投訴後，管理局會審查此投訴，以確定我們的辦公室是否有管轄權。投訴人會收到一封確認信，通知她/他的投訴是否會交由我們辦公室調查。

### **調查**

調查將針對被投訴的管理局任何部門。調查將與管理局的第三方案件調節者一起并在其建議下進行。

調查可能包括所有牽涉方對此投訴的討論，以便確定問題。在調查過程中，投訴人可派律師或他/她自己選擇的其他代表人作為代表，並且可以帶證人及出示證詞和證據。

調查將在收到正式投訴的60天之內進行并完成。如果需要更多的資料來處理這個案子，管理局可能會聯系投訴人。投訴人要在信上之日起5個工作日內把要求的資料發送給指派處理此案的調查員。如果投訴人沒有聯繫調查員，而調查員在5個工

作日內沒有收到更多的資料，管理局可以行政上關閉此案件。如果投訴人不再想追究此案件，那麼此案件也可以行政上關閉。

根據收到的所有資料，第三方案件調節者將書寫一份調查報告提交給執行主任。投訴人將收到一封信，表明執行主任會在60天期限內作出最終決定。然後兩種信中的其中一種信將寄給投訴人，即關閉信或裁決信（LOF）。關閉信會總結這些指控，並指出該指控沒有違反第六章(Title VI)的規定，因此該案件將被關閉。裁決信(LOF)會總結這些指控及對於指控事件的採訪，並說明是否有任何紀律處分、對工作人員額外的培訓或採取其他行動。如果投訴人想對這個決定提出上訴，她/他可以在信上或裁決信(LOF)上的日期之后10天內辦理此事。

任何人也可以直接向聯邦交通管理局提出投訴，地址是：

FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.



## Livermore Amador Valley Transit Authority (LAVTA)

### Title VI 제소 절차

#### Title VI은 무엇인가요?

Title VI는 "미국 시민은 누구라도 민족, 인종 또는 국적에 상관없이 사회적 참여에서 배제되지 않고 연방 정부의 재정 지원에 관련된 프로그램 또는 활동에 따른 혜택을 받지 못하거나 차별당하지 않는다"는 1964 민권법의 조항입니다. Title VI는 성적 차별을 두지 않습니다. 다른 시민 평등권에 관련된 법률에서도 성별에 따른 차별을 금지하고 있습니다.

#### 어떻게 제소할 수 있나요?

민족, 인종 또는 국적으로 인해 LAVTA (Livermore Amador Valley Transit Authority, 이하 '당국')로부터 차별을 당했다고 생각하는 사람은 Title VI 제소 신청서를 작성하여 당국에 제출하면 됩니다. 당국은 해당 사건에 대해 접수된 날로부터 180일 이내에 조사하게 됩니다.

#### 제소 방법

Title VI 제소 신청서를 사용하여, 서면으로 제출하는 것이 가장 좋습니다. 아래의 주소를 참조하십시오.

Title VI Coordinator  
Livermore Amador Valley Transit Authority  
1362 Rutan Court, Suite 100  
Livermore, CA 94551

구두로 제소할 경우, Title VI에서 녹취하여 접수를 받고 있습니다. 구두 제소를 신청하려면, Title VI 코디네이터에게 문의하십시오 (Tel. 925 455-7500).

제소가 받아들여질 경우, 당국에서 검토한 후 사법적 권한이 있는지 여부를 판단합니다. 당국에서 제소 사안을 검토하게 될지에 관한 확인 편지가 고소인에게 발송됩니다.

#### 조사

접수된 제소에 대해 당국의 실무 부서를 조사하게 됩니다. 당국과 무관한 독립적인 제소 조정자가 제안하는 중재안을 토대로 조사가 이뤄집니다.

제소와 관련하여 당사자들의 의견을 청취하여 문제점을 해결하게 됩니다.

고소인은 변호사 또는 자신이 선정한 대리인과 함께 출석하거나, 조사 중에 증인을 출석시키고 증언 및 증거를 제출할 수 있습니다.

조사는 제소가 공식적으로 접수된 후 60일 이내에 완료됩니다. 사건을 해결하는 데 추가 조사가 필요할 경우, 당국은 고소인을 접촉할 수 있습니다. 고소인은 연락을 받은 날로부터 업무일 기준으로 5일 이내에 해당 사건에 배정된 조사관에게 요청 정보를 보내야 합니다. 고소인이 조사관에게 연락하지 않거나 5일 이내에 추가 정보를 받지 못할 경우, 당국은 행정 권한으로 해당 사건을 종결할 수 있습니다. 고소인이 해당 사건에 관한 추가 조사를 원하지 않을 경우에도 행정 권한에 따라 사건이 종결됩니다.

접수된 모든 정보를 바탕으로, 독립 제소 중재인이 조사 보고서를 작성하여 이사회에 제출합니다. 고소인은 60일 이내에 이사회 의 최종 결정에 관한 진술이 담긴 편지를 받게 됩니다. 고소인에게는 사건 종결에 관한 편지 또는 심의 결과에 관한 편지 (LOF) 중 하나가 발송됩니다. 종결에 관한 편지는 조사 항목들을 요약하고 해당 사건이 Title VI에 위배되지 않기 때문에 사건을 종결한다는 내용을 통보합니다. LOF는 신고된 사안에 관한 모든 조사 항목 및 인터뷰를 요약하고, 징계 처분, 직원 교육 또는 기타 조치가 있을지 여부에 관해 설명합니다. 고소인이 이 결정에 불복할 경우, 이 편지를 받은 날로부터 10일 이내에 항소하면 됩니다.

연방교통국 (FTA) 에 직접 제소하고 싶으면 아래 주소를 참조하십시오.

FTA Office of Civil Rights,  
1200 New Jersey Avenue SE  
Washington DC 20590

**TITLE VI COMPLAINT FORM**

Title VI of the 1964 Civil Rights Act requires that “No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

Note: The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please let us know.

<b>Section I:</b>				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
<b>Section II:</b>				
Are you filing this complaint on your own behalf?		Yes*	No	
*If you answered “yes” to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.		Yes	No	
<b>Section III:</b>				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.				
_____				

--

**Section IV:**

Have you previously filed a Title VI complaint with this agency?	Yes	No
--	-----	----

**Section V:**

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 all that apply:

Federal Agency: \_\_\_\_\_

Federal Court: \_\_\_\_\_

State Agency: \_\_\_\_\_

State Court: \_\_\_\_\_

Local Agency: \_\_\_\_\_

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Agency: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

**Section VI:**

Name of agency complaint is against: \_\_\_\_\_

Contact person: \_\_\_\_\_

Title: \_\_\_\_\_

Telephone number: \_\_\_\_\_

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

Signature and date required below

---

Signature

Date

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

Title VI Coordinator  
Livermore Amador Valley Transit Authority  
1362 Rutan Ct, Suite 100  
Livermore, CA 94551

**FORMULARIO DE QUEJA CONFORME AL TÍTULO VI**

El Título VI de la Ley de Derechos Civiles de 1964 requiere que "ninguna persona en los Estados Unidos será, con base en su raza, color u origen nacional, excluida de la participación o los beneficios, ni estará sujeta a discriminación en ningún programa o actividad que reciba la asistencia financiera federal".

Nota: La siguiente información es necesaria para ayudarnos con el procesamiento de su queja. Si necesita ayuda para llenar este formulario, por favor háganoslo saber.

<b>Sección I:</b>				
Nombre:				
Dirección:				
Teléfono (Casa):			Teléfono (Trabajo):	
Dirección de correo electrónico:				
¿Requiere formatos accesibles?	Letra grande		Audiocasete	
	TDD		Otro	
<b>Sección II:</b>				
¿Está presentando esta queja en su propio nombre?		Sí*	No	
*Si contestó "Sí" a esta pregunta, vaya a la Sección III.				
Si no es así, escriba el nombre y la relación de la persona en cuyo nombre presenta la queja:				
Por favor explique por qué ha presentado una queja en nombre de un tercero:				
Por favor confirme que ha obtenido el permiso de la parte agraviada si usted está presentando en nombre de un tercero.		Sí	No	
<b>Sección III:</b>				
Creo que la discriminación que yo sentí fue basada en (marque todos los que apliquen):				
<input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen nacional				
Fecha de la presunta discriminación (mes, día, año): _____				
Explique lo más claramente que pueda lo que pasó y por qué cree usted que le discriminaron. Describa todas las personas que estaban involucradas. Incluya el nombre y la información de contacto de la(s) persona(s) que le discriminaron (si se los sabe) así como los nombres y la información de contacto de los testigos que hubiera. Si necesita más espacio, por favor utilice el dorso de este formulario.				
_____				
_____				

<hr/> <hr/>		
<b>Sección IV:</b>		
¿Ha presentado una queja conforme al Título VI anteriormente con esta agencia?	Sí	No
<b>Sección V:</b>		
¿Ha presentado esta queja con otra agencia federal, estatal o local, o ante algún corte federal o estatal?		
<input type="checkbox"/> Sí <input type="checkbox"/> No		
Si es así, marque todas las que apliquen:		
<input type="checkbox"/> Agencia federal: _____		
<input type="checkbox"/> Corte federal: _____	<input type="checkbox"/> Agencia estatal: _____	
<input type="checkbox"/> Corte estatal: _____		
<input type="checkbox"/> Agencia local: _____		
Por favor proporcione la información de contacto de una persona en la agencia o corte donde se presentó la queja.		
Nombre:		
Título:		
Agencia:		
Dirección:		
Teléfono:		
<b>Sección VI:</b>		
Nombre de la agencia objeto de la queja:		
Persona de contacto:		
Título:		

Número telefónico:
--------------------

Puede adjuntar cualquier material escrito u otra información que crea pertinente para su queja.

Se requiere su firma y la fecha a continuación

\_\_\_\_\_

Firma

\_\_\_\_\_

Fecha

Por favor presente este formulario en persona a la siguiente dirección, o envíelo por correo a:  
Title VI Coordinator  
Livermore Amador Valley Transit Authority  
1362 Rutan Ct, Suite 100  
Livermore, CA 94551



### 第六章(TITLE VI)投訴表格

1964年民權法案第六章(TITLE VI)規定，“在美國，任何人不會因為種族、膚色或祖籍的原因，而在接受聯邦政府財政援助的任何項目或活動中，被排除參與，被拒絕獲益，或受到歧視。”

請注意：下面的資料在協助我們處理你的投訴中是必要的。如果你在填寫此表格時需要任何幫助，請告訴我們。

<b>第I部份:</b>				
姓名:				
地址:				
電話 (家):			電話 (工作):	
電子郵件地址:				
無障礙格式要求?	較大字體		聲頻磁帶	
	聽障服務專線		其他	
<b>第II部份:</b>				
你是否代表你自己提交這方面的投訴?			是*	否
* 如對此問題回答“是”，則跳至第III部份				
如回答否，請提供你為其投訴的該投訴人的姓名及與你的關係:				
請解釋你為什麼為第三方提交投訴:				
如果你代表第三方提交投訴，請確認你已獲得該受害方的許可。			是	否
<b>第III部份:</b>				
我相信我所遭遇的歧視是因為（選所有適用項）：				
<input type="checkbox"/> 種族 <input type="checkbox"/> 膚色 <input type="checkbox"/> 祖籍				
歧視指控的日期（月，日，年）:_____				
盡可能解釋清楚發生的事情，以及為什麼你認為你被歧視。描述所有牽涉到的人。包括歧視你的人(們)的姓名和聯繫資訊（如果知道），及任何證人的姓名和聯繫資訊。如果需要更多的空白，請使用此表格的背面。				
_____				
_____				

<b>第IV部份:</b>		
你以前是否向該機構提交過第六章(TITLE VI)投訴?	是	否
<b>第V部份:</b>		
你是否向任何其他的聯邦、州或地方機構，或向任何聯邦或州法院提交過這方面的投訴?		
[ ] 是      [ ] 否		
如回答是，則選所有適用項:		
[ ] 聯邦機構: _____		
[ ] 聯邦法院: _____	[ ] 州政府機構: _____	
[ ] 州法院: _____	[ ] 地方機構: _____	
請提供提交投訴的機構/法院聯繫人的資訊。		
姓名:		
職位:		
機構:		
地址:		
電話:		
<b>第VI部份:</b>		
被投訴機構的名稱:		
聯繫人:		
職位:		
電話號碼:		

你可以附上你認為與該投訴相關的任何書面材料或其他資訊。

必須在下面簽名并註明日期

\_\_\_\_\_  
簽名

\_\_\_\_\_  
日期

請親自前往以下地址遞交此表格，或將此表格郵寄到:

Title VI Coordinator  
Livermore Amador Valley Transit Authority  
1362 Rutan Ct, Suite 100  
Livermore, CA 94551

**TITLE VI 제소 신청서**

Title VI는 "미국 시민은 누구라도 민족, 인종 또는 국적에 상관없이 사회적 참여에서 배제되지 않고 연방 정부의 재정 지원에 관련된 프로그램 또는 활동에 따른 혜택을 받지 못하거나 차별당하지 않는다"는 1964 민권법의 조항입니다.

참고: 제소를 처리하려면 다음의 정보가 필요합니다. 이 신청서를 작성하는 데 도움이 필요하다면 말씀하시기 바랍니다.

<b>섹션 I:</b>				
이름:				
주소:				
전화번호(집):			전화번호(직장):	
전자 메일 주소:				
손쉬운 사용(Accessibility)이 필요하십니까?	큰 텍스트		오디오 테이프	
	TDD		기타	
<b>섹션 II:</b>				
고소인 자신을 위해 제소하십니까?			예*	아니오
* "예"라고 대답한 경우, 섹션 III으로 이동하십시오.				
그렇지 않으면, 제소하는 사람의 이름과 관계를 기술하십시오.				
제3자를 위해 제소하는 이유를 기술하십시오.				
제3자를 위해 제소하는 경우, 피해 당사자의 허락을 받았는지 말씀해 주십시오.			예	아니오
<b>섹션 III:</b>				
제가 경험한 차별은 다음 중 하나에 따른 것입니다(중복 허용):				
<input type="checkbox"/> 민족 <input type="checkbox"/> 인종 <input type="checkbox"/> 국적				
차별 발생일(월, 일, 년): _____				
무슨 일이 있었는지 그리고 어떻게 차별당했다고 생각하는지 분명하게 설명해 주십시오. 해당 사건에 연루된 사람들을 모두 언급하십시오. 증인의 이름과 연락처, 그리고 차별을 가한 사람의 이름과 연락처를 적어주십시오. 지면이 모자라면, 이 신청서의 후면을 사용하십시오.				
_____				
_____				
<b>섹션 IV:</b>				



## Appendix D: Public Participation Plan

### **Public Participation Plan**

The Livermore Amador Valley Transit Authority (LAVTA) has identified multiple ways to solicit input from riders, including minority and limited English proficient (LEP) populations as well as other underserved communities, when considering a major transportation decision such as a significant change in service or fares. In December 2008, the LAVTA Board of Directors adopted Public Hearing Policies and Procedures and a Public Outreach Toolbox (Attached) which outlines when a public hearing will be conducted and what methods may be utilized to inform the public of the public hearing and comment period.

Staff will utilize the strategies identified in the Public Outreach Toolbox to notice the public comment period, hold public meetings in locations that are accessible to transit riders and people with disabilities, schedule meetings at times that are convenient for bus riders and members of the public, advertise hearings in English, Spanish, Chinese (Mandarin) and Korean, and provide notice of the availability of language assistance in Spanish, Chinese (Mandarin) and Korean. Depending on the magnitude of the decision, e.g., route changes and the areas affected by the route changes, staff will also translate public meeting and hearing materials into Spanish, Chinese (Mandarin), and Korean. All comments received during the public comment period and at the public hearing will be considered in developing the final recommendations, such as for service changes or fare increases.

### **Engaging Minority Populations**

LAVTA engages with minority and LEP populations when soliciting feedback on service changes and fare increases, using its LEP Plan and Outreach Toolbox to do so. At a minimum, LAVTA translates all public hearing information and notices into Spanish and Chinese (Mandarin), and Korean. LAVTA provides copies of public hearing information and notices at libraries and senior centers in the Tri-Valley. Notices are posted in English, Spanish, Chinese (Mandarin) and occasionally in Korean onboard all LAVTA buses. These notices are also available online.

## Appendix D: Public Participation Plan

### **PUBLIC HEARING POLICIES AND PROCEDURES**

Adopted December 1, 2008

#### **I. BACKGROUND**

The Livermore Amador Valley Transit Authority (LAVTA) is required by Federal law to establish a policy which describes a process to solicit and consider public comment prior to raising fares or implementing a major reduction of transit services.

#### **II. LAVTA POLICY**

1. It shall be LAVTA's policy that public comments be solicited prior to:
  - (i) Any permanent change which increases fares on LAVTA's fixed route service.
  - (ii) Any permanent change which increases fares on LAVTA's Dial-A-Ride paratransit service.
  - (iii) A twenty-five percent (25%) or more reduction of the number of daily transit revenue vehicles of a route; i.e., the total number of miles operated by all vehicles in revenue service for a particular day of the week on an individual route.
  - (iv) A twenty-five percent (25%) or more reduction of the number of transit route miles of a route; i.e., the total mileage covered during the one round trip by a vehicle in revenue service on a particular route.
  - (v) Proposed introduction of a new route.
2. It shall be LAVTA's policy that the following are ordinarily exempt from the requirement of public comment and public hearing:
  - (i) A minor change in fare or service. Examples would be temporarily reduced or promotional fares, minor reroutes or minor temporary reroutes due to street construction or minor schedule changes.
  - (ii) Experimental or emergency service or fare changes expected to exist fewer than 180 days and standard seasonal variation in service. If these changes ultimately continue to remain in effect for more than 180 days, they will be the subject of public comment and public hearing.

#### **III. PROCEDURES**

##### **1. PRIOR COMMITTEE CONSIDERATION**

All public hearings are to be called by a LAVTA Committee or the Board of Directors. However, when authorized by the Chair, the Executive Director may call

## Appendix D: Public Participation Plan

a public hearing that is required by law or by LAVTA policy when doing so would move the process forward in a timely manner.

As a general rule, no hearing will be called until the subject of the hearing has been reviewed by the Projects and Services Committee\*. In particular with regard to the proposed implementation of a new or revised route, LAVTA staff will recommend to the Projects and Services Committee, as well as to Board Members from affected cities that do not serve on the Projects and Services Committee, the specific element(s) in the Public Outreach Toolbox (see attachment) to use for the public hearing.

The Projects and Services Committee report to the Board should identify the subject of the hearing, explain what objectives are sought to be achieved by the proposal which will be considered at the hearing and indicate whether the hearing is legally required prior to Board action on the subject. The report shall also address whether there is a particular sector of the public that needs to be involved. However, if time does not permit prior committee consideration, the Executive Director may refer the matter directly to the Board.

### 2. **PUBLIC NOTIFICATION**

When required, the public comment process will generally begin with the publishing of a notice 30 calendar days in advance of the public hearing date in the local newspaper of general distribution. Shorter notice may be given when permitted by law and when financial, operational, or scheduling considerations make it infeasible to provide 30 days advance notice. At a minimum, the notice must be published at least 10 days prior to the hearing. LAVTA will also post the notice publicizing the hearing on its website.

If specific groups or neighborhoods would be affected by a proposed change, LAVTA shall use best efforts to publish the notice in newspapers, if any, oriented to such groups or neighborhoods and to otherwise publicize the hearing to reach such groups or neighborhoods.

This notice will set a specific place, date and time for one or more public hearings. Written comments will also be accepted on the proposed changes until the opening of the public hearing.

### 3. **SCHEDULING PUBLIC HEARING(S)**

The public hearing(s) will be scheduled at a time, date and place designated in the public notice. The facility utilized for public hearings will be accessible to persons with disabilities. Special arrangements will be made for sight or hearing-impaired persons if requested.

## Appendix D: Public Participation Plan

### 4. **PROCEDURE FOR CONDUCTING PUBLIC HEARING**

Forms will be available to attendees to register their presence and desire to speak. Public hearings will begin with a reading of the public notice, purpose and proposed action which necessitated the public hearing. After an explanation of the proposed action is completed, the public will be invited to offer their comment. Limitations may be established on the length of oral presentations in order to afford all members of the public a reasonable opportunity to speak. After all registered persons have commented, a final opportunity will be offered for any additional public comment. This offering will precede the close of the public hearing.

At the close of the public hearing, it will be announced where the item will next be heard, either before a committee or the Board. At the subsequent committee or Board meeting, the Executive Director will provide a report summarizing and responding to key comments made by the public.

### 5. **ADDRESSING PUBLIC COMMENTS RECEIVED**

All relevant comments received verbally or in writing at a public hearing, or as otherwise conveyed to LAVTA prior to the established deadline, will be entered into the public record of the comment process. Additionally, comments regarding route changes submitted by the public subsequent to the last service change shall be entered into the public record. Subsequent to the public comment period, staff will evaluate and analyze all relevant comments received and prepare a written summary report of significant issues raised during the public comment period for consideration by the LAVTA Board of Directors.

### 6. **SUBSEQUENT BOARD CONSIDERATION AND ACTION**

Consideration of and action on all fare increase or major changes in service held at a subsequent committee or Board meeting after the public hearing shall not require further published notice. Notice of the agenda of such committee or Board meeting shall be provided in accordance with regular LAVTA procedures.



## Appendix D: Public Participation Plan

### Public Outreach Toolbox

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#### Electronic Media

**E-Notifications**

- Email
- Unified school district email distribution (ex. PeachJar)

**Digital signage**

- On-board
- On-street “real-time arrival” signage

**Website**

Provides information and links to other websites

- Project landing pages
- On-line survey polls @ [www.wheelsbus.com](http://www.wheelsbus.com)
- 511.org
- Link to project document(s) and Comment Card

**Social Media**

Provides information and announcements on current social media platforms

- Meta (Facebook and Instagram)
  - Various
- 

#### Print Media

**Advertisements**

- Legal notice in local newspapers with general circulation
- Paid advertisements in local newspapers

**Direct Mail (Printed Information)**

- Bill Stuffer (monthly utility bill)
- Brochures
- Door hangers
- Fact sheets
- Newsletters
- Post Card
- Surveys/Questionnaires

**Flyers/On-Board Take-Ones**

- On Bus
- ACE/BART stations

**Postings**

- BART Bus Bays
- Human services organizations
- Interior bus cards
- Libraries
- Major Apartment Complexes
- Schools
- Senior housing communities
- Shelters
- Transit Center

## Appendix D: Public Participation Plan

### Information Repositories

Libraries, city halls, transit center and other public facilities for housing of project-related information

- Libraries
- City Hall
- Transit center
- Other

### In-Person Contact

#### Advisory Committees

A group of representative stakeholders assembled to provide public input to the planning process

#### Focus Group(s)

Meetings with existing smaller groups or in conjunction with another event

#### Intercept Interview(s) One-on-one meetings with stakeholders

- On-board bus
- Transit Center
- BART
- Other

#### Public Hearing

Formal meetings with scheduled presentations offered

#### Speaker Presentations (Briefings)

Regular meetings of social and civic clubs and organizations to provide an opportunity to inform and educate

- |   |   |
|---|---|
| <input type="checkbox"/> Civic clubs    | <input type="checkbox"/> Senior Housing Communities |
| <input type="checkbox"/> Schools        | <input type="checkbox"/> Chambers of Commerce       |
| <input type="checkbox"/> Senior Centers | <input type="checkbox"/> Home Owners Association(s) |

#### Transit Fairs

- Community Gatherings
- Employer worksites
- Las Positas College

#### Workshops

Informal public meetings that may include a presentation and exhibits but ends with interactive working groups

### Media

- News Interviews
- Feature stories
- Newspaper display advertising
- Public Service Announcements
- Press Kit
- Press Release

### Telecommunications

- Information-On-Hold
- Prerecorded Information

# Limited English Proficiency (LEP) Plan

Improving Access to Services for Persons with  
Limited English Proficiency

April 2025



Livermore Amador Valley Transit Authority  
1362 Rutan Court, Suite 100  
Livermore, CA 94551

Phone (925) 455-7555 Fax (925) 443-1375  
[www.wheelsbus.com](http://www.wheelsbus.com)

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# 2025 LEP Plan

## 1. Introduction

This Limited English Proficiency (LEP) Plan has been prepared to address the responsibilities of the Livermore Amador Valley Transit Authority (LAVTA) 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.

Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency, indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. The Executive Order applies to all state and local agencies which receive federal funds, including LAVTA, which receives federal assistance through the U.S. Department of Transportation (U.S. DOT).

## 2. Plan Summary

LAVTA has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access LAVTA's services. 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 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.

## 3. LEP Four Factor Analysis

In order to prepare this plan, LAVTA undertook the U.S. DOT 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 LAVTA program, activity or service.
2. The frequency with which LEP persons come in contact with LAVTA programs, activities or services.
3. The nature and importance of programs, activities or services provided by LAVTA to the LEP population.
4. The resources available to LAVTA and overall cost to provide LEP assistance.

A summary of the results from the four-factor analysis follows.

- 3.1 Factor One: The number or proportion of LEP persons in the service area who may be served or are likely to encounter a LAVTA program, activity or service

## 2025 LEP Plan

LEP persons are most likely to interact with LAVTA staff and resources through the fixed route system, which serves the general public, and the demand-response (Dial-A-Ride) system, which serves primarily persons with disabilities. Census data (American Community Survey 2019-2023 5-Year Estimates) from the three Tri-Valley cities (Dublin, Pleasanton, and Livermore) that constitute LAVTA’s service area has been used to assess the population’s overall level of English proficiency.

The Census Bureau has defined classifications of how well people speak English. The classifications are 1.) people that speak English “very well;” 2.) people that speak English "well;" 3.) people that speak English "not well;" and 4.) people that speak English “not at all.” For the purposes of the LEP Plan, a limited English proficient person is someone who reports as speaking English less than "very well."

Within the LAVTA service area, 11.5% of the population speaks English less than very well. On a percentage basis, Pleasanton has the highest percentage of less than proficient English speakers in the service area. Dublin has a slightly lower percentage than Pleasanton, while Livermore has the lowest percentage of persons who speak English less than “very well”. Table 1 shows the distribution of English proficiency within the population, aged 5 years and older.

**Table 1: English Proficiency at Home within the LAVTA Service Area – 5 Years and Older**

	Dublin, CA		Pleasanton, CA		Livermore, CA		LAVTA Service Area	
	Count	% of Pop.	Count	% of Pop.	Count	% of Pop.	Count	% of Pop.
Speaks English "very well"	57,885	87.6%	64,482	87.1%	72,878	90.5%	195,245	88.5%
Speaks English less than "very well"	8,208	12.4%	9,576	12.9%	7,639	9.5%	25,423	11.5%
Total Estimates	66,093	100.0%	74,058	100.0%	80,517	100.0%	220,668	100.0%

Note: Population is residents five years and older

Source: U.S. Census Bureau. American Community Survey, ACS 5-Year Estimates Detailed Tables

**Table 2: Languages Spoken at Home for the Population - 5 Years and Over**

	Dublin, CA	Pleasanton, CA	Livermore, CA	LAVTA Service Area	% of Total LAVTA Service Area
Spanish:	3,506	4,654	9,533	17,693	8.02%
Speak English "very well"	2,599	3,287	5,019	10,905	4.94%
Speak English less than "very well"	907	1,367	4,514	6,788	3.08%



## 2025 LEP Plan

	Dublin, CA	Pleasanton, CA	Livermore, CA	LAVTA Service Area	% of Total LAVTA Service Area
French, Haitian, or Cajun:	165	156	317	638	0.29%
Speak English "very well"	149	129	299	577	0.26%
Speak English less than "very well"	16	27	18	61	0.03%
German or other West Germanic languages:	163	224	152	539	0.24%
Speak English "very well"	126	199	101	426	0.19%
Speak English less than "very well"	37	25	51	113	0.05%
Russian, Polish, or other Slavic languages:	794	893	532	2,219	1.01%
Speak English "very well"	439	646	288	1,373	0.62%
Speak English less than "very well"	355	247	244	846	0.38%
Other Indo-European languages:	9,459	8,338	3,883	21,680	9.82%
Speak English "very well"	7,700	6,590	3,152	17,442	7.90%
Speak English less than "very well"	1,759	1,748	731	4,238	1.92%
Korean:	1,174	2,011	436	3,621	1.64%
Speak English "very well"	611	1,170	197	1,978	0.90%
Speak English less than "very well"	563	841	239	1,643	0.74%
Chinese (incl. Mandarin, Cantonese):	6,530	7,812	1,076	15,418	6.99%
Speak English "very well"	3,679	4,199	576	8,454	3.83%
Speak English less than "very well"	2,851	3,613	500	6,964	3.16%
Vietnamese:	816	525	913	2,254	1.02%
Speak English "very well"	403	327	578	1,308	0.59%
Speak English less than "very well"	413	198	335	946	0.43%
Tagalog (incl. Filipino):	1,418	895	1,261	3,574	1.62%
Speak English "very well"	1,074	737	925	2,736	1.24%
Speak English less than "very well"	344	158	336	838	0.38%
Other Asian and Pacific Island languages:	7,572	6,039	2,212	15,823	7.17%
Speak English "very well"	6,729	4,723	1,638	13,090	5.93%
Speak English less than "very well"	843	1,316	574	2,733	1.24%
Arabic:	600	234	442	1,276	0.58%
Speak English "very well"	502	210	392	1,104	0.50%
Speak English less than "very well"	98	24	50	172	0.08%
Other and unspecified languages:	281	163	356	800	0.36%
Speak English "very well"	259	151	309	719	0.33%
Speak English less than "very well"	22	12	47	81	0.04%
<b>Total that Speak only English</b>	<b>33,615</b>	<b>42,114</b>	<b>59,404</b>	<b>135,133</b>	<b>61.24%</b>
<b>Total that Speak English "very well"</b>	<b>24,270</b>	<b>22,368</b>	<b>13,474</b>	<b>60,112</b>	<b>27.24%</b>
<b>Total that Speak English less than "very well"</b>	<b>8,208</b>	<b>9,576</b>	<b>7,639</b>	<b>25,423</b>	<b>11.52%</b>
<b>Total Estimates:</b>	<b>66,093</b>	<b>74,058</b>	<b>80,517</b>	<b>220,668</b>	<b>100.00%</b>

## 2025 LEP Plan

Note: Population is residents five years and older

Source: U.S. Census Bureau. American Community Survey, ACS 5-Year Estimates Detailed Tables

Population data in Table 2 shows the languages spoken at home for all persons, aged five years old and older, within the LAVTA service area. Of the total population, 135,133 individuals (61.24%) speak only English while 85,535 people (38.76%) speak a language other than English at home. The three languages spoken at home other than English that meet Title VI requirements for consideration as Safe Harbor languages are Spanish with 17,693 people (8.02%), Chinese with 15,418 people (6.99%), Korean with 3,621 people (1.64%).

Within the language groups mentioned above, those that report speaking English less than very well and are considered Safe Harbor languages because they constitute 5% or 1,000 persons, whichever is less, of the total population eligible to be served by LAVTA, include Spanish with 6,788 people (3.08%), Chinese with 6,964 people (3.16%), and Korean with 1,643 people (0.74%). The remaining language groups do not consist of 1,000 people or at least 5% of the service area population who speak English less than very well.

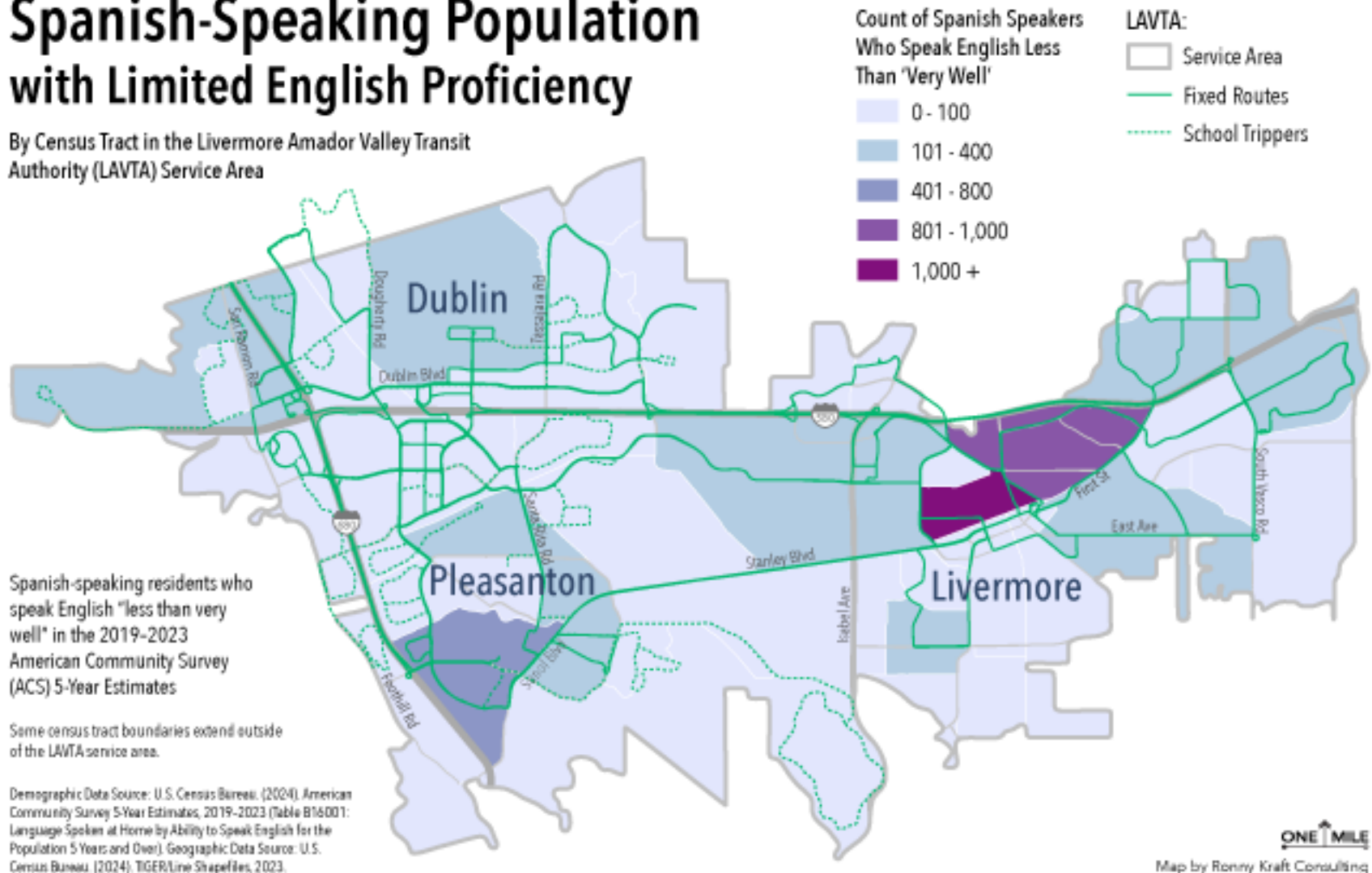
The following three maps represent the concentrations of populations who speak Spanish, Chinese, and Korean, and speak English less than very well, in the service area overlaid with LAVTA's bus routes. Each map portrays demographic information by Census tract in five quantitative groupings:

- Less than 100 people,
- 101-400 people,
- 401-800 people,
- 801-1000 people,
- and more than 1000 people.

Figure 1: ACS 2025 5-Year Estimates of Spanish Speakers that Speak English Less Than "Very Well" by Census Tract

# Spanish-Speaking Population with Limited English Proficiency

By Census Tract in the Livermore Amador Valley Transit Authority (LAVTA) Service Area



Map by Ronny Kraft Consulting

Figure 2: ACS 2025 5-Year Estimates of Chinese Speakers that Speak English Less Than "Very Well" by Census Tract

# Chinese-Speaking Population with Limited English Proficiency

By Census Tract in the Livermore Amador Valley Transit Authority (LAVTA) Service Area

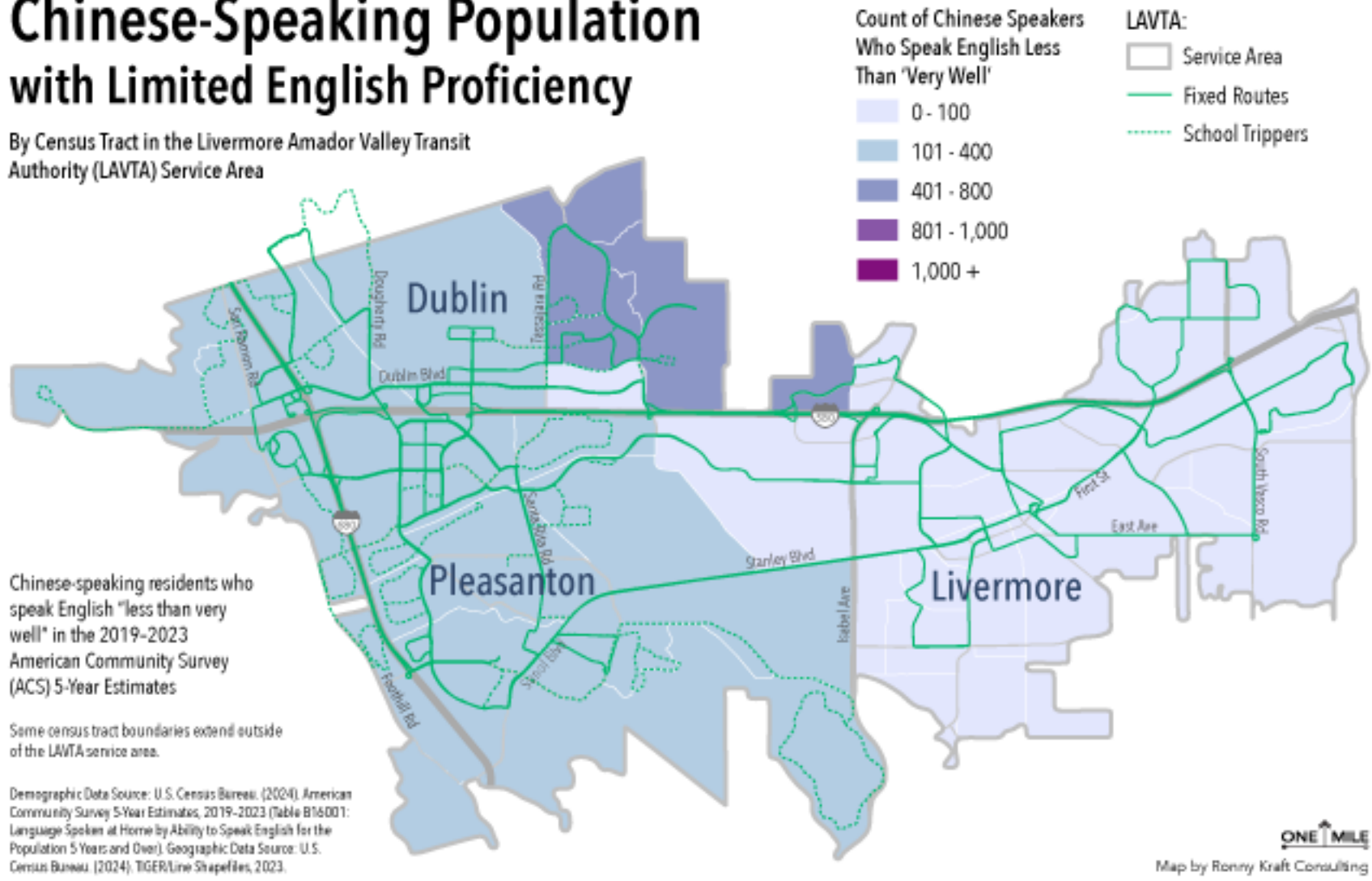
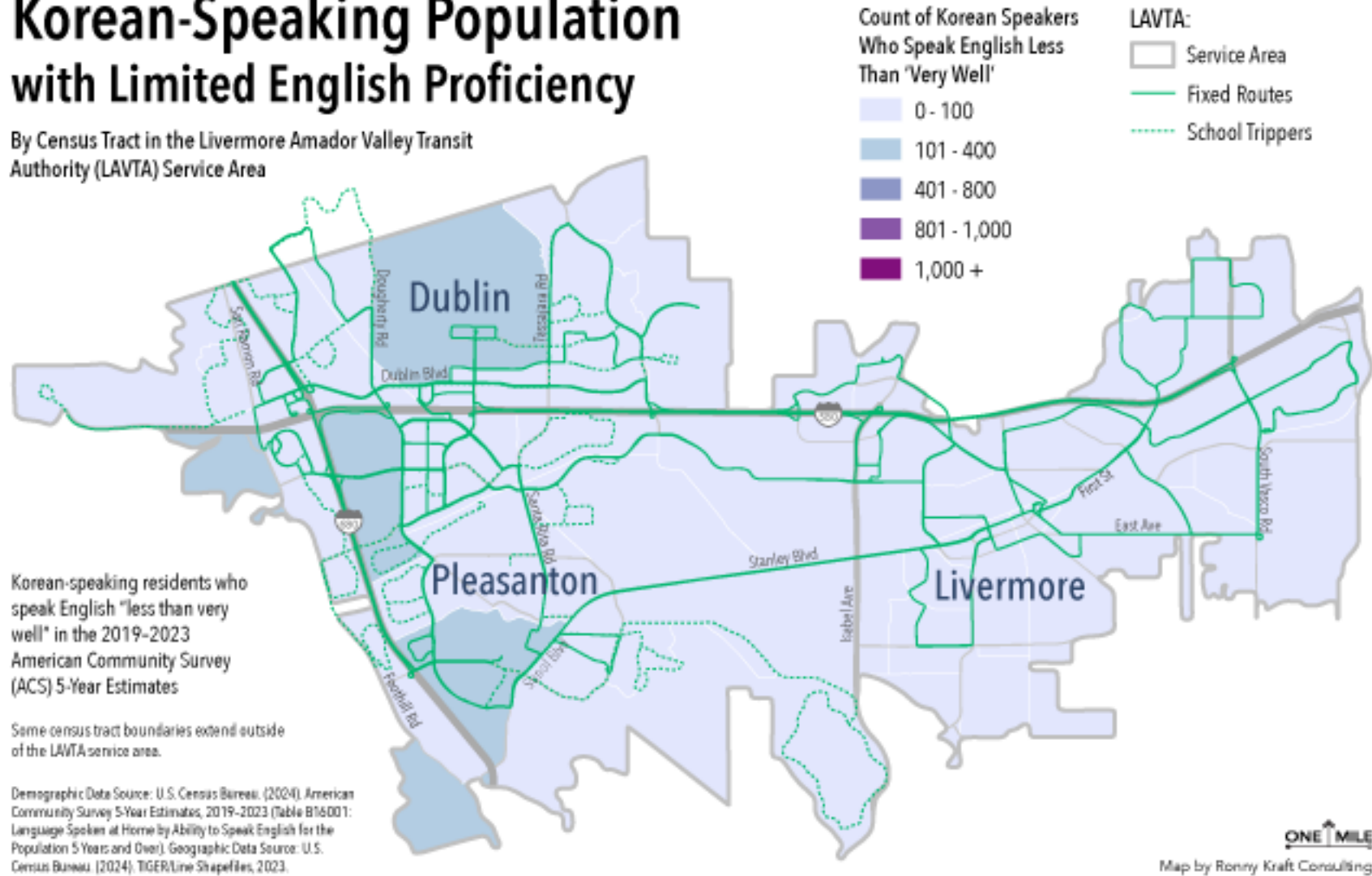


Figure 3: ACS 2025 5-Year Estimates of Korean Speakers that Speak English Less Than "Very Well" by Census Tract

# Korean-Speaking Population with Limited English Proficiency

By Census Tract in the Livermore Amador Valley Transit Authority (LAVTA) Service Area



## 2025 LEP Plan

### 3.2 Factor Two: The frequency with which LEP persons come in contact with LAVTA programs, activities or services

LAVTA assessed the frequency with which LEP persons have, or could have, contact with LAVTA's services, including its staff and drivers. LAVTA assesses the frequencies on an order of magnitude scale, by determining a specific point of contact and how often a person comes in contact, including frequently (daily), often (weekly), and occasionally (monthly). The following “touch points” and frequencies have been identified.

TOUCH POINTS	FREQUENCY
Bus Drivers	Frequently
Transit Center customer service	Frequently
Dispatchers (after-hours customer service)	Often
Dial-A-Ride reservationists	Occasionally
Interior car cards	Frequently
On-street signage	Frequently
Website and Social Media	Occasionally
Interior fare car cards	Frequently
Receptionist	Often
Ticket vendors	Occasionally
Road Supervisors	Occasionally
Print media	Occasionally
Broadcast media	Occasionally
Public relations media	Occasionally
Transit fairs	Occasionally

### 3.3 Factor Three: The nature and importance of programs, activities or services provided by LAVTA to the LEP population

The largest concentrations of LEP individuals in the LAVTA service area are people who speak Chinese, followed by Spanish and Korean. Services provided by LAVTA that are most likely to be encountered by LEP individuals are the fixed route system and the demand-response (Dial-A-Ride) system. It is also likely that LEP individuals will encounter LAVTA resources or staff at the Livermore Transit Center, where different fares passes are sold. Community outreach events act as additional opportunities where LEP individuals and LAVTA staff can communicate through language services.

### 3.4 Factor Four: The resources available to LAVTA and overall cost to provide LEP assistance

LAVTA assessed the available resources that could be used to provide LEP assistance, including determining the costs of professional interpreters and translation and taking an inventory of available organizations with whom resources could be shared. LAVTA used this information to determine which of its documents and materials would be the most valuable to be available in multiple languages. Translation of documents and other printed material is achieved through a

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contractor on an as needed basis, costing the agency approximately \$10,000 per year. Depending on which languages become more prominent in the Tri-Valley area, more money may be spent on translation services in the next few years.

LAVTA currently employs several Spanish-speaking staff members, including the entire staff of three who work at the Livermore Transit Center. Transit Center staff now handle about five Spanish speaking calls a day, which represents about 7% of all calls. Overall, approximately 40% of the customers encountered in person at the Transit Center are not proficient in English. Customer Service staff indicates that of the individuals who are not proficient in English, the vast majority are Spanish speakers. LAVTA has access to a language line for on-the-spot translation for other languages. For in-person meetings, LAVTA staff can be accompanied by a translator to ensure there's clear communication with the LEP individual.

### 4. LEP Plan

This LEP Plan is the implementation plan to ensure meaningful access to LAVTA services, resources, benefits, and information through language assistance for LEP persons.

LAVTA has identified LEP populations based on 2019-2023 5-Year Estimates from American Community Survey (ACS) findings and staff interactions with LEP individuals. Within the LAVTA service area, 85,535 people, which is approximately 39% of the LAVTA service area, speak a language other than English at home. The languages most spoken at home other than English are Spanish, Chinese, Korean, Tagalog, and Vietnamese. Of these predominant languages, Spanish, Chinese, and Korean are considered Safe Harbor languages because they constitute 5% or 1,000 persons, whichever is less, of the total population eligible to be served by LAVTA. The Four Factor Analysis shows the geographic breakdown of Spanish, Chinese, and Korean speakers who speak English less than very well using Census Tract and 2019-2023ACS 5-Year Estimates (Figures 1, 2, and 3). Spanish and Chinese speakers account for 54% of the population who identifies as speaking English less than very well in the LAVTA service area (6.24% of the overall LAVTA service area population). LEP Korean speakers consist of 1,643 people (0.74% of the overall LAVTA service area population). LAVTA has previously translated and will continue to translate all vital documents into Spanish, Chinese and Korean.

Based on the four-factor analysis, LAVTA developed its LEP Plan into five areas as follows:

1. Identifying LEP individuals who need language assistance
2. Language assistance measures
3. Training Staff
4. Providing Notice to LEP persons
5. Monitoring and updating the LEP Plan

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### 4.1 Identifying LEP individuals who need language assistance

#### ***How LAVTA may identify an LEP person who needs language assistance***

- Utilize Census data, provided in response to Factor One, to determine the number and proportion of LEP persons eligible for service;
- Examine customer service records for language assistance that have been received in the past, either at meetings, online or over the phone, to determine whether language assistance might be needed at which future events;
- Look at utilization of LAVTA's language line, as well as the number of calls by both Dial-A-Ride and Transit Center Customer Service Representatives;
- When LAVTA sponsors an event, have a staff person greet participants as they arrive. By informally engaging participants in conversation it is possible to informally gauge each attendee's ability to speak and understand English;
- Look at how many times and into what languages the LAVTA website pages have been translated;
- Work with community based organizations (CBOs) to identify LEP persons in LAVTA's service area as well as their frequency and points of contact with the LAVTA's services.

### 4.2 Language Assistance Measures

There are numerous language assistance measures available to LEP persons, including both oral and written language services. There are also various ways in which LAVTA staff responds to LEP persons, whether in person, by telephone or in writing.

#### ***How LAVTA will assist an LEP person who needs language assistance***

- LAVTA will work with local senior centers to provide vital information to LEP groups on LAVTA programs and services;
- Network with local human service organizations that provide services to LEP individuals and seek opportunities to provide information on LAVTA programs and services;
- Provide a statement in meeting notices and publications a minimum of seven days prior to any hearing that interpreter services are available;
- Provide a statement with meeting notices that interpreter services are available at public hearings, with 72-hour advance notice;
- When an interpreter is needed for a language other than Spanish, in person or on the telephone, staff access on-demand language assistance services from a professional translation service via a language line;



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- Work with our bus operations contractor to survey their front-line staff on which routes they see the most LEP individuals;
- Encourage the skill to speak multiple languages in the recruitment of customer service representatives and bus drivers;
- Provide documents (including public hearing information, how to ride information) in Spanish and translate all vital documents into all Safe Harbor languages;
- Utilize the Public Participation Plan to perform targeted outreach to LEP persons.

### 4.3 Staff Training

#### ***How LAVTA will train staff on its role and responsibilities in providing meaningful access to services for LEP persons***

- Identify LAVTA staff that are likely to come in contact with LEP persons, including bus drivers, customer service, etc.;
- Update curriculum as necessary to educate LAVTA staff on providing meaningful access to services for LEP persons;
- Provide staff with a description of language assistance services offered by LAVTA;
- Provide staff with specific procedures to be followed when encountering an LEP person;
- Provide the bus operations contractor with information regarding Title VI responsibilities, including language access services, to be shared at safety meetings.

### 4.4 Communications with LEP Persons

#### ***How LAVTA will provide Communications to LEP Persons***

##### *Oral communications:*

- Ensure that Transit Center and Dial-A-Ride Customer Service Representatives have the ability to speak English and Spanish;
- Provide a statement affirming that LAVTA will make reasonable accommodations to provide an interpreter at public hearings and meetings with advance notice;
- Utilize the Public Participation Plan to perform outreach to LEP persons;
- Utilize a language line when a customer calls in and is unable to speak English and no internal agency interpreter is available.

##### *Written communications:*

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- Use the services of a professional translation provider to ensure that vital documents are accurate (vital documents are defined as those documents without which a person would be unable to access services);
- Information about LAVTA's non-discrimination policies and information on the local/federal complaint process will be provided in Spanish, Chinese (Mandarin), and Korean on the LAVTA website and will be provided in other languages upon request;
- The Fares and Policies brochure, which contains information on fares, accessibility, locations where discount tickets and passes are sold, and general riding information, is printed in English and Spanish and Chinese (Mandarin). Translations will be updated every other year or when changes to vital information are required;
- The [www.wheelsbus.com](http://www.wheelsbus.com) website can be viewed in English, Spanish, Chinese, and Korean from an easily accessed dropdown menu;
- Onboard flyers containing information about route changes, rider alerts, fare increases and public hearings are provided in English, Spanish, Mandarin (Chinese) and Korean;
- Temporary signs at bus stops and transit centers informing customers of any detours or route changes are provided in English and Spanish;
- Interior bus cards displaying cash fare, cost of monthly discount passes and special promotions/campaigns are provided in English and Spanish;
- Interior bus cards with Title VI Information are provided in English and Spanish; and include a sentence that information can be provided in Chinese and Korean upon request, written in each respective LEP language;
- Onboard surveys are provided in English, Spanish, and Chinese (Mandarin);
- Utilize the Public Participation Plan to perform outreach to LEP persons.

### 4.5 Monitoring and Updating the LEP plan

This plan is designed to be flexible, and should be viewed as a "living document." As such, it is important to consider whether new documents and services need to be made accessible for LEP persons, and also to monitor changes in demographics and types of services.

#### ***How LAVTA will examine and update its LEP Plan***

LAVTA will periodically update the LEP Plan. At a minimum, the plan will be reviewed and updated when it is clear that higher concentrations of LEP individuals are present in the LAVTA service area. The following details the methodology that will be used:

- Record and report on the number of LEP persons encountered annually through LAVTA's communications with local Senior Centers;
- Record how many times the language line has been utilized and for which languages;

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- Determine how the needs of LEP persons have been addressed;
- Determine the current LEP population in the service area and 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 the transit system's financial resources are sufficient to fund language assistance resources needed;
- Determine whether LAVTA and its operations providers (e.g. drivers, dispatchers) have fully complied with the goals of this LEP Plan;
- Determine whether complaints have been received concerning the agency's failure to meet the needs of LEP individuals;
- Obtain rider demographic information from on-board surveys as they are conducted (no less than every 5 years).

### ***Dissemination of the LAVTA LEP Plan***

The LAVTA LEP Plan will be disseminated to customers and the community as follows:

- A link to the LAVTA LEP Plan and the Title VI Program will be included on the LAVTA website, [www.wheelsbus.com](http://www.wheelsbus.com).
- LAVTA's LEP Plan will also be shared with human service organizations in LAVTA's service area.
- Any person or agency with internet access will be able to access and download the plan from the LAVTA website. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail, or in person, and will be provided a copy of the plan at no cost. LEP individuals may request copies of the plan in translation which LAVTA will provide, if feasible.

## **5. Contact Information**

Questions or comments regarding the LEP Plan may be submitted as follows:

Title VI Coordinator  
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