



City of Thousand Oaks 2018 Title VI Program Update





THOUSAND OAKS TRANSIT

2018 Title VI Program

Developed April 2018

Adopted by the City of Thousand Oaks
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Point of Contact

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Thousand Oaks Transit (TOT) is a public transit program which serves the residents and visitors of the city of Thousand Oaks as well as the adjoining communities of Westlake Village, Agoura Hills, and Moorpark.

This document was prepared by Moore & Associates, Inc., for the City of Thousand Oaks which serves as the administrator of the TOT program. It has been approved by the City of Thousand Oaks City Council, and complies with Title VI of the Civil Rights Act of 1964, including recent provisions detailed in U.S. Department of Transportation's FTA Circular 4702.1B, "Title VI Requirement and Guidelines for Federal Transit Administration Recipients."

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Section 1

Title VI Notice and Locations

Title VI Notice to the Public

The Thousand Oaks Transit Title VI Notice to the Public is currently posted at the locations identified in Exhibit 1.1.

Exhibit 1.1 Noticing Locations

Location	Address	City/Community
Thousand Oaks Transportation Center	265 S. Rancho Rd.	Thousand Oaks, CA
City of Thousand Oaks – City Hall/Public Works counter	2100 E. Thousand Oaks Blvd.	Thousand Oaks, CA
City of Thousand Oaks – Civic Arts Plaza display board	2100 E. Thousand Oaks Blvd.	Thousand Oaks, CA
Thousand Oaks Transit revenue vehicles	----	----
Thousand Oaks Transit fixed-route service brochure	----	----
Thousand Oaks Transit Senior Dial-A-Ride service brochure	----	----
Thousand Oaks Transit ADA Dial-A-Ride service brochure	----	----
Kanan Shuttle brochure	----	----
Thousand Oaks Transit website	www.totransit.org	----

Exhibit 1.2 TOT Title VI Notice to the Public (English)

TITLE VI POLICY

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

No person or group of persons will be discriminated against with regard to fares, routing, scheduling, or quality of transportation service that the City of Thousand Oaks furnishes on the basis of race, color, or national origin. Frequency of service, age and quality of vehicle assigned to routes, quality of stations serving Thousand Oaks, and location of routes will not be determined on the basis of race, color, or national origin.

For additional information on the City of Thousand Oaks' obligation regarding non-discrimination, please contact:

Mike Houser
Senior Transit Analyst
City of Thousand Oaks
(805) 449-2400



Exhibit 1.3 TOT Title VI Notice to the Public (Spanish)

TÍTULO VI POLÍTICA

La Ciudad de Thousand Oaks se ha comprometido a garantizar que ninguna persona sea excluida de participación en, ni negada los beneficios de, sus servicios sobre la base de su raza, color, u origen nacional, bajo la protección del Título VI de la Ley de Derechos Civiles de 1964, en su forma enmendada.

Ninguna persona o grupo de personas deberá ser objeto de discriminación en lo que respecta a tarifas, rutas, horarios, o la calidad del servicio de transporte que ofrece la Ciudad de Thousand Oaks, sobre la base de su raza, color, u origen nacional. La frecuencia de servicio, la edad y la calidad de los vehículos asignados a las rutas, la calidad de las estaciones, y la ubicación de las rutas no se determinan sobre la base de raza, color, u origen nacional.

Para obtener información adicional sobre la obligación de la Ciudad de Thousand Oaks de operar sin discriminación, por favor escribe a:

Mike Houser
Senior Transit Analyst
City of Thousand Oaks
(805) 449-2400



Exhibit 1.3 TOT Title VI Notice to the Public (Chinese)

第6标题政策

千橡市致力于确保根据1964年民权法案第六章保护的种族，肤色或民族出身，不允许任何人参与或拒绝其服务的利益，因为修正。

在千橡市根据种族，肤色或国籍提供的票价，路线，日程安排或运输服务质量方面，不会有任何人或一群人受到歧视。服务频率，分配给路线的车辆年龄和质量，服务千橡的车站的质量以及路线的位置不会基于种族，肤色或国籍来确定。

有关千橡市有关不歧视的义务的更多信息，请联系：

Mike Houser
Senior Transit Analyst
City of Thousand Oaks
(805) 449-2400



Exhibit 1.5 TOT Title VI Notices on Thousand Oaks Transit Website

Public Notice of Rights Under Title VI

The City of Thousand Oaks operates its programs and service 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 the City by calling, (805) 449-2400 or at totransit@toaks.org. If information is needed in another language, contact (805) 449-2400.



TITLE VI
Civil Rights Act

Aviso Público de Derechos en virtud del Título VI

La Ciudad de Thousand Oaks opera sus programas y servicios sin discriminación por la raza, color, u origen nacional de los individuos, en conformidad con el Título VI de la Ley de Derechos Civiles. Cualquier persona que crea que ha sido perjudicada por una práctica discriminatoria ilegal bajo el Título VI puede presentar una queja contra la Ciudad de Thousand Oaks.

Para más información sobre el programa de derechos civiles y los procedimientos para presentar una queja, favor de ponerse en contacto con Director de Tránsito, en el número de teléfono (805) 449-2499, o por correo electrónico: totransit@toaks.org.

《民權法》第六章權利公告

根據《民權法》第六章 (Title VI of the Civil Rights Act) 規定, Thousand Oaks 經營的計劃和服務不得基於個人的種族、膚色或原國籍予以歧視。在第六章保障下, 若任何人相信自己受到非法歧視的傷害, 可對 Thousand Oaks 市政府提出投訴。

如需了解更多關於民權計劃和投訴程序的資訊, 請聯絡交通分析師 Transit Manager, 電話: (805) 449-2499, 電郵: totransit@toaks.org。

Section 2

Title VI Complaint Procedures and Form

Title VI Complaint Procedure

Any person who believes that he or she, individually or as a member of any specific class of persons, has been subject to discrimination on the grounds of race, color, or national origin with regard to any Thousand Oaks Transit (TOT) transit service, program, or facility, may file a written complaint with the City of Thousand Oaks.

A complaint must be filed within 180 days of the date of the alleged discrimination, unless the time for filing is extended by the City.

All complaints alleging discrimination should be submitted in writing directly to the TOT Title VI Program Administrator at the address listed below. The TOT Title VI Program Administrator or his/her designee shall be responsible for overseeing investigations and responses to complaints of discrimination.

City of Thousand Oaks
Attn: Mike Houser, Senior Transit Analyst
2100 E. Thousand Oaks Blvd.
Thousand Oaks, CA 91362

All complaints should be completed and submitted on the TOT Title VI complaint form available via online request at totransit@toaks.org; by phone request at (805) 449-2400; or in person at the Thousand Oaks Transit offices/Thousand Oaks Transportation Center (265 S. Rancho Rd, Thousand Oaks, CA 91362), the Municipal Service Center (1993 Rancho Conejo Blvd., Thousand Oaks, CA 91320), or Thousand Oaks City Hall (2100 E. Thousand Oaks Blvd., Thousand Oaks, CA 91362).

At a minimum, a complaint filing must provide the following information:

1. Complainant's Name,
2. Complainant's Address,
3. Complainant's Phone Number,
4. Complainant's Email (if available),
5. Detailed description of complaint/incident,
6. Date of complaint/incident,
7. Time of complaint/incident,
8. Location of complaint/incident,
9. Route Number (if applicable),
10. Name(s) and contact information of witnesses (if applicable),
11. Any other information relevant to the complaint, and
12. Signature (with date) of person submitting complaint.

2018 Title VI Program

Thousand Oaks Transit

April 2018



Complaints received with incomplete information may result in delayed investigation and response. All complaints MUST be signed.

Within 10 business days of receiving the complaint, the TOT Title VI Program Administrator (City of Thousand Oaks Transit Manager) will review to determine if the City of Thousand Oaks has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the City.

If the complaint submitted is within the City's jurisdiction and is complete, a case will be opened and a case number and investigator will be assigned.

If necessary an investigation will be conducted and completed within 30 days of the receipt of the formal complaint (30-Day Rule).

- If a time extension to the 30-Day Rule is required, the complainant will be notified in writing of the reason for the extension.

If additional information is required to investigate the case, the City may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the Title VI Administrator investigator. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, the City may administratively close the case.

A case may also be closed administratively if the complainant no longer wishes to pursue his/her case.

Following the investigation, the Title VI Administrator will issue one of two letters to the complainant:

1. Closure Letter; or
2. Letter of Finding (LOF).

A Closure Letter summarizes the complaint allegations and will state that there was no Title VI violation and that the case will be closed.

A Letter of Finding will summarize the complaint allegations and the investigation regarding the alleged incident. The LOF will also explain whether any disciplinary action, additional training of a staff member, or other action will occur.

If the complainant is unsatisfied with the decision, he/she has 30 days from the date of the City's Closure Letter or the Letter of Finding to appeal to the City of Thousand Oaks City Council or its designee. The complainant is entitled to review the denial, to present additional information and arguments, and to separation of functions (i.e., a decision by a person not involved with the initial decision to deny eligibility). The complainant is entitled to receive written notification of the decision of the appeal and the reasons for it.

The complainant may also file a complaint directly with the Federal Transit Administration by submitting the complaint in writing to the following address:

Title VI Program Coordinator
FTA Office of Civil Rights
East Building, 5th Floor – TCR
1200 New Jersey Ave., S.E.
Washington, D.C. 20590

Exhibit 2.1 Title VI Complaint Form (English)



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.”

The requested information will assist us in processing your complaint. Please let us know if you require any assistance in completing this form.

Complete and return this form to: Public Works Department, City of Thousand Oaks, 2100 E. Thousand Oaks Blvd., Thousand Oaks, CA 91362

1. Complainant’s Name: _____
2. Address: _____
3. City: _____ State: _____ Zip Code: _____
4. Telephone Number (home): _____ (business): _____
5. Person discriminated against (if someone other than the complainant):
Name: _____
Address: _____
City: _____ State: _____ Zip Code: _____
Telephone Number (home): _____ (business): _____
6. Which of the following best describes the reason you believe the discrimination took place? Was it because of your:
 - a. Race / Color:
 - b. National Origin:

7. On what date did the alleged discrimination take place? _____

8. In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

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

If yes, check each box that applies:

Federal agency: Federal court: State agency:
State court: Local agency:

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

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone Number (home): _____

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

Complainant's Signature

Date

Exhibit 2.2 Title VI Complaint Form (Spanish)



Título VI Forma de Queja

El Título VI de la Ley de Derechos Civiles de 1964 requiere que “Ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional, sea excluida de participación en, sean negado beneficios , o será sujeta a discriminación bajo ningún programa o actividad que reciba asistencia financiera federal.”

La información solicitada es necesaria para ayudarnos en el procesamiento de su queja. Por favor avísenos si usted requiere ayuda en completar esta forma.

Complete y devuelva esta forma a: Public Works Department, City of Thousand Oaks, 2100 E. Thousand Oaks Blvd., Thousand Oaks, CA 91362

1. Nombre del denunciante: _____

2. Dirección: _____

3. Ciudad: _____ Estado: _____ Código Postal: _____

4. Número de teléfono (casa): _____ (negocio): _____

5. Persona que sufrió la discriminación (si alguien que no sea el denunciante):

Nombre: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código Postal: _____

Número de teléfono (casa:) _____ (negocio): _____

6. ¿Cuál de las siguientes opciones describe mejor la razón usted cree que la discriminación ocurrió?
¿Fue debido a su:

a. Raza / Color:

b. Origen Nacional:

7. ¿Qué fecha ocurrió la supuesta discriminación? _____
8. En sus propias palabras, describa la supuesta discriminación. Explique lo que pasó y a quien usted cree que fue responsable. Por favor, use el reverso del formulario si necesita espacio adicional.

9. ¿Ha presentado usted esta queja a otra agencia federal, estatal o local?; ¿o a algún tribunal federal o estatal? Sí: No:

Si la respuesta es sí, marque cada caja que se aplica:

Agencia Federal: Tribunal Federal: Agencia Estatal:
Tribunal Estatal: Agencia Local:

10. Por favor proporcione la información sobre una persona de contacto en la agencia o tribunal donde la queja fue presentada.

Nombre: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código Postal: _____

Número de teléfono: _____

11. Por favor firme abajo. Usted puede adjuntar cualquier material escrito u otra información que usted cree es pertinente a su queja.

Firma del denunciante

Fecha

Exhibit 2.3 Title VI Complaint Form (Chinese)



标题 VI 投诉表格

1964年“民权法案”第六章要求“美国的任何人不得因种族，肤色或国籍而被排除参加任何计划，不得受益于或受到歧视或接受联邦财政援助的活动。”

请求的信息将有助于我们处理您的投诉。如果您在填写此表格时需要任何帮助，请告诉我们。

完成并将此表单返回至：Public Works Department, City of Thousand Oaks, 2100 E.
Thousand Oaks Blvd., Thousand Oaks, CA 91362

1. 投诉人姓名：_____

2. 地址：_____

3. 市：_____ 州：_____ 邮政编码：_____

4. 电话号码（家庭）：_____（商业）：_____

5. 受到歧视的人（如果投诉人以外的人）：

名称：_____

地址：_____

市：_____ 州：_____ 邮政编码：_____

电话号码（家庭）：_____（商业）：_____

6. 以下哪项最能说明您认为歧视发生的原因？是因为你的：

a. 种族/颜色：

b. 国籍：

7. 所谓的歧视发生在哪一天? _____
8. 用你自己的话说出所谓的歧视。解释发生了什么以及你认为谁负责。如果需要额外空间，请使用此表格的背面。

9. 您是否向任何其他联邦，州或地方机构，或任何联邦或州法院提起了此投诉？
是： 没有：

如果是，请选中适用的每个框：

- 联邦机构： 联邦法院： 国家机构：
州法院： 当地机构：

10. 请提供有关申诉所在机构/法院联系人的信息。

名称： _____

地址： _____

市： _____ 州： _____ 邮政编码： _____

电话号码： _____

11. 请在下面签名。您可以附上您认为与您的投诉相关的任何书面材料或其他信息。

投诉人的签名

日期

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Section 3

Summary of Complaints, Investigations, and Legal Actions

Per FTA Circular 4702.1B, “all recipients are required to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin”:

- Active investigations conducted by FTA and entities other than FTA,
- Lawsuits, and
- Complaints naming the recipient (i.e., Thousand Oaks Transit and/or City of Thousand Oaks).

To date, the TOT program/City of Thousand Oaks has one received Title VI complaint, which has been closed. Neither TOT nor the City is involved in any active Title VI investigations or has been involved in any Title VI lawsuit. The following matrix reflects all Title VI complaint activity from FY 2015/16 through FY 2017/18.

Exhibit 3.1 Title VI Investigations, Lawsuits and Complaints Summary Table

Case/ Reference Number	Date MM/DD/YYYY	Summary (Include basis of complaint: race, color, or national origin)	Current Status	Action(s) Taken
Active				
<i>None</i>				
Lawsuits				
<i>None</i>				
Complaints				
01212016 Moore	1/21/2016	Ms. Moore alleges discrimination on the basis she is an African American and PCA of a disabled child. Ms. Moore questions why she must present ID each time she boards to qualify for reduced fare.	Closed	Ms. Moore's complaint was reviewed by the City's Program Manager to ensure request for ID is consistent with posted rules and regulations. The request was found to be consistent with the posted rules and the complaint found to be without merit based on review of videotape recordings. Request for ID is posted on all fareboxes and consistent with ADA regulations. Ms. Moore is not being asked for ID to board the bus, merely to ensure she and her son qualify for discounted fare. No other ID is asked for, also consistent with ADA regulations. All driving staff have received training to ensure ID is asked for each time for each passenger to ensure consistency of application of rules. Ms. Moore was offered, but declined to file, a written complaint of discrimination.

Section 4

Public Participation Plan

The City of Thousand Oaks/Thousand Oaks Transit (TOT) has developed this Public Participation plan as part of its Title VI Program. TOT is committed to ensuring it provides equal and equitable access to its services throughout their service area in the safest and most cost-effective manner possible. Through a combination of input and insight from community residents, current and prospective riders, community stakeholders, and TOT staff, the City of Thousand Oaks has enhanced its methodologies of reaching the public within its service area and will be able to further refine its strategies in the future.

Approach to Public Participation

The public participation process should be considered at the earliest stages of any TOT project or service enhancement which may impact the surrounding communities, existing riders, and potential riders. As transit-related services and projects vary in scope and goals, the public participation process should be tailored to most effectively assist each. The following process outlines tools and strategies to ensure that public input is invited and all foreseeable impacts to the served communities are considered.

TOT has developed a prioritized set of project tiers which guided the development of minimum public participation requirements. During the initial planning phase of each transit-related project or major service revision, City of Thousand Oaks and TOT staff will identify the tier in which the project falls and develop a tailored participation plan accordingly. At any time during a project's development and/or implementation process, the project may be reclassified to a higher tier as City and TOT staff deem appropriate. The tiers of public participation are presented below.

Baseline – Routine service, route, schedule, and system enhancements and revisions. Also includes short-term projects (less than one year in duration) where potential impacts to TOT and its customers should be considered during planning phases.

Examples include minor revisions to fixed-route schedules and minor route alignments or stop closures due to construction and/or events. Also includes updates to service branding and fare media and collateral.

Moderate – Projects involving a year or longer of development and/or implementation where impacts to existing and future riders must be considered.

Examples include development and implementation of new/expanded services, development of Short Range Transit Plan, Bus Stop Infrastructure Plan, Marketing Plans, Transit Master Plan, and facility/storage construction projects, etc. Any project within this tier to be conducted by a third-party (i.e., consultant or contractor) will include public participation requirements and criteria as part of the RFP process.

Extensive – Projects involving multiple years of development and/or implementation where impacts to existing and future riders must be considered.

Examples include Comprehensive Operational Analyses, development and construction of transit center/facilities, transit system redesign (complete overhaul of existing system and operations), transition of administration of services, etc. Any project within this tier to be conducted by a third-party (i.e., consultant or contractor) will include public participation requirements and criteria as part of the RFP process.

Outreach Requirements and Activities

The following activities are intended to serve as guidelines for each tier of outreach to ensure existing and future riders of TOT services are provided with equal access and opportunity to participate in public transit and transportation planning.

Baseline Tier – Minimum Outreach

- Notice for public events may include car cards, posters, email blasts, media releases to papers, and/or radio announcements as funding allows.
 - Any notice for a public event will be posted at least one week prior to said event.
- Notices may be posted at the City’s transit center, at City Hall/Civic Center, onboard service vehicles, at bus stops/shelters as deemed appropriate, and at key community locations with which TOT has a relationship.
- Whenever possible, information regarding public participation opportunities will also be posted on the City of Thousand Oaks and/or TOT website at least two weeks prior to a public event.
- Comments will be accepted via public outreach events and by email, mail, and phone to ensure that all populations have the opportunity to participate.

Moderate Tier – Minimum Outreach

- All applicable Baseline Tier elements are included within Moderate Tier projects.
- Unique notices/fliers will be developed and posted a minimum of two weeks in advance for the following outreach activities (as deemed appropriate for each project):
 - Focus group participation,
 - Stakeholder discussions,
 - Community surveying efforts, and
 - Customer survey efforts.
- Where more than one workshop or meeting open to the public is planned, the workshops shall be scheduled throughout multiple day-parts (i.e., mornings, afternoons, and evenings) as funding and resources allow maximizing opportunity for participation.
- Public participation events shall be held in central locations within walking distance of fixed-routes stops whenever feasible.
- Materials may be developed specifically for public participation including FAQ sheets, presentation slides, newsletters, and media releases.

Extensive Tier – Minimum Outreach

- All applicable Moderate Tier elements are included within Extensive Tier projects.
- TOT shall conduct expanded outreach to community stakeholders and business owners.
- TOT shall investigate the establishment of a transit-oriented committee to guide the development and implementation of the project and public participation.

- TOT shall expand regional entity participation, including but not limited to the Ventura County Transportation Commission (VCTC), East County Transit Alliance (ECTA), Metrolink, Amtrak, Gold Coast Transit District, Simi Valley Transit, Moorpark Transit, County of Ventura, and the Los Angeles Department of Transportation (LADOT), by seeking comments and participation in project meetings and planning activities.

Currently, Spanish and Chinese are the only quantifiable populations within TOT's service area that reflect limited English proficiency under the Safe Harbor Provision. TOT will continue assessing the language needs of individuals in its service area through its Language Assistance Plan. Should another population with limited English proficiency reach or surpass population levels as defined by the FTA Title VI Circular 4702.1B (currently five percent of the total service area population or 1,000 persons, whichever is less), TOT will reassess this element of its Title VI program and the strategies presented below.

Outreach Methods for Engaging Minority and Limited English Proficient Populations

Baseline Tier – Minimum Minority Outreach

- Notices will be trilingual or Spanish- and Chinese-language notices will be developed and posted alongside English notices.
- Spanish- and Chinese-language notices will be posted on all revenue vehicles and at bus shelters that have been identified as key destinations of Limited English Populations (LEP), if such information exists.
- Event information on the TOT website will be posted in English, Chinese, and Spanish.
- TOT will distribute event information to community groups and agencies that work with LEP populations, if such contacts exist.
- As identified in its Language Assistance Plan, it is recommended TOT contract with an interpretation service to provide language assistance for customers and callers that are non-English-speaking.
- Spanish interpretation or translation at any public meetings or workshop will be provided by TOT, City, or MV Transportation staff as warranted, or a professional translator/interpreter if no qualified staff member is available.
- Chinese interpretation or translation at any public meetings or workshop will be provided by a professional translator/interpreter as warranted.

Moderate Tier – Minimum Minority Outreach

- All applicable Baseline Tier elements are included within Moderate Tier projects.
- TOT will continue cultivating relationships with community agencies that serve LEP populations.
- Public outreach events may include attending existing community meetings and gatherings, such as school meetings, farmers markets, faith-based events, and other community activities, in order to invite participation from LEP populations which are not likely to attend TOT-hosted public events.

Extensive Tier – Minimum Minority Outreach

- All applicable Moderate Tier elements are included within Extensive Tier projects.
- Translated notices will be sent to Spanish-language magazines, newspapers, and/or radio stations as they are identified.
- Translated notices will be sent to Chinese-language publications and/or faith-based and community groups, organizations, and businesses as they are identified.
- TOT will ensure that professional non-English-language interpretation will be available at any public meeting or workshop associated with an Extensive Tier project as deemed appropriate and necessary.

Section 4A

Summary of Completed Outreach Efforts

There are two primary modes of outreach conducted with respect to the TOT program, recurring and as needed (ad hoc). Recurring outreach efforts focus on the sustaining and developing long-term relationships built with local organizations and communities, while ad hoc outreach focuses on supporting and achieving near-term goals such as improving ridership, and promoting enhancements to service provision.

Recurring Outreach Efforts

- Senior centers – Regular visits to all local senior centers to deliver supplies of service brochures and large-format posters/notices.
- Educational institutions – Minimum annual visits and delivery of service brochures, promotional campaign notices, and promotional materials.
 - Conejo Unified School District (local elementary, middle, and high schools)
 - California Lutheran University
- Unmet needs hearings – Annual hearings are facilitated by VCTC to identify “unmet transit needs” within the City of Thousand Oaks. Any identified “unmet transit need” deemed reasonable to meet within its service area are prioritized for implementation by TOT. The City participates in the Unmet Transit Needs process even though it is not required to, as it spends 100 percent of its TDA funding on transit activities.
- Media releases – Release regularly to local newspapers and media contacts. Media releases are produced more frequently if in conjunction with an event or promotional campaign. Across the past three years, 85 media releases were distributed (averaging approximately 2 media releases per month).
- Community event participation – TOT participation ranges from direct involvement in the event (such as showcasing a TOT vehicle) and distribution of promotional items and materials to assistance in promoting and coordinating events. TOT has participated in at least nine community events across the past three years, including Travel Training, Arbor Earth Day, and Rotary Street Fair.
- Info-post maintenance/updates – TOT undertakes an inspection and assessment of all bus stop info-post units and displayed information on a regular basis (at a minimum once per quarter).

Completed As-Needed Outreach Efforts

- In 2015, the City collected data and information through intercept surveys of current fixed-route riders in the City of Thousand Oaks. The survey was conducted in English and Spanish. A total of 359 surveys was collected, and revealed that the majority of transit riders do not have access to a personal vehicle (54.9 percent) and regularly use TOT services (five or more times per week). Nearly one-third of respondents (32.6 percent) indicated speaking Spanish at home. More than two-third (66.9 percent) indicated speaking English at home. Only 30.1 percent identified themselves as white; 41.8 percent self-identified as Latino, while 13.9 percent self-identified as Asian/Pacific Islander.
- In 2015, the City collected data and information from the community at-large through intercept and online surveys. The survey was conducted in English and Spanish. A total of 369 surveys was collected. Nearly 88 percent indicated speaking English at home. Only 2.8 percent indicated speaking Spanish at home. More than 71 percent self-identified as white, while only 3.2 percent identified as Latino and 2.6 percent as Asian/Pacific Islander.
- In 2015, the City conducted extensive public outreach as part of the development of its Transit Master Plan. This included the two surveys detailed above, as well as a Dial-A-Ride survey, Stakeholder Survey, three stakeholder roundtables, and 15 community workshops. The City also created a project-specific website to facilitate public engagement during the project.
- In 2017, the City modified its Green Route (Route 2) and added the Purple Route (Route 2B). Prior to its introduction, the City issued press releases and public notices, contacted the local school district, and posted notices on the Thousand Oaks Transit website and social media (Facebook and Twitter) inviting comments.

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Section 5

Language Assistance Plan (LAP)

This Language Assistance Plan was developed concurrent with the Thousand Oaks Transit (TOT) Title VI Program to ensure TOT services are accessible to Limited English Proficient (LEP) individuals. Title VI of the 1964 Civil Right Act is one of two federal mandates that guarantee the provision of meaningful access to federally-funded services for LEP individuals:

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

The TOT Title VI Program was prepared in the spring of 2014 in accordance with FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients, October 1, 2012.

The TOT Title VI Program Administrator is:

Mike Houser, Senior Transit Analyst
City of Thousand Oaks
2100 E. Thousand Oaks Blvd.
Thousand Oaks, CA 91362
(805) 449-2400
Email: mhouser@toaks.org

Additional information regarding the TOT Title VI Program is available at www.totransit.org.

TOT Service Area and Services

The City of Thousand Oaks is located in California’s Ventura County. It is an area primarily suburban in character, offering a mixture of commercial, industrial, residential and recreational space in an exceptional location in southern California. Located forty miles north of Los Angeles, the city is accessible primarily through State Highways 101 (east/west) and 23 (north/south)

Monday through Saturday, TOT provides four local fixed routes (Gold, Green, Purple, Red, and Blue). Fixed-route service is available between 5:00 a.m. and 8:00 p.m. Monday through Friday, and between 8:00 a.m. and 8:00 p.m. Saturday.

Demand-response (Dial-A-Ride) service is available to seniors age 65 and older and for those who possess an Americans with Disabilities (ADA) card seven days a week. Weekday service is available between 5:00 a.m. and 8:00 p.m. Service on weekends is available from 8:00 a.m. to 8:00 p.m. The City also participates in the East County Transit Alliance, which provides intercity Dial-A-Ride service between Thousand Oaks, Moorpark, Simi Valley, and eastern Ventura County for seniors and persons

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with disabilities from 6:00 a.m. to 6:00 p.m. Monday through Friday. Saturday service is scheduled to begin July 7, 2018, from 8:00 a.m. to 6:00 p.m.

The City's transit fleet currently consists of 24 fixed-route vehicles (primarily CNG-powered) and 18 gasoline-powered Dial-A-Ride vehicles.

Exhibit 5.1 TOT Fleet List

Vehicle #	Year	Vehicle Make	Seating Capacity	Wheelchair Capacity	Fuel Type	Mode	Service
36	2008	Orion VII Bus	34	2	CNG	Fixed-route	TOT
37	2008	Orion VII Bus	34	2	CNG	Fixed-route	TOT
38	2008	Orion VII Bus	34	2	CNG	Fixed-route	TOT
39	2008	Orion VII Bus	34	2	CNG	Fixed-route	TOT
41	2009	Starcraft Cutaway	24	2	CNG	Fixed-route	TOT
54	2014	Gillig Bus	23	2	CNG	Fixed-route	TOT
55	2014	Gillig Bus	23	2	CNG	Fixed-route	TOT
60	2010	El Dorado Bus	23	3	CNG	Fixed-route	Moorpark
61	2010	El Dorado Bus	23	3	CNG	Fixed-route	TOT
62	2010	El Dorado Bus	23	3	CNG	Fixed-route	Moorpark
63	2015	El Dorado Bus	23	3	CNG	Fixed-route	Moorpark
64	2015	El Dorado Bus	23	3	CNG	Fixed-route	Moorpark
101	2014	Dodge Caravan	3	1	Gasoline	Dial-A-Ride	TOT
102	2014	Dodge Caravan	3	1	Gasoline	Dial-A-Ride	TOT
103	2014	Dodge Caravan	3	1	Gasoline	Dial-A-Ride	TOT
104	2014	Dodge Caravan	3	1	Gasoline	Dial-A-Ride	TOT
105	2014	Dodge Caravan	3	1	Gasoline	Dial-A-Ride	TOT
106	2014	Dodge Caravan	3	1	Gasoline	Dial-A-Ride	TOT
107	2014	Dodge Caravan	3	1	Gasoline	Dial-A-Ride	TOT
110	2014	Dodge Caravan	3	1	Gasoline	Dial-A-Ride	TOT
111	2014	Dodge Caravan	3	1	Gasoline	Dial-A-Ride	TOT
112	2014	Dodge Caravan	3	1	Gasoline	Dial-A-Ride	TOT
114	2018	Ford Transit	8	5	Gasoline	Dial-A-Ride	TOT
115	2019	Ford Transit	8	5	Gasoline	Dial-A-Ride	TOT
303	2013	Dodge Caravan	3	1	Gasoline	Dial-A-Ride	Agoura Hills
304	2014	Dodge Caravan	6	0	Gasoline	Dial-A-Ride	Agoura Hills
305	2014	Dodge Caravan	7	0	Gasoline	Dial-A-Ride	Agoura Hills
306	2015	Starcraft Cutaway	8	2	Gasoline	Dial-A-Ride	Agoura Hills
307	2017	Starcraft Cutaway	28	0	CNG	Charter	Agoura Hills
455	2012	Ford E350 Cutaway	8	2	Gasoline	Unassigned	Back-up
456	2012	Ford E350 Cutaway	8	2	Gasoline	Unassigned	Back-up
457	2014	Ford E450 Cutaway	12	2	CNG	Dial-A-Ride	TOT

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Vehicle #	Year	Vehicle Make	Seating Capacity	Wheelchair Capacity	Fuel Type	Mode	Service
458	2014	Ford E450 Cutaway	12	2	CNG	Dial-A-Ride	TOT
459	2014	Ford E450 Cutaway	12	2	CNG	Dial-A-Ride	TOT
460	2014	Ford E450 Cutaway	12	2	CNG	Dial-A-Ride	TOT
461	2014	Ford E450 Cutaway	12	2	CNG	Dial-A-Ride	TOT
462	2014	Ford E450 Cutaway	12	2	CNG	Dial-A-Ride	TOT
463	2014	Ford E450 Cutaway	16	2	CNG	Fixed-route	TOT
464	2014	Ford E450 Cutaway	16	2	CNG	Fixed-route	TOT
503	2017	Ford Transit	8	2	Gasoline	Fixed-route/ Dial-A-Ride	TOT
504	2017	Ford Transit	8	2	Gasoline	Fixed-route/ Dial-A-Ride	TOT
600	2014	Ford E450 Cutaway	20	2	CNG	Fixed-route	Kanan Shuttle
601	2014	Ford E450 Cutaway	20	2	CNG	Fixed-route	Kanan Shuttle
602	2014	Ford E450 Cutaway	20	2	CNG	Fixed-route	Kanan Shuttle
603	2014	Ford E450 Cutaway	20	2	CNG	Fixed-route	Kanan Shuttle
702	2014	Dodge Caravan	3	1	Gasoline	Dial-A-Ride	ECTA
703	2015	Starcraft Cutaway	8	2	Gasoline	Dial-A-Ride	ECTA
704	2015	Starcraft Cutaway	8	2	Gasoline	Dial-A-Ride	ECTA
705	2015	Starcraft Cutaway	8	2	Gasoline	Dial-A-Ride	ECTA

TOT operates out of the City of Thousand Oaks Transportation Center located at 265 S. Rancho Road, Thousand Oaks, CA 91361. Maintenance facilities and vehicle storage are located at the City's Municipal Service Center at 1993 Rancho Conejo Blvd., Newbury Park, CA 91320. Administrative staff is located at Thousand Oaks City Hall, 2100 E. Thousand Oaks Blvd., Thousand Oaks, CA 91362.

Language Assistance Goals

One of the overarching goals of TOT’s Title VI Program is to provide meaningful access for LEP customers to TOT services, information, and materials through the creation of a Language Assistance Plan and by periodic evaluation of the associated outreach methods and strategies.

Service Area Demographics

The service area demographic analysis describes Title VI-protected populations residing within TOT’s service area, including their approximate size and geographic distribution. Title VI-protected populations within the TOT service area include racial minorities and LEP persons. Specific groups considered include:

1. Latino Residents
2. LEP Populations
 - Spanish speaking individuals
 - Chinese speaking individuals

The American Community Survey includes demographic and socio-economic data at various levels on multiple topics. For the purposes of this Title VI program, our assessment utilized the population estimates provided in the City of Thousand Oaks geographic boundaries. Totals may not equal the sum of the individual races/ethnicities due to margins of error.

Exhibit 5.2 Racial Breakdown of Total Population of Service Area

Race or Ethnicity	City of Thousand Oaks		
	Estimate	Margin of Error	Percent
White alone	104,388	+/-1,363	81.2%
Black or African American alone	1,371	+/-407	1.1%
American Indian and Alaska Native alone	332	+/-115	0.3%
Asian alone	12,162	+/-897	9.5%
Native Hawaiian and Other Pacific Islander alone	153	+/-83	0.1%
Some other race alone	5,205	+/-1,181	4.0%
Two or more races:	5,012	+/-643	3.9%
Two races including Some other race	94	+/-72	0.1%
Two races excluding Some other race, and three or more races	3,398	+/-464	2.6%
Total:	128,623	+/-79	100.0%

Source: American Community Survey 2012-2016 (5-Year Estimate).

As the American Community Survey data presented in Exhibit 5.3 (below) reveals, 75.9 percent of TOT service area residents spoke only English at home, while approximately 24.1 percent spoke another language. The Safe Harbor Provision of Title VI requires that translation of vital documents into languages when either five percent of the population or 1,000 residents (whichever is less) speaks English “less than very well.” While this threshold does not automatically trigger the Safe Harbor Provision, it does trigger evaluation of that language via a four-factor analysis.

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A total of 8.9 percent of Thousand Oaks residents speak English “less than very well,” with Spanish (6,556 persons / 5.4 percent) and Chinese (1,554 persons / 1.3 percent) being the most frequently cited languages. All vital TOT documents should therefore have the relevant information available in Spanish and Chinese. Other languages with populations speaking English “less than very well” are presented in the table below. TOT will monitor the Persian-speaking population in the coming years to ensure accessibility to key transit documents is provided, should the Title VI threshold be reached.

Exhibit 5.3 Languages Spoken at Home

	City of Thousand Oaks	
	Population	Percent of Total
Total Speak Only English	93,652	76.4%
Total Speak Language Other than English	29,243	23.9%
Total Speak English "very well"	19,093	15.7%
Total Speak English less than "very well"	10,862	8.9%
Speak English less than "very well" - Detail		
Spanish	6,556	5.4%
Chinese	1,554	1.3%
Persian	463	0.4%
Korean	293	0.2%
Tagalog	185	0.2%
Vietnamese	203	0.2%
All Other Languages	1,608	1.3%

Source: American Community Survey 2012-2016 (5-Year Estimate).

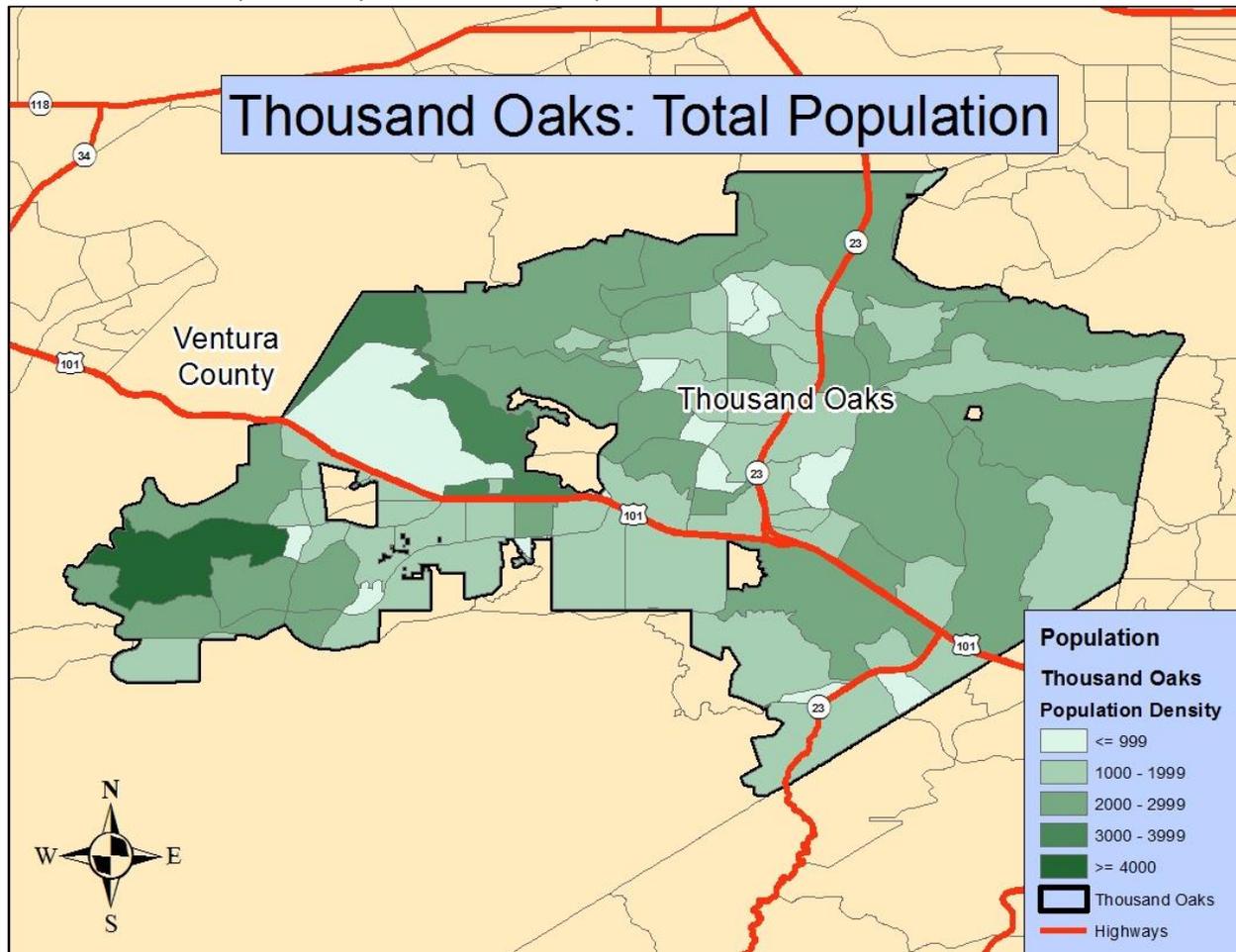
Demographics by Census Block Group

This section takes a closer look at the overall demographic characteristics discussed in the previous section, using tract-level American Community Survey data to analyze the geographic distribution of various populations.

Total Population

The bulk of the approximately 128,623 persons residing within the TOT service area are located within the community “core” regions. The majority of the city’s population is located along existing public transit fixed-route alignments.

Exhibit 5.4 Total Population by Census Block Group



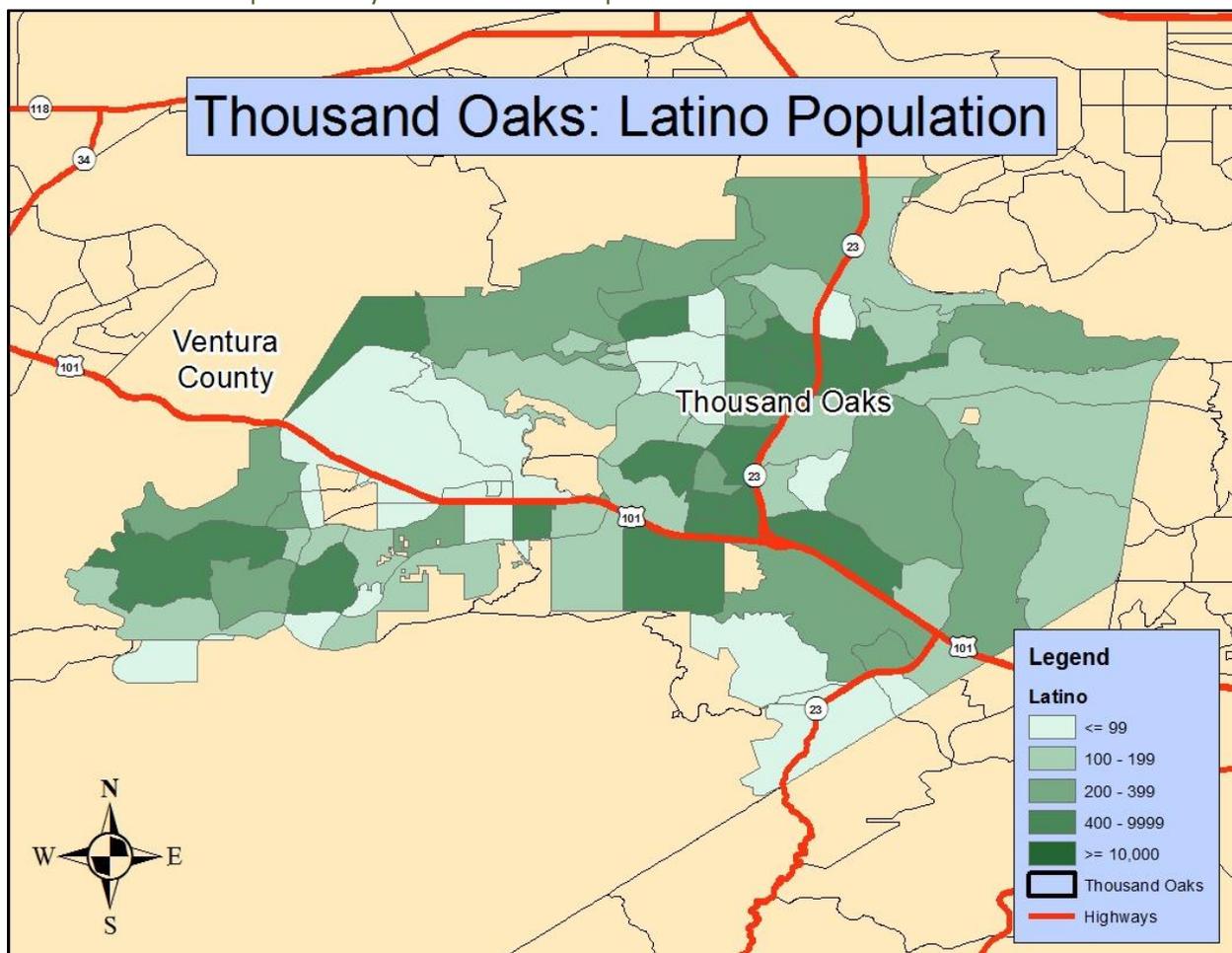
Source: American Community Survey 2016 (5-Year Estimate)

Ethnicity

The 2013 American Community Survey reveals that persons identified as White comprise the largest segment at 81.2 percent, followed by Asian (9.5 percent). Persons of Latino heritage comprise a significant portion of the service area population, translating to approximately 18.3 percent of the resident population.

The exhibit below illustrates the population of Spanish-speaking individuals residing in each census tract within the Census Designated Places. The proportion of each geographic area that is Latino follows the proportions of the general population, with the majority of Latinos residing near community centers. TOT will continue to monitor the availability of services as it relates to the location of Latino populations to ensure these individuals are adequately served.

Exhibit 5.5 Latino Population by Census Block Group

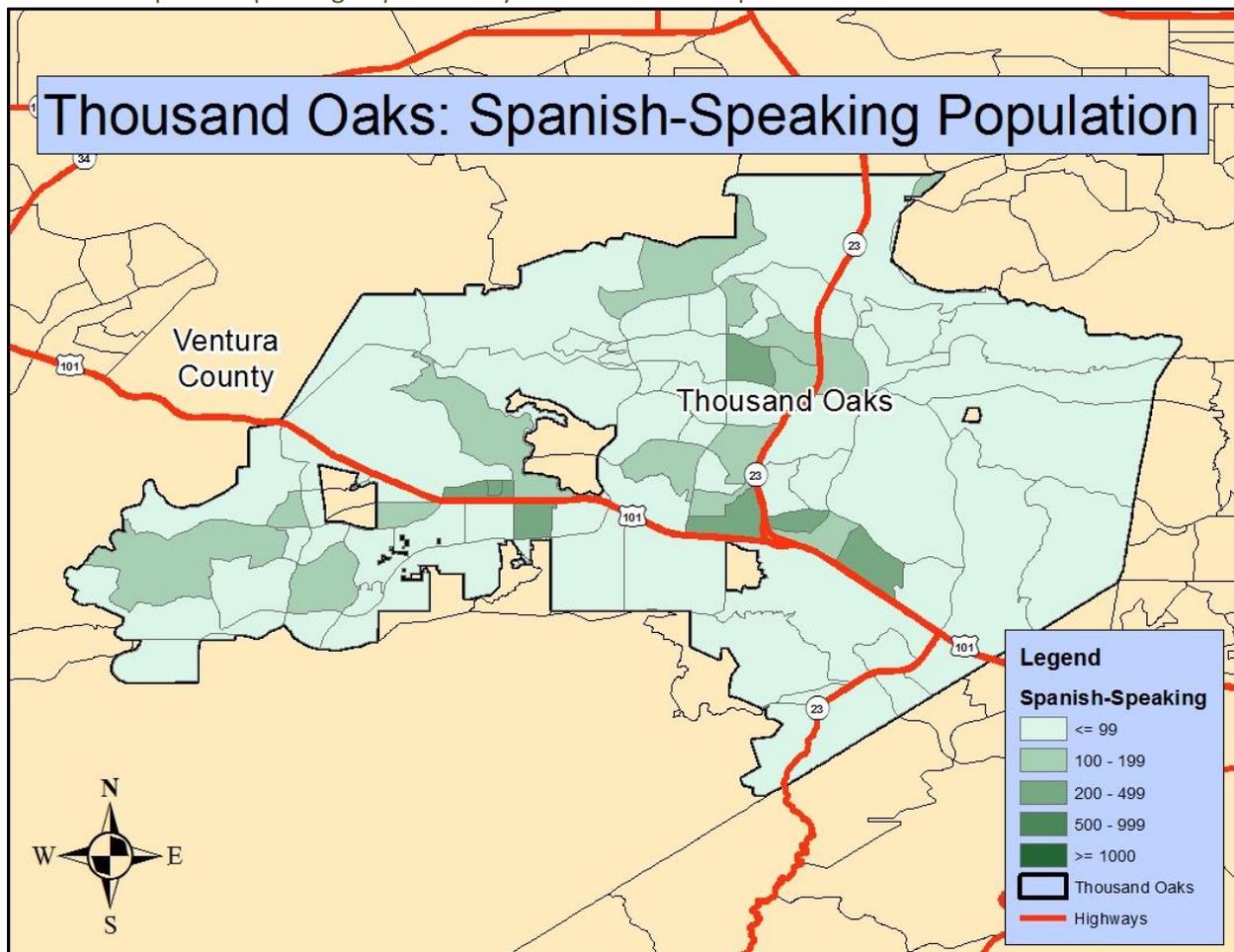


Source: American Community Survey 2013 (5-Year Estimate)

LEP Populations
Spanish-Speaking

Exhibit 5.6 presents the distribution of people who speak Spanish at home in the TOT service area. Given there are 15,506 Spanish speakers in the service area, of which 6,556 speak English less than “very well,” it is important for the City of Thousand Oaks to continue its efforts to ensure Spanish-speaking residents have sufficient resources to effectively use TOT. Such measures will be described in the accompanying Implementation Plan, include producing written rider information in Spanish as well as providing Spanish translators at TOT public meetings.

Exhibit 5.6 Spanish-Speaking Population by Census Block Group



Source: American Community Survey 2013 (5-Year Estimate)

Chinese-Speaking

American Community Survey 2016 indicates there are approximately 1,554 Chinese¹ speakers within the TOT service who speak English less than “very well.” Discussions with city staff as well as stakeholders representing the Chinese-speaking community revealed that currently this population did not face any significant language-related barriers to using TOT services. Neither City staff nor representatives of the Chinese-speaking population reported any such barriers. TOT will provide Chinese translation of all vital documents and make them available upon request to customers through physical and online media.

Given the relatively small total number of Chinese speakers residing within the TOT service area, a map illustrating their geographic distribution was not created.

Language Service Provision

Interpretation Services

1. It is recommended TOT contract with an interpretation service such as Telelanguage to provide real-time interpretation for callers, and for customers in service centers with whom staff cannot communicate.
2. Implementing the recommended interpretation service would aid in situations where a customer calls TOT directly and a staff member cannot communicate with them. Staff would connect with Telelanguage to translate. This step would be followed for customers at the TOT main office. If there is no staff member available who can translate, Telelanguage services would be used.
3. Simultaneous interpretation at public events will be determined on a case-by-case basis by examining several factors, such as:
 - The type and size of event,
 - The availability of an TOT staff member to interpret, or
 - The availability of a staff member of a host organization to interpret.

For small outreach events, such as Baseline Tier activities, proactive outreach, or smaller transit awareness events, bilingual staff members will assist with translation where appropriate and feasible, or professional interpreters may be retained if no staff member is available. For Moderate and High Tier public outreach events, where it is appropriate and necessary to do so, TOT will arrange for a professional interpreter.

¹ Chinese census surveys were conducted in both Mandarin and Cantonese, and were representative of various dialects.

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Translation of Vital Documents

Based on the results of the Four Factor Analysis, the following vital documents and relevant information will be made available Spanish and Chinese, the identified LEP languages within the TOT service area.

Vital Documents – Near-term

1. Title VI Program
 - Title VI Notice to the Public (Spanish and Chinese)
 - Complaint form (Spanish and Chinese)
 - Complaint procedures (Spanish and Chinese)
2. TOT Rider Information
 - Fixed-route service brochure (Spanish and Chinese)
 - Dial-A-Ride service brochure (Spanish and Chinese)
 - ADA service brochure (Spanish and Chinese)
 - TOT system map and schedule (Spanish and Chinese)
 - Dial-A-Ride application (Spanish and Chinese)
 - Online service information (Spanish and Chinese)

Vital Documents – Mid-term

1. Signage advertising a TOT language assistance program, particularly the interpretation service (such as Telelanguage) phone number

Additional considerations

1. All translated vital documents will be posted on the TOT website.
2. TOT will ensure all translations are done professionally prior to being made available to the public. If possible, all translated materials should be reviewed by a native speaker familiar with transportation-related terminology to ensure the translation accurately reflects idiomatic language as well as language conventions of the local population.

In the future, TOT shall translate and produce written documents on a case-by-case basis, after assessing all elements presented in the Four-Factor Analysis. If deemed a vital document under the Safe Harbor Provision, the relevant information will be translated into all applicable languages.

Monitoring, Evaluating, and Updating the LAP

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

TOT will regularly assess the effectiveness of how it communicates with LEP individuals by:

- Including questions about language assistance and information needs on any community surveys;
- Conversations with stakeholders, organizations, and entities which work with LEPs; and
- As-needed outreach with LEP groups.

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TOT will monitor its language assistance efforts, including:

- Recording and reporting on customer service interactions with LEP individual,
- Reviewing any applicable interpretation service reports,
- Incorporating discussion of Title VI into regular operations meetings, and
- Updating the Language Assistance Plan based on public feedback.

Staff Training

It is recommended that the TOT Title VI Program Administrator develop Title VI training guidelines for TOT staff. If implemented, this training would continue through 2021 or until all pertinent staff has completed the training. This training would be incorporated into existing operations contractor training and include the following upon its implementation:

- How to respond to LEP callers,
- How to respond to correspondence from LEPs,
- How to respond to LEP customers in person,
- How to document LEP needs, and
- How to respond to civil rights complaints.

Thousand Oaks English Learner (EL) Data

In order to better identify the LEP populations within the TOT service area, and to begin monitoring/tracking changes in those groups, TOT reviewed English Learner statistics for students within the city of Thousand Oaks. Public schools within the California Department of Education (CDE) must identify and quantify those students who are English Learners – students whose native tongue is a language other than English – as well as which language is their mother tongue. This data is available online via CDE's DataQuest website, dq.cde.ca.gov/dataquest/.

TOT accessed the available English Learner data for the 2016/2017 school year to complete its comprehensive assessment of the communities it provides service to, including what LEP populations exists and where these groups may be concentrated. Periodic review of this data will enable TOT to monitor which non-English languages (other than Spanish) are growing in order to provide appropriate language assistance services.

Consistent with data from the 2016 American Community Survey, the vast majority of English Learner students in the Thousand Oaks Transit service area speak Spanish. The next largest non-English speaking group cited is Mandarin (Putonghua). It is unlikely that an additional language will trigger the Safe Harbor Provision prior to the required updating of its Title VI Plan, though TOT will continue to periodically monitor EL populations so as to ensure compliance with Title VI regulations. Detailed counts and relative percentages for the Conejo Valley School District are presented in Exhibit 5.7.

Exhibit 5.7 School English Learner (EL) Population

Language Name	Kindergarten	Grade 1	Grade 2	Grade 3	Grade 4	Grade 5	Grade 6	Grade 7	Grade 8	Grade 9	Grade 10	Grade 11	Grade 12	Ungraded	Total	Percent of Total
Spanish	216	209	226	203	188	159	87	73	65	56	52	44	18	0	1,596	81.51%
Mandarin (Putonghua)	4	14	10	1	4	3	4	2	4	4	3	0	2	0	55	2.81%
Tamil	8	8	4	2	5	1	1	1	0	0	0	0	0	0	30	1.53%
Other non-English languages	8	1	4	5	3	3	1	2	0	0	0	1	1	0	29	1.48%
Farsi (Persian)	1	5	1	3	2	1	3	2	1	1	0	0	0	0	20	1.02%
Korean	2	2	3	1	5	1	0	1	0	0	1	1	0	0	17	0.87%
Hindi	5	4	3	2	1	2	0	0	0	0	0	0	0	0	17	0.87%
Filipino (Pilipino or Tagalog)	1	2	3	1	1	1	0	1	1	1	1	0	0	0	13	0.66%
French	1	2	3	1	2	1	0	2	0	1	0	0	0	0	13	0.66%
German	6	1	0	4	0	0	0	0	0	0	0	2	0	0	13	0.66%
Telugu	6	2	4	0	0	1	0	0	0	0	0	0	0	0	13	0.66%
Russian	1	1	4	2	1	0	2	0	1	0	0	0	0	0	12	0.61%
Urdu	2	0	3	1	3	0	1	1	0	0	0	0	0	0	11	0.56%
Marathi	1	6	0	0	1	1	2	0	0	0	0	0	0	0	11	0.56%
Arabic	2	2	3	0	0	1	1	1	0	0	0	0	0	0	10	0.51%
Vietnamese	1	4	0	1	2	1	0	0	0	1	0	0	0	0	10	0.51%
Japanese	3	1	1	0	0	0	1	0	0	2	1	0	0	0	9	0.46%
Portuguese	0	3	0	0	0	1	0	1	0	0	0	1	2	0	8	0.41%
Italian	0	0	2	1	1	0	1	1	1	0	0	0	0	0	7	0.36%
Kannada	2	3	0	1	0	0	0	0	0	0	0	0	0	0	6	0.31%
Khmer (Cambodian)	0	0	0	4	0	1	0	0	0	1	0	0	0	0	6	0.31%
Rumanian	2	2	1	1	0	0	0	0	0	0	0	0	0	0	6	0.31%
Turkish	0	0	2	0	1	0	1	0	0	1	0	0	0	0	5	0.26%
Cantonese	0	0	1	0	1	0	0	0	1	1	0	1	0	0	5	0.26%
Gujarati	0	0	1	1	2	0	0	0	0	0	0	0	1	0	5	0.26%
Hebrew	2	1	0	0	0	0	1	0	0	0	0	0	0	0	4	0.20%
Dutch	1	3	0	0	0	0	0	0	0	0	0	0	0	0	4	0.20%
Armenian	0	0	0	1	0	0	0	0	2	1	0	0	0	0	4	0.20%
Bengali	0	1	1	0	1	0	0	0	0	0	0	0	0	0	3	0.15%
Punjabi	2	0	0	0	0	0	0	1	0	0	0	0	0	0	3	0.15%
Pashto	1	0	0	1	0	0	0	0	0	1	0	0	0	0	3	0.15%
Polish	0	0	0	2	1	0	0	0	0	0	0	0	0	0	3	0.15%
Thai	0	1	0	0	0	1	0	0	0	0	1	0	0	0	3	0.15%
Indonesian	1	0	1	0	0	0	0	0	0	0	0	0	0	0	2	0.10%
Tigrinya	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0.05%
Ukrainian	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0.05%
Totals	279	278	282	239	225	179	106	89	76	71	60	50	24	0	1,958	100%

Section 5A

Four-Factor Analysis

The U. S. Department of Transportation (USDOT) requires public transit funding recipients to take reasonable steps to ensure meaningful access to programs by limited English proficient (LEP) persons. As a recipient, Thousand Oaks Transit must perform a Four-Factor Analysis to assess language needs and determine what steps it will take to ensure LEP persons can effectively access and utilize TOT services.

Estimating the number or proportion of LEP individuals that may be encountered by TOT will help identify the populations covered by the USDOT's Safe Harbor Provision. This provision stipulates that if an LEP group speaking a given non-English language constitutes five percent or 1,000 persons, whichever is less, of the total population of persons likely to be encountered by transit services, the service provider may be required to make the following materials and services available to speakers of that language:

- Documents critical for accessing recipient's services or benefits,
- Letters requiring response from customer,
- Informing customers of free language assistance,
- Complaint forms, and
- Notification of rights.

The size of the population alone does not automatically trigger the Safe Harbor Provision. All four factors must be considered in determining whether a specific language should be included in an operator's Language Access Plan. The four factors analyzed are discussed below.

Factor 1: The number or proportion of Limited English Proficiency (LEP) persons eligible to be served or likely to be encountered by TOT services.

As discussed in the Service Area Demographics section, the two largest LEP populations in the TOT service area are Spanish-speakers and Chinese-speakers. As of the 2012-2016 American Community Survey, there were 6,556 Spanish speakers, comprising 5.4 percent of the service area population, who reported speaking English "less than very well." An estimated 1,554 Chinese speakers, comprising 1.3 percent of the service area population, reported speaking English "less than very well."

Factor 2: The frequency with which LEP persons come into contact with TOT's transit services.

In order to estimate how often LEP populations come into contact with TOT services, we relied on staff and driver feedback. As drivers are typically on the "front lines" and most frequently come into contact with transit patrons, their observations and insights provide an informative picture of how many LEP persons use TOT.

While half of the staff members surveyed indicated encountering more than 10 unique individuals who did not speak English or did not speak English very well in a typical week, none reported frequent communication problems. In all cases, Spanish was cited as one of the commonly encountered languages. Ninety percent of employees surveyed indicated encountering customers speaking Spanish. Chinese, Persian, and Hindi were encountered less frequently, though 40 percent of employees surveyed encountered persons speaking Chinese. Half of those indicated having problems with communication.

Factor 3: The nature and importance of TOT's transit services to affected LEP populations.

The Spanish-speaking LEP population within the TOT service area are more likely to be transit-dependent than other populations. This is through a combination of factors including language barriers, income, and lack of transportation choices. Therefore TOT service is deemed to be of significant importance to the Spanish-speaking LEP population with respect to mobility and accessibility. It remains crucial that TOT maintain its rigorous standards for accessibility of not only the services offered, but the related service information and notices regarding changes to same. Overall, discussions with City of Thousand Oaks, TOT staff, and the general public indicate that while there may be multiple non-English speaking populations throughout the service area, Spanish speakers are most likely to depend on TOT and face language-related barriers to using the City's public transit services. In terms of outreach, it is important the City continue its efforts to address language-related barriers faced by the local LEP populations, such as ensuring key written materials such as rider information are translated into Spanish, and that bilingual staff members are available as needed.

While the non-English-speaking Chinese population is not nearly as large as the LEP Spanish population, staff does encounter Chinese-speaking customers. In the 2015 onboard survey, only eight respondents (2.2 percent) reported speaking Chinese at home, though 11.7 percent self-identified as Asian/Pacific Islander with respect to race. However, the survey was not provided in Chinese, which could have impacted the ability of LEP Chinese speakers to participate.

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

As the section covering demographics demonstrates, the Spanish-speaking LEP population is sufficiently large that the City must take measures to minimize language barriers faced by these groups. To address these barriers and fulfill the LEP requirements required under the Safe Harbor Provision, the City provides staff, written materials, and online and phone services in Spanish. The City also includes service information translated into Chinese on its website. Many of the associated costs with LEP specific outreach are not anticipated to result in significant additional costs to the City or TOT.

Bilingual Staff

TOT's operation service contractor employs Spanish-speaking staff that assists customers utilizing TOT services. The contractor currently employs 35 Spanish-speaking staff, and one City employee speaks Spanish as well. As part of their customer service responsibilities, each of these employees utilizes his/her language skills to assist Spanish-speaking LEP persons whenever possible. In addition, the following language is included in TOT operations contract language:

The Service Provider shall make every effort to recruit bilingual (English/Spanish) personnel for drivers, dispatchers, and customer service agent positions including the use of pay differentials for bilingual staff. At least one management staff member shall be proficient in both written and spoken English and Spanish and English/Spanish bilingual personnel shall be available during all operating hours at the Transportation Center to receive telephone calls from the public and to provide translation services for transportation system personnel and passengers.

Staff employed as customer service agents, dispatchers, fixed route and DAR/ADA drivers shall be English language proficient with appropriate language skills and vocabulary to be able to effectively communicate detailed information in English to riders on routes, fares, operational rules and be able to

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clearly articulate stop calls, communicate during emergency situations and communicate with other personnel over the radio in English in order to effectively disseminate critical information.

No current City or contractor employees speak Chinese. Given the low incidence of communication issues reported with Chinese-speaking customers, it is not recommended the contractor seek to recruit Chinese-speaking staff, provided a telephonic translation service and written materials in Chinese are available.

Cost: No additional cost anticipated.

Translation of Written Materials

Supplementing the City's bilingual (Spanish) personnel will be translations of all essential rider information and service notice documents. Such documents could include the TOT service brochure information, notices related to service changes or updates, as well as onboard notices informing riders of their rights under Title VI. In addition, all Safe Harbor Provision materials and information have been or will be translated into Spanish.

The City provides service information in Chinese on its website. Given there have been challenges with communication, the Title VI complaint form and complaint procedure should be provided in Chinese as well.

Cost: Future translation costs for written documents estimated at between \$0.05 and \$0.10 per word.

Phone Services

As a part of this program, it is recommended the City or its operations contractor engage the services of a real-time telephonic translation provider (such as Telelanguage) which will be available to all transit customers, and will also allow for real-time assistance to customers at the TOT main office or persons who call into the TOT main phone number. Initial contact would be made with a TOT employee who then determines if language assistance is required. The TOT employee would dial into the interpretation service, enter the appropriate PIN, and reach a live translator for the required language.

Cost: Estimated annual cost of \$711. Cost estimate assumes a maximum rate of \$3.95 per minute based on Telelanguage live translation costs and an average of 15 minutes of translation per month.

Web Services in Spanish and Chinese

The Thousand Oaks Transit website currently includes information in Spanish and Chinese. Additional costs would only be incurred when changes are made to the website content.

Cost: No additional cost anticipated. Future translation costs for written website text estimated at between \$0.05 and \$0.10 per word.

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Event Interpretation in Spanish and Chinese

Upon request, the City of Thousand Oaks will schedule and arrange for live Spanish interpretation at all vital events/workshops/meetings. The primary source for this interpretation will be current TOT staff (as available) or professional translation services (when necessary). Should requests for live interpretation in Chinese be requested, or if the Chinese-speaking population is a specific target of an outreach activity, those should be provided by a professional interpreter.

Cost: Variable, will be based primarily on employee salary hourly rate and the number of events where Spanish and/or Chinese translation is requested. All California labor laws will be adhered to.

Four-Factor Analysis Findings

Considering the significant population of persons speaking Spanish who speak English less than “very well,” combined with this population’s propensity to use transit in Thousand Oaks, the City should provide vital documents (including those listed above) in Spanish per the Safe Harbor Provision.

While the population of Chinese speakers who speak English less than “very well” is relatively small (though above the Safe Harbor threshold of 1,000), there are demonstrated communication challenges with Chinese-speaking customers. Therefore, the City should provide all vital documents in Chinese under the Safe Harbor Provision.

The following specific documents used by the City of Thousand Oaks should be available in English, Spanish, and Chinese, with the documents either posted to the website or directions on how to obtain the documents posted to the website.

1. Title VI notice to the public (also posted onboard all Thousand Oaks Transit vehicles and in other locations identified in Section 1 of this document).
2. Title VI complaint procedures/process.
3. Title VI complaint form.
4. Dial-A-Ride application forms (through Mobility Management Partners).
5. Fixed-route and Dial-A-Ride service information.
6. Public notices of meetings, hearings, and service changes.

Implementation Plan

The matrix below presents an implementation Plan for ensuring the Language Assistance Plan is effectively and efficiently implemented.

Exhibit 5.8 Implementation Plan

Goal	Task	Date
Assess LEP population in the TOT service area	Demographic analysis	Completed FY 2018
	TOT staff survey	Completed FY 2018
	Community survey	Completed FY 2016
	Onboard survey	Completed FY 2016
	Title VI Four-Factor Analysis	Completed FY 2018
Develop Language Assistance Procedures	Develop Title VI customer service procedures for Title VI complaints and concerns	FY 2019
	Develop TOT policy regarding competency of Title VI translations and interpreters	FY 2019
Staff training	Identify TOT staff with likely contact with LEP individuals	FY 2019
	Develop curriculum for training of TOT staff	FY 2019
	Train TOT staff in Title VI Customer Service Procedures	FY 2019
	Develop refresher training schedule for employees	FY 2019
	Develop driver "Language Phrase Card"	FY 2019
Notification to LEP persons of Title VI rights and materials	Inventory existing notification methods and/or locations	Completed FY 2018
	Post Title VI notices in English, Spanish, and Chinese in public locations	FY 2018
	Ensure vital documents are professionally translated into Spanish and Chinese	FY 2018
	Develop, translate, and post notice of Language Assistance Options	FY 2019
	Undertake targeted outreach to LEP populations	Ongoing
Monitor and update Language Assistance Plan	Develop process for obtaining feedback on language assistance measures and monitor	FY 2019; ongoing
	Regularly review ACS and Census demographic data	FY 2021
	Receive and review feedback from interpretation providers	FY 2019; ongoing
	Incorporate discussion of Title VI into regular meetings with operations contractor	FY 2019; ongoing
	Update Language Assistance Plan based on feedback received	FY 2021

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Section 6

Summary of Non-Elected Committee Membership

City of Thousand Oaks has established two non-elected committees, the Traffic and Transportation Advisory Commission and the Disabled Access Appeals and Advisory Board, to provide public input into the City's transit programs.

The Traffic and Transportation Advisory Commission is made up of five members serving four-year terms. Members are appointed by City Council members and terms are concurrent with the terms of the appointing Councilmember.

The Disabled Access Appeals and Advisory Board is made up of five members serving two-year staggered terms. The composition of this Board is two members with disabilities, two members with experience in construction, and one public member. All members must be residents of Thousand Oaks.

A summary of the committee members segregated by race is provided in Exhibit 6.1.

Exhibit 6.1 Non-Elected Committee Membership

Race/Ethnicity	TOT Service Area Population	Traffic & Transportation Advisory Commission	Disabled Access Appeals & Advisory Board
Caucasian	81.2%	100.0%	100.0%
Latino	18.3%	0.0%	0.0%
African American	1.1%	0.0%	0.0%
Asian American	9.5%	0.0%	0.0%
Native Hawaiian/Pacific Islander	0.1%	0.0%	0.0%
Native American/Alaska Native	0.3%	0.0%	0.0%

Member participation and selection will be monitored by the TOT Title VI Program Administrator. Efforts to ensure adequate representation of the community's demographic profile include:

- Advertising the availability of positions through public hearings (i.e., council meetings, public hearings, etc.).
- Providing necessary documents in other languages (as applicable) to facilitate participation by non-English speakers.

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Section 7

Subrecipient Monitoring and Schedule of Subrecipient Title VI Program Submissions

As a recipient of FTA 5307 funding, the City of Thousand Oaks is required to monitor compliance with its Title VI Program by its subrecipient (operations contractor).

As part of its contract, or as an amendment thereto, the operations contractor should formally adopt the City's Title VI program and commit to upholding the policies and procedures contained therein. The City will monitor the subrecipient's compliance with the Title VI Program through an annual review of employee training schedules and customer complaint logs as well as periodic visual inspection of vehicles and facilities to ensure notices are posted as required by the Program.

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Section 8

Title VI Equity Analysis

Title VI regulations require the completion of an Equity Analysis whenever a recipient or subrecipient begins planning the location and construction of a new transit facility (not including bus shelters, transit stations, power substations, or other facilities already evaluated through NEPA).

TOT has not undertaken any construction projects for facilities at a new location within the past several years. Therefore, no Equity Analysis is required at this time.

If in the future TOT begins planning for the development and construction of a new transit facility, the City of Thousand Oaks will conduct an equity analysis prior to the selection of a construction site inclusive of the Title VI requirements below:

- a. The City of Thousand Oaks shall complete a Title VI equity analysis during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. The City of Thousand Oaks shall engage in outreach to persons potentially impacted by the siting of facilities. The Title VI equity analysis shall compare the equity impacts of various siting alternatives, and the analysis shall occur before the selection of the preferred site.
- b. When evaluating locations of facilities, the City shall give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result. Analysis shall be done at the Census tract or block group where appropriate to ensure that proper perspective is given to localized impacts.
- c. If The City of Thousand Oaks determines that the location of the project will result in a disparate impact on the basis of race, color, or national origin, the City may only locate the project in that location if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin. The City of Thousand Oaks shall show how both tests are met; it is important to understand that in order to make this showing, the City must consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative.

The equity analysis shall be completed and submitted as part of TOT's next Title VI Program update.

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Section 9

City Council Adoption of TOT Title VI Program

Exhibit 9.1 City of Thousand Oaks Adopting Resolution
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Appendix



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Fixed-route Transit Provider Title VI Requirements

Recipients of Federal transit funding which operate less than 50 fixed-route vehicles during peak revenue service and are not located in an Urbanized Area (UZA) with a population of 200,000 or more are required to provide additional information with respect to *service standards* and *service policy* to ensure Title VI compliance.

Effective Practices to Fulfill Service Standard Requirement

Service Standards are divided into four primary categories: Vehicle Load Standards, Vehicle Headway Standards, On-time Performance Standards, and Service Availability Standards. TOT ensures Title VI compliance by adhering to the following:

Vehicle Load Standards

TOT calculates vehicle load as the total number of ambulatory passenger seats available on a revenue vehicle divided by number of passengers.

The average passenger load for TOT services during all operating periods (peak and off-peak) should not exceed the following load factors (by service mode):

- Fixed-route: Vehicle Load not to exceed 1.0 passengers per available seat.
- Demand-response (Dial-A-Ride): Vehicle Load not to exceed 1.0 passengers per available seat.

Vehicle Headway Standards

Vehicle headways are defined as the total amount of time between revenue vehicles on a fixed-route traveling in the same direction. This standard is further refined by type of service, by day-part, and by peak/off-peak service. Overall, vehicle headways should not exceed 75 minutes during regular operating conditions.

TOT offers a total of six fixed-routes which operate throughout the service area.

- Route 1 (Gold)
 - Travels on headways between 60 and 75 minutes throughout the service day.
 - Service to Dos Vientos Community Center is not provided every trip and headways range from 65 minutes to more than three hours.
- Route 2 (Green)
 - Travels on headways between 60 and 70 minutes throughout the service day.
- Route 2B (Purple)
 - Travels on headways between 60 and 70 minutes throughout the service day.
- Route 3 (Red)
 - Travels on headways between 78 and 95 minutes throughout the service day.
- Route 4 (Blue)
 - Travels on headways between 70 and 85 minutes throughout the service day.

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On-time Performance Standards

In accordance with achieving the adopted transit program objective of “[providing] reliable service” TOT fixed-route on-time performance is defined as follows:

- On-time: Departing a published time-point between zero and five minutes after the published departure time.
- Early: Departing a published time-point more than one minute before the published time.
- Late: Departing a published time-point six or more minutes later than the scheduled time.

Fixed-Route Standards:

1. TOT fixed routes shall operate with no early departures from published time-points.
2. TOT fixed routes shall strive to achieve an average of no less than 90 percent on-time departures across all published time points.

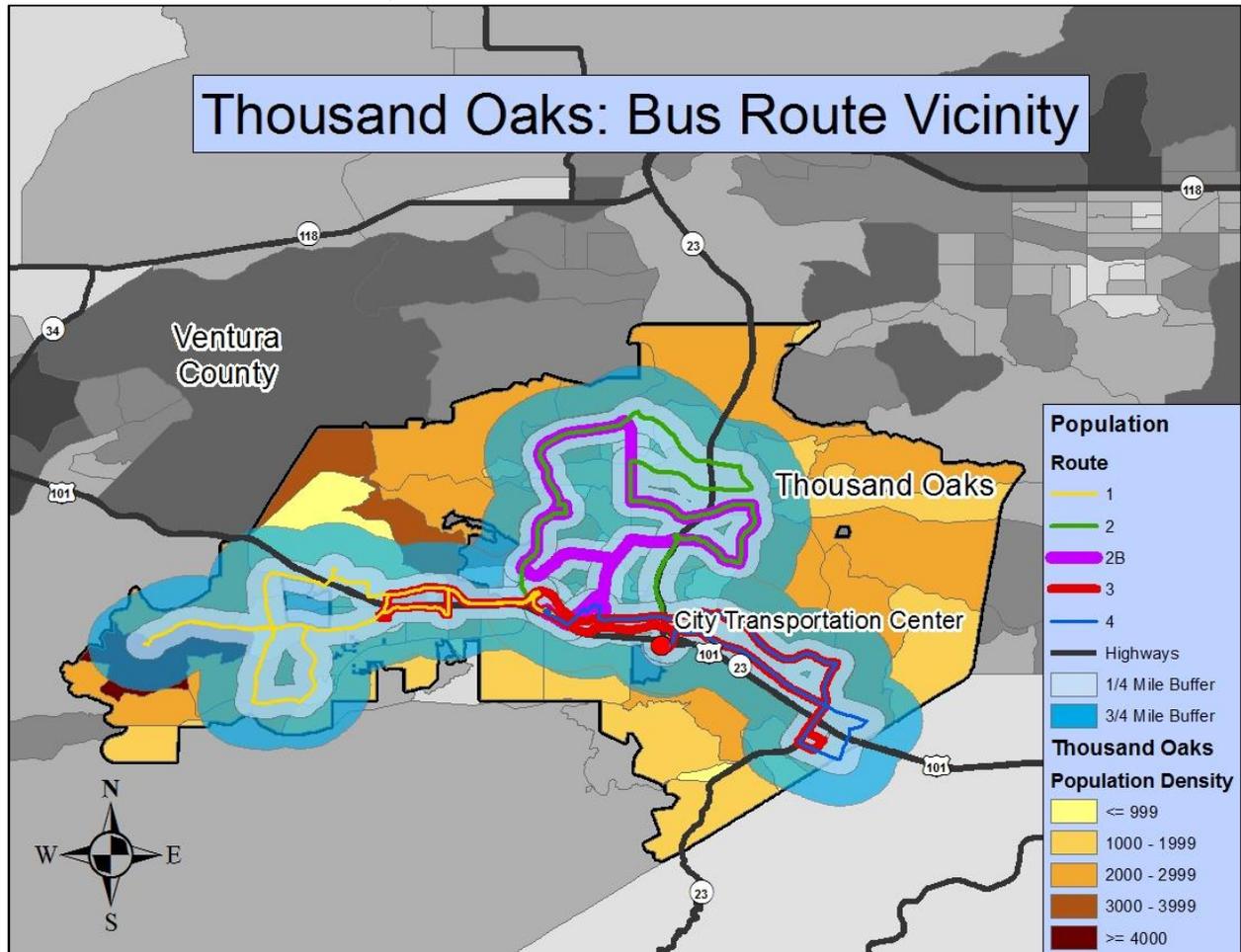
Demand-Response (Dial-A-Ride) Standards:

3. TOT Dial-A-Ride shall operate with a 30-minute service window (60-minute for On-Demand requests) defined as up to 15 minutes early and up to 15 minutes after the scheduled pick-up time. Vehicles will wait up to five minutes from the time of arrival.
4. TOT Dial-A-Ride shall operate with no early departures.
5. TOT Dial-A-Ride shall strive to operate with 90 percent on-time performance, defined as arriving within the provided service window.

Service Availability Standards

TOT’s service area includes approximately 128,623 individuals (2012-2016 American Community Survey). The data available from the American Community Survey is at the “Block Group” level. The minimum size of a census block is 30,000 square feet, or 0.69 acres. A block group is the aggregation of individual blocks and typically contains a population between 600 and 3,000 individuals. Data grouped at the block group level is the most precise level of information made available to the public by the United States Census Bureau. Use of census block group data in demographic analysis allows demographic differentiation by neighborhood, which is of particular importance in assessing demand for transit service. However due to the varying boundaries used to define a block group, a relatively large geographic area may be home to a numerically small population. In addition, current Census data does not provide information on how close together the populations reside. The map in Exhibit A.1 presents the total population by block group and identifies existing fixed-routes, a ¼-mile distance from the route (walking distance) and a ¾-mile distance from the routes (Dial-A-Ride service area).

Exhibit A.1 TOT Service Area Map



Fixed-Route Service

TOT fixed routes currently have an average distance of 0.7 miles between stops. Thousand Oaks Transit will endeavor to distribute transit service so that 75 percent of all residents in the service area are within ¼ mile of regular route bus service.

Demand-Response Service (Dial-A-Ride)

TOT’s Dial-A-Ride serves as the required ADA complementary paratransit service. The Dial-A-Ride service availability standard is as follows:

- 100 percent of all trips requested by ADA-certified customers within the TOT service area shall be accommodated.

Effective Practices to Fulfill Service Policy Requirement

Service Policy requirements are divided into two primary areas, *Vehicle Assignment Policy* and *Transit Amenities Policy*. TOT ensures Title VI compliance by adhering to the following policies.

Vehicle Assignment Policy

Fixed-Route Service

TOT fixed-route vehicle assignments factor in the operating characteristics of the various vehicles within the TOT fixed-route fleet, which are paired to the operating characteristics of the route. In the absence of specific operating requirements, vehicle assignments will be done so as to ensure a random rotation of fleet vehicle assignments on TOT fixed routes.

Demand-Response Service (Dial-A-Ride)

Except for unique situations requiring the assignment of a specific vehicle for reasons such as lift capacity, interior clearance, or other operating characteristics within the service area, demand-response vehicles will be randomly assigned.

Transit Amenities Policy

The following policies will be applied as funding allows:

- The distribution of appropriate bus stop amenities should improve passenger security, comfort, convenience, and enhance the overall transit experience. All bus stop amenity installations and improvements shall meet the Americans with Disabilities Act (ADA) requirements.
- Bus stop signs shall be placed at all approved bus stops to inform the public where the location of the bus is scheduled to stop and load or unload passengers.
- Route and service information should be provided at transit centers and major stops.
- Benches shall be installed at bus stops that demonstrate high ridership, address any special needs of residents, and where it is most needed. Where there is less demand for ridership, minimal seating shall be provided in the absence of a bench.
- Bus stop shelters shall be considered in areas of high ridership, major transfer points, and locations near senior facilities, areas of special needs, schools, and other major activity centers. The size and placement of shelters vary depending on the number of passengers to be accommodated. In locations where there are 20 or more boardings per weekday, a bus shelter may be considered dependent on funding availability.
- Thousand Oaks Transit will consider the installation of lighting features at bus stops and shelters in order to improve visibility and safety.
- Trash receptacles should be installed in areas with a high volume of foot traffic and where trash accumulation is apparent.
- Bike racks and storage lockers may be provided for the convenience of bicyclists using transit and to encourage more bicycling.