



Ventura County
Transportation
Commission

Title VI Program

Title VI of the Civil Rights Act of 1964

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Ventura County Transportation Commission (VCTC) Title VI Notice to the Public

	VCTC Public Notice of Civil Rights
<p>The Ventura County Transportation Commission (VCTC) operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964, as amended. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with VCTC.</p> <p>For additional information on VCTC's civil rights program and procedures to file a complaint, call 1-800-438-1112, visit www.goventura.org, or write to: VCTC, Director of Transit, 751 E. Daily Dr. #420, Camarillo, CA 93010.</p> <p>In addition to the Title VI Complaint process at VCTC, a complainant may file a Title VI complaint with the Federal Transit Administration (FTA), Office of Civil Rights, 1200 New Jersey Avenue, SE, Washington, D.C. 20590.</p>	
	VCTC Aviso al Público de Derechos Civiles
<p>La Comisión del Transporte del Condado de Ventura (VCTC) opera sus programas y servicios sin consideración de raza, color, u origen nacional, de conformidad con Título VI de la Ley de Derechos Civiles de 1964, en su forma enmendada. Cualquier persona que cree que él o ella haya sido agraviado por una práctica discriminatoria ilegal bajo el Título VI puede presentar una queja con VCTC.</p> <p>Para obtener información adicional sobre el programa de derechos civiles de VCTC y los procedimientos para presentar una queja, llame al 1-800-438-1112, visite www.goventura.org, o escribe al: VCTC, Director of Transit, 751 E. Daily Dr. #420, Camarillo, CA 93010.</p> <p>Además del Título VI proceso de VCTC, un reclamante puede presentar una queja del Título VI con la administración federal de tránsito, Federal Transit Administration (FTA), Office of Civil Rights, 1200 New Jersey Avenue, SE, Washington, D.C. 20590.</p>	

List of Locations Where Title VI Public Notice of Civil Rights Is Posted

The Ventura County Transportation Commission (VCTC) Title VI notice to the public is currently posted by the VCTC Transit Operations staff at the following locations:

- VCTC, Main Office, 751 E. Daily Dr. #420, Camarillo, CA 93010
- VCTC Intercity, schedule brochures
- Valley Express Bus & Dial-A-Ride, schedule brochures
- On-board all VCTC and Valley Express revenue service fleet vehicles

The Title VI notice and program are also provided at:

www.goventura.org/vctc-transit/riding-vctc/#title-vi

Title VI Complaint Procedures

Title VI Policy

The Ventura County Transportation Commission (VCTC) 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 VCTC furnishes on the basis of race, color, or national origin. Frequency of service, age and quality of vehicles assigned to routes, and location of routes will not be determined on the basis of race, color or national origin.

How To File A Complaint

Any person who believes that they have, individually, or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, or national origin may file a Title VI complaint with VCTC. The complaint must be filed within 180 days of the date of the alleged discrimination. Written complaints may be sent to:

Ventura County Transportation Commission
Director of Transit
751 E. Daily Dr. #420
Camarillo, CA 93010

The "Title VI Complaint Form" is available online at www.goventura.org and should be used to detail the complaint but is not mandatory. Complaint forms may also be obtained by calling 1-800-438-1112. In addition to the Title VI complaint process at VCTC, a complainant may file a Title VI complaint with the Federal Transit Administration, Office of Civil Rights, 1200 New Jersey Avenue, SE, Washington, D.C. 20590.

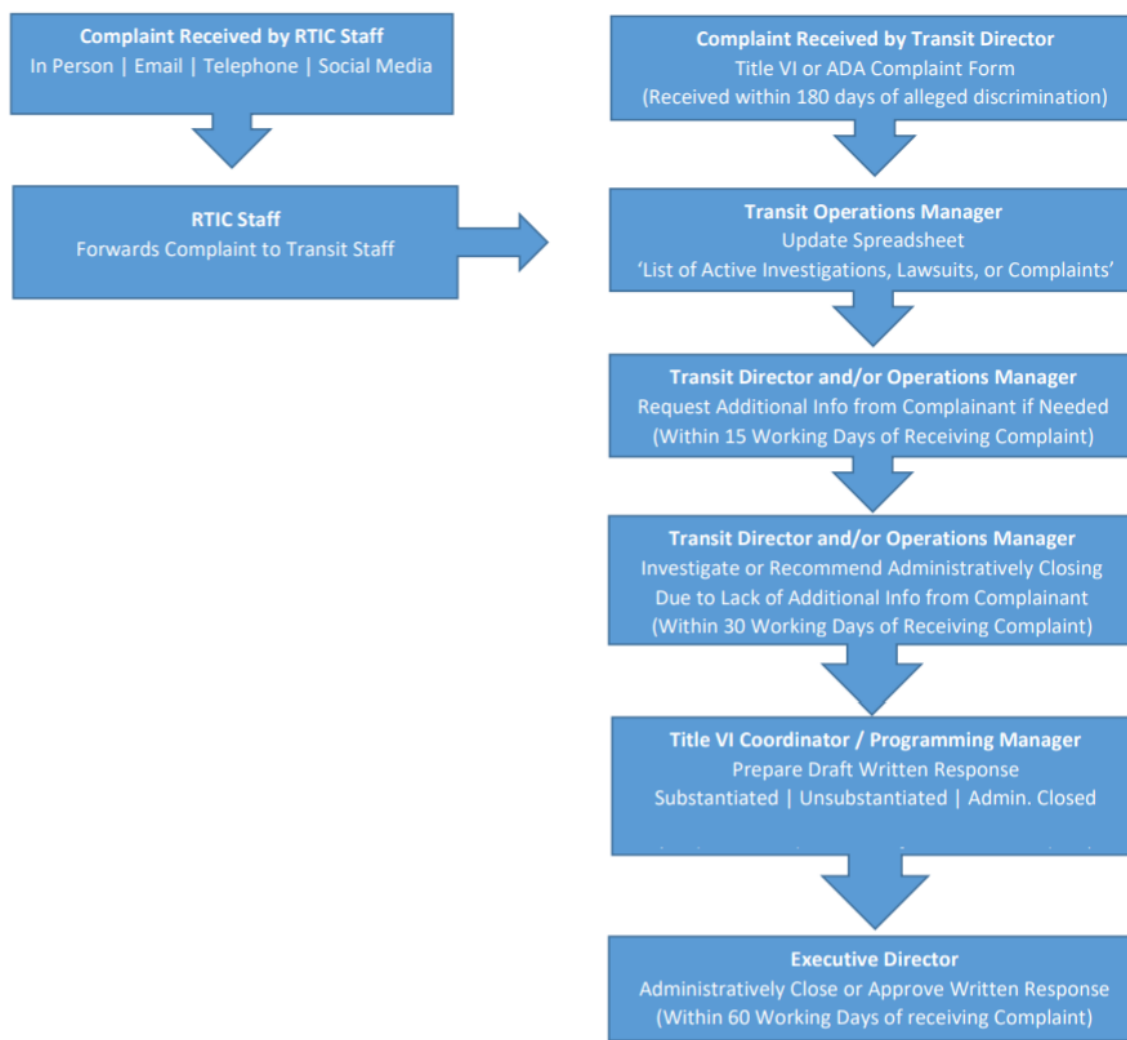
If a complaint is made in a language other than English, VCTC will translate the complaint through a contracted service or using available multi-lingual staff if available, and any response, including requests for additional information and any disposition will be made in both English and the language in which the complaint was made.

How Complaints Are Processed by the Ventura County Transportation Commission (VCTC)

All complaints alleging discrimination based on race, color, or national origin in a transit service or benefit provided by VCTC and sub-recipients will be recorded by the VCTC Transit Director by updating the 'List of Active Investigations, Lawsuits or Complaints'. This list shall include the date that the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient or subrecipient in response to the investigation, lawsuit, or complaint. The list shall be made available to FTA upon request and with every VCTC Title VI Program update.

If additional information is needed for assessment or investigation of the complaint, VCTC staff will contact the complainant in writing within fifteen (15) working days of receiving the complaint. Failure of the complainant to provide the requested information by the requested date may result in the administrative closure of the complaint.

VCTC's Title VI Complaint Process



VCTC will use its best efforts to respond to a Title VI complaint within sixty (60) working days of its

receipt of such a complaint. Attachment A includes three sample letters: acknowledging receipt of the complaint, substantiating the complaint, and unsubstantiating the complaint.

VCTC Title VI Complaint Forms

Ventura County Transportation Commission Title VI Complaint Form	
Title VI of the 1964 Civil Rights Act requires 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 benefit 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:	
VCTC Transit Director 751 E. Daily Drive #420 Camarillo, CA 93010	
1. Complainants 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: <input type="checkbox"/>	
b. National Origin: <input type="checkbox"/>	
7. 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: <input type="checkbox"/> No: <input type="checkbox"/>	
If yes, check each box that applies:	
<input type="checkbox"/> Federal agency; <input type="checkbox"/> Federal court; <input type="checkbox"/> State agency; <input type="checkbox"/> State court; <input type="checkbox"/> Local agency	

Ventura County Transportation Commission

Title VI Complaint Form (cont.)

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

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

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

Ventura County Transportation Commission

Título VI Forma de Queja

El Título VI de los derechos civiles de 1964 exige que "Ninguna persona en los Estados Unidos, por motivos de raza, color o origen nacional, ser excluido de la participación en, ser negado los beneficios de, o ser objeto de discriminación bajo cualquier programa o actividad que reciba asistencia financiera federal."

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

Complete y devuelva esta forma a:

VCTC Transit Director
751 E. Daily Drive #420
Camarillo, CA 93010

1. Nombre del reclamante: _____
2. Dirección: _____
3. Ciudad: _____ Estado: _____ Código Postal: _____
4. Número de teléfono (casa): _____ (negocio): _____
5. Persona de discriminación (si alguien que no sea el reclamante):
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 ocurrió y a quien usted cree que fue responsable. Por favor use otra página (o atrás de la forma) si se necesita espacio.
9. ¿Ha presentado esta queja con cualquier otra agencia gubernamental, o con algún tribunal federal o estatal? Sí: ☐ No: ☐
Si la respuesta es sí, marque cada caja que se aplica:
☐ agencia federal; ☐ tribunal federal; ☐ organismo estatal; ☐ tribunal estatal; ☐ agencia local

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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 incluir cualquier material escrito o otra información que usted cree es pertinente a su queja.

Firma del Reclamante

Fecha

Transit-Related Title VI Investigations, Complaints, and Lawsuits

The Ventura County Transportation Commission has had no Title VI discrimination complaints filed in the past 15 years.

Public Participation Plan

Purposes of This Plan

This Public Participation Plan was created during the development of VCTC's Title VI Program. This plan includes strategies for VCTC's outreach and participation activities. Of particular importance, this plan includes enhancing strategies for engaging minority and Limited English Proficient (LEP) individuals in VCTC's transportation-related planning efforts to ensure that all groups are represented, and their needs considered.

VCTC serves the county of Ventura consistently and in the most cost-efficient and appropriate manner. Through conversation and collaboration with riders, prospective riders, and the larger community, VCTC assesses the quality of its service, measures potential impacts to the community from VCTC's transportation-related initiatives or proposed initiatives, and ensures that it is providing a valuable and accessible service.

Public Participation Process

Approach to Public Participation

The public participation process should be considered at the earliest stages of any transit project that may impact the community, transit riders, and potential transit riders. The public participation process and extent of public participation varies for each project. The following sections outline tools and strategies to ensure that public input is invited and all foreseeable impacts to the community are considered.

At the beginning of a project, staff will identify appropriate and effective strategies and develop an approach. For contracted projects, the Request for Proposal (RFP) requirements and criteria for scoring proposals will include the development of that project's Public Participation Process.

Outreach Requirements and Activities

The following activities are intended to serve as guidelines for minimum levels of outreach to ensure that all residents, transit riders, and potential transit riders have equal access and opportunity to participate in transportation planning and decision-making. These also provide strategies for soliciting input and engaging various communities, including racial minorities and LEP individuals.

Minimum Outreach Requirements

1. Notices for public events may include posters, email blasts to agency-level stakeholders, media releases to local papers, slides for City TV stations, social media posting, or radio announcements if funding allows.
2. Notices will be posted one week prior to the event.

3. Notices will be posted at the VCTC offices, on buses, and major transfer points or stations along affected routes.
4. Notices will be posted on www.goventura.org and may include other online tools such as mobile apps, GTFS Realtime Alerts and other real-time information public systems.
5. Comments will be accepted at public events, by mail, by email, and by phone.

Outreach Methods to Engage Minority and Limited English Proficient Populations

1. VCTC will produce its transit schedules in English and Spanish.
2. VCTC will develop and post notices in English and Spanish.
3. VCTC will cultivate relationships with community groups and agencies that serve LEP populations.
4. VCTC will distribute event information to community groups and agencies that work with LEP populations.
5. VCTC will employ bilingual staff who can translate for LEP individuals that speak Spanish.
6. VCTC will ensure that non-English language interpretation is available at public transit meetings or workshop.
7. VCTC will attend existing community meetings and activities to invite participation from LEP populations who may not attend VCTC hosted public meetings

VCTC annually holds transit listening sessions in the evenings in the Heritage Valley, the cities of Moorpark, Camarillo and Thousand Oaks to receive input from these communities, in addition to meetings held at the VCTC meeting site in Camarillo. The Heritage Valley and the City of Oxnard are the two areas in the county with substantial minority and Spanish speaking populations. Bilingual staff participates at all transit related public meetings, and an announcement is made in Spanish as well as English regarding the availability of staff to translate or interpret for the LEP attendees.

When VCTC considers fare changes, it takes several actions including:

- Issuing press releases to all media outlets in English and Spanish
- Advertising in English and Spanish publications
- Surveying riders in English and Spanish
- Making staff available to community groups and schools

Transit staff works with the community groups who represent and coordinate the low-income communities, including CAUSE, and more traditional organizations such as the County Human Services Authority and the Area Agency on Aging

As discussed in the Language Assistance Plan (Table 2 on page 17), 39% of people five years or older in Ventura County speak a language at home other than English. Spanish is the most common language spoken by those who do not speak English very well with 31% of the population speaking Spanish. Twelve percent of the population speaks Spanish at home and *‘Speak English less than “very well”’*.

The Safe Harbor Provision of Title VI covers languages spoken by over 5% of the population (about 40,000 people) or 1,000 individuals, whichever is less. A "safe harbor" means that if a recipient provides written translations for these emerging languages, it will be considered strong evidence of compliance with the recipient's written-translation obligations. There are five emerging language groups in Ventura County that fall under the Safe Harbor Provision. They are Tagalog, spoken by 3,543 individuals (0.4% of the population), Chinese, spoken by 3,521 individuals (0.4%) and Korean, spoken by 1,556 individuals (0.2%), Vietnamese, spoken by 1,969 individuals (0.3%) and Punjabi, spoken by 992 individuals (0.1%).

Summary of Outreach Efforts Made Since 2018

Recurring Outreach Efforts

VCTC Intercity and Valley Express Bus & Dial-A-Ride schedules are bilingual English/Spanish brochures.

VCTC Intercity schedules are available upon request and at the following locations:

- VCTC Intercity buses
- VCTC Main Office/Regional Transit Information Center
- City Halls
- Public Libraries
- Oxnard Transportation Center
- On VCTC's website

Valley Express Bus & Dial-A-Ride schedules are available upon request and at the following locations:

- VCTC Main Office/Regional Transportation Information Center
- On the Valley Express buses
- On the Valley Express website
- Santa Paula City Hall
- Fillmore City Hall

In addition, VCTC translates all vital transit-related material into Spanish.

Recent Project-Related Outreach

Unmet Transit Needs – VCTC is required by State statute to conduct a Public Hearing to solicit information on transit needs each year.

Summary of Outreach Efforts Made Since 2018

2018 – May – Title VI Fare Equity Survey Report – On-board passenger surveys took place in September 2017 to gather passenger information regarding fare payment methods and

demographic information in support of federal Title VI requirements.

Sept – VCTC Intercity Fare Pricing Public Hearing.

2019 – April – Origin/Destination, Transfer, and Customer Satisfaction Surveys - On-board passenger surveys to better understand travel patterns, customer perceptions, and demand for public transit service.

2020 – June – Triennial Performance Audits - Independent and objective performance review of Ventura County's transit operators and VCTC in its role as RTPA.

Nov – 101 Communities Connected (U.S. 101 Multi-Modal Corridor Study) - This multi-modal corridor study analyzes demographic and economic data, considers existing and future land use, and inventories planned transportation infrastructure projects throughout the US 101 Corridor.

2021 – Plans and Studies In Progress

Public Transit-Human Services Transportation Coordinated Plan – Documents mobility needs and gaps of seniors, persons with disabilities, and persons of low-income.

Freight Corridor Study – To identify and prioritize the most significant freight corridors for safer, more efficient, and sustainable freight connections.

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Language Assistance Plan

This Language Assistance Plan was developed during the process of preparing the VCTC Title VI Program to ensure that VCTC services are accessible to Limited English Proficient (LEP) individuals. LEP is defined as having a limited ability to read, write, speak or understand English. In compliance with regulations from the U.S. Department of Transportation, and to avoid discrimination against LEP persons on the grounds of national origin, VCTC will take reasonable steps to ensure that all persons have meaningful access to its programs, services, and information, free of charge.

The plan has been prepared in accordance with:

- Title VI of the Civil Rights Act of 1964, Federal Transit Administration Circular 4702.1B dated October 1, 2012, which prohibits discrimination against individuals based on race, color, and national origin and includes meaningful access to LEP customers.
- Executive Order 13166, titled “Improving Access to Services for Persons with Limited English Proficiency (August 2000)”, indicates that differing treatment based upon a person’s inability to speak, read, write or understand English is a type of national origin’s 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. This order applies to VCTC as both a recipient of Federal transit funds and as a programming agency responsible to distribute Federal transit funds to the different public and private transportation providers in this region.

VCTC’s Title VI Program was prepared in May 2021 in accordance with FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients, October 1, 2012. VCTC Title VI Program Administrator is:

Peter De Haan, Director of Programming
Ventura County Transportation Commission
751 E. Daily Drive #420
Camarillo, CA 93010
805.642.1591
Email: Pdehaan@goventura.org

More information about Ventura County Transportation Commission’s Title VI Program is available at:
<https://www.goventura.org/vctc-transit/riding-vctc/>

Overview of VCTC

VCTC has evolved to administer and act as:

- **Regional Transportation Planning Agency (RTPA).** VCTC is responsible for multi-modal transportation planning, programming, and fund allocation, as required by the state statutes. This includes the annual allocation of Transportation Development Act funds, as well as all federal and local funds for highway, transit, rail, bicycle and other transportation projects.
- **Congestion Management Agency (CMA).** The Cities and County have designated VCTC as the CMA for Ventura County. In this capacity, VCTC is responsible for the development and implementation of the countywide Congestion Management System (CMS) required in all urban counties. In the past, the State of California and the federal government required the CMA to prepare a Congestion Management Program (CMP), which provides local agencies and private developers the procedures and tools necessary to manage and decrease traffic congestion in the County. Although this is no longer a state-level requirement, VCTC continues to update and monitor its CMP.
- **Consolidated Transportation Services Agency (CTSA).** VCTC is the state mandated facilitator charged with the development and implementation of regional coordination of transit and paratransit services and improvement of social service transportation to seniors, persons with disabilities, the young and the low-income disadvantaged.
- **Airport Land Use Commission (ALUC).** In this capacity, VCTC is responsible under state law to protect public health, safety, and welfare by ensuring that vacant lands in the vicinity of airports are planned and zoned for uses compatible with airport operations.
- **Ventura County Service Authority for Freeway Emergencies (SAFE).** As the SAFE, VCTC is responsible for the installation, operation, and administration of the system of roadside call boxes in Ventura County that is financed by a \$1.00 per year fee on all motor vehicles registered within the county.
- **County Transportation Commission (CTC).** As the CTC, VCTC leverages state and federal transportation dollars and provides assistance during project implementation. VCTC's responsibilities include preparing the State Transportation Improvement Program (STIP) for submittal to the State, participation in the AB1246 Committee, performing short-range capital and service planning, and preparing long-range expenditure plans for transportation programs in the county.
- **County Transportation Authority (CTA).** VCTC was designated the CTA per California Public Utilities Code 130050.1. In the role as the CTA, VCTC determines the preferred method and distribution of sales tax revenue for transportation improvements, when applicable.
- **VCTC Intercity.** VCTC provides intercity bus service connecting the cities within Ventura county and between neighboring Santa Barbara and Los Angeles counties. With a fleet of 36 over-the-road coach buses, VCTC Intercity operates 1.5 million revenue miles and carries 650,000 passengers annually.¹ The cities served are Camarillo, Fillmore, Moorpark, Oxnard, Santa Paula, Simi Valley, Thousand Oaks, and Ventura.
- **Valley Express Transit Service.** VCTC manages and administers the Valley Express Transit Service, which serves the Heritage Valley including Santa Paula, Fillmore and Piru.

¹ Pre-Coronavirus numbers from Fiscal Year 2018-19

The County of Ventura, which VCTC serves, includes a population of about 850,000 persons residing in over 1,845 square miles of land. The county's make-up ranges from urban and suburban cities to rural towns and farming communities and varies significantly between the eastern and western portions of the county.

Language Assistance Goals

VCTC's goal is to provide meaningful access for LEP current and potential customers of VCTC services, information and materials by developing a Language Assistance Plan and by regular evaluation of its method and strategies.

Results of the Four Factor Analysis

In order to prepare this plan, VCTC undertook the U.S. Department of Transportation (U.S. DOT) four-factor LEP analysis which considers the following:

Factor 1 - The number or proportion of LEP persons to be served or likely to be encountered in a VCTC program, activity or service.

Factor 2 - The frequency with which LEP persons come in contact with VCTC programs, activities, or services.

Factor 3 - The nature and importance of programs, activities or services provided by VCTC to the LEP population.

Factor 4 - The resources available to VCTC and overall cost to provide LEP assistance.

A summary of the results of the VCTC four-factor analysis is below.

Factor 1: The number or proportion of LEP persons to be served or likely to be encountered in a VCTC program, activity, or service.

VCTC used American Community Survey (American Community Survey, 2019) and California's Department of Education (Attachment B) data to identify LEP populations within its service area. The American Community Survey² provides information on the number of people who '*Speak English less than "very well"*' also referred to as Limited English Proficient persons. The California Department of Education data compares student 'English Learners' populations with 'Fluent English Proficiency' populations to determine the number or proportion of LEP persons to be served or likely to be encountered in a VCTC program, activity, or service.

According to the 2019 survey results approximately 39% of the Ventura County population speak a language at home other than English with Spanish being the most common language spoken by those

² United States Census Bureau, American Communities Survey (ACS) – <https://www.census.gov/programs-surveys/acs>

who ‘*Speak English “less than very well”*’ (30.4%) (Table 1).

TABLE 1: American Community Survey Data

S1601: LANGUAGE SPOKEN AT HOME						
2019 American Community Survey 1-Year Estimates						
Ventura County, California						
	Total Population		Percent of specified language speakers			
			Speak English only or speak English "very well"		Speak English less than "very well"	
	Estimate	Percent	Estimate	Percent	Estimate	Percent
Population 5 years and over	798,683	-	684,256	85.7%	114,427	14.3%
Speak only English	488,893	61.2%	-	-	-	-
Speak a language other than English	309,790	38.8%	195,363	63.1%	114,427	36.9%
SPEAK A LANGUAGE OTHER THAN ENGLISH						
Spanish	243,198	30.4%	150,118	61.7%	93,080	38.3%
Other Indo-European languages	22,107	2.8%	17,800	80.5%	4,307	19.5%
Asian and Pacific Island languages	36,015	4.5%	22,286	61.9%	13,729	38.1%
Other languages	8,470	1.1%	5,159	60.9%	3,311	39.1%
CITIZENS 18 YEARS AND OVER						
All citizens 18 years old and over	572,857	-	524,320	91.5%	48,537	8.5%
Speak only English	397,755	69.4%	-	-	-	-
Speak a language other than English	175,102	30.6%	126,565	72.3%	48,537	0%
Spanish	131,853	23.0%	95,895	72.7%	35,958	27.3%
Other languages	43,249	7.5%	30,670	70.9%	12,579	29.1%

Table 2 shows the languages spoken at home by ability to speak English for persons five years of age and older. Of the 30.4% of the population that speak Spanish, 11.7% ‘*Speak English “less than very well”*’.

TABLE 2: American Community Survey Data

POPULATION 5 YEARS AND OVER - Universe: Population 5 years and over		
2019 American Community Survey 1-Year Estimates		
Ventura County, California		
	Populations	
	Estimate	Percent
Total:	798,683	
Speak only English	488,893	61.2%
Spanish:	243,198	30.4%
Speak English less than "very well"	93,080	11.7%
1. Tagalog (incl. Filipino):	14,116	1.8%
Speak English less than "very well"	3,543	0.4%
2. Chinese (incl. Mandarin, Cantonese):	7,711	1.0%
Speak English less than "very well"	3,521	0.4%
3. Korean:	2,790	0.3%
Speak English less than "very well"	1,556	0.2%
4. Vietnamese:	3,422	0.4%
Speak English less than "very well"	1,969	0.2%
5. Punjabi:	1,620	0.2%
Speak English less than "very well"	992	0.1%

As mentioned above, VCTC also used data from the California's Department of Education to identify LEP populations within its service area. The California Department of Education's survey provides an additional source of data to identify possible LEP populations. While the State's school data has its shortcomings -- missing households and individuals without school age children; double counting households with two or more children in the schools; and in some cases, missing households where the school children are fluent in English, but other members of the household are not-- it does provide valuable information about minority and immigrant populations.

Looking at the county totals based on data from the California Department of Education's annual census of students, the most frequently spoken language other than English is Spanish. Ventura County's 2019 – 2020 school year data show a student population of 135,312. The number of Spanish speaking English Learners is 25,592 (18.9 percent of the total school population). The next largest groups of non-English speakers were Mixteco (which may not have an accepted written form), 939 (0.7%); Filipino, 223 (0.2%); Arabic, 172 (0.13%); and Vietnamese, 158 (0.12%).

Given the very low percentages of people who *'Speak English less than "very well"'* other than Spanish language speakers, and the fact that that in the past 18 years, VCTC has reported no phone calls, office walk-ins, or written requests for languages other than English or Spanish, at this time there are no plans to expand the printed materials beyond those two languages. VCTC added Google Translate to its web site to allow visitors to read translations of its web pages. The translation of individual documents will be provided upon request.

Factor 2: The frequency with which LEP persons come in contact with VCTC programs, activities or services.

VCTC works with local advocacy groups such as Central Coast Alliance United for a Sustainable Economy (CAUSE) and One Step A La Vez to inform LEP populations.

Although Title VI regulations for LEP individuals cover only written materials, a Spanish interpreter is available at the annual Unmet Transit Needs community meetings, virtual meetings, and Public Hearings. VCTC's Regional Transit Information Center (RTIC) employs bilingual staff to field transit-related phone calls within Ventura County. The majority of calls received are in English and 11% of calls received are in Spanish.

VCTC Intercity (contracted with RATP Dev.) dispatch and the Valley Express Bus & Dial-A-Ride (contracted with MV Transportation) reservation center have bilingual staff members. For RATP Dev, Sixty-seven percent (67%) of the drivers, 100% of the dispatchers, and 75% of management are bilingual speaking Spanish, Iranian, and Indian. Valley Express Bus & Dial-A-Ride operates in non-urban portions of the Santa Clara River Valley. The breakdown of Spanish speaking staff: drivers (50%), dispatchers (80%), and management (66.6%).

VCTC prints vital materials in English and Spanish including but not limited to: ADA applications, notices of denial, and complaint forms; photo/media consent forms; rider alerts of decreased service; surveys; and the Unmet Transit Needs process information.

Vital written documents include, but are not limited to, consent and complaint forms; intake and application forms with the potential for important consequences; written notices of rights; notices of denials, losses, or decreases in benefits or services; and notices advising LEP individuals of free language assistance services. Examples of vital documents include an ADA complementary paratransit eligibility application, a Title VI complaint form, notice of a person's rights under Title VI, and other documents that provide access to essential services. Failure to translate these vital documents could result in a recipient denying an eligible LEP person access to services and discrimination on the basis of national origin.

The frequency that LEP persons encounter VCTC Intercity transit programs, activities, or services varies by individual circumstances. A very small proportion of the population uses regional or local transit services. According to the American Community Survey 2019 estimates, only about one percent of 'Workers 16 years or over' use public transportation as a means for workplace travel. Transit is used by people to access medical facilities, shopping centers, educational facilities, government resources, homeless shelters, to visit friends and family however, the number of transit users is still relatively small.

S0804: MEANS OF TRANSPORTATION TO WORK BY SELECTED CHARACTERISTICS FOR WORKPLACE GEOGRAPHY 2019 American Community Survey 1-Year Estimates Ventura County, California							
	Total	Car, truck, or van -- drove alone		Car, truck, or van -- carpooled		Public transportation (excluding taxicab)	
	Estimate	Estimate	Percent	Estimate	Percent	Estimate	Percent
Workers 16 years and over	366,615	290,246	79%	36,239	10%	3,016	1%

Factor 3: The nature and importance of programs, activities, or services provided by VCTC to the LEP population.

VCTC understands that its services are used for transportation to work, school, shopping, medical appointments and other quality-of-life activities. For transit-dependent individuals, VCTC transit services are extremely important. For this reason, VCTC is committed to translating vital documents relating to its service. Vital documents are those that demonstrate where and how to use VCTC Intercity bus, how to access services and additional information, and information about VCTC's Title VI program. At this time VCTC does not have the funds required to translate all written materials -- such an undertaking would incur substantial costs and require substantial resources.

In addition, VCTC will continue to offer language interpretation at public meetings when requested. Providing interpretation services to allow LEP populations to participate by obtaining information about VCTC services has been a core activity at VCTC since its creation.

Factor 4: The resources available to VCTC and overall cost to provide LEP assistance.

As VCTC serves a vast area, outreach is varied and event specific. VCTC Public Participation Plans for various projects lay out the types of public outreach activities that will be undertaken for the various

levels of public events. VCTC will continue working with local advocacy groups like CAUSE to ensure contact with LEP populations; there is little to no cost to the agency to do this although it does take time.

Implementation Plan

Language Assistance Measures

VCTC will continue to use a variety of techniques or practices to provide meaningful, early and continuous opportunities for all interested Ventura County residents to participate in the dialogue that informs key decisions, regardless of language barriers. This is done in a number of ways, including:

General Measures or Practices

- Review prior experiences with LEP populations to determine the language services needed.
- Robust use of maps, charts, and photographs to illustrate trends, choices being debated, etc.
- Translate to Spanish various printed materials for the transit services provided by VCTC including but not limited to VCTC Intercity services; Valley Express Bus & Dial-A-Ride services; fare media and other farebox information; transit seat drops; freeway call box information; ADA certification materials and services; community outreach event notices; and regional Rideshare materials.
- Work to involve non-profit groups that advocate for persons with limited English proficiency.
- Identify areas within the service area with high concentrations of LEP individuals.
- Include LEP populations in transit rider surveys.
- Translation of vital documents including certain news releases, brochures, fact sheets and Unmet Transit Needs notices.
- All translated documents will be posted onto the VCTC website.
- Ensure competency of translators; have interpreters available, if requested 3 days in advance (72 hours) at meetings.
- Employ multi-lingual staff at the VCTC Regional Transit Information Center.
- Encourage multi-lingual transit dispatch staff and transit operators (as of March 2021):
- Valley Express: 50% of the drivers and 80% of the dispatchers and are bilingual in English and Spanish.
- VCTC Intercity: 67% of the drivers are bilingual -- Spanish (67%) and Iranian (3%). All VCTC Intercity dispatchers speak Spanish and English.

Local Community Media

- Work with Spanish language media outlets to place articles about VCTC's work or announce participation opportunities.
- Purchase display ads in Spanish language community newspapers to announce public hearings.

Outreach Techniques

When staff prepares a document or schedules a meeting for which the target audience is expected to

include LEP individuals then documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population. Interpreters may be available as needed.

VCTC will continue to develop relationships with organizations that serve LEP individuals.

Monitoring and Updating of the Language Assistance Plan (LAP)

VCTC will monitor requests for translations and adjust practices to meet demand while maintaining a basic level of access by LEP populations to key programs and documents. VCTC's Language Assistance Plan (LAP) will be updated periodically as required by U.S. DOT and as needed to reflect significant changes. At minimum, the plan will be reviewed and updated when data from new ACS counts are available, or when it is clear that higher concentrations of LEP individuals are present in Ventura County. Updates will include the following:

- How the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area per the latest Census reports at the community level.
- Determination as to whether the need for translation services has changed or whether a change in the contractor used for translation services is warranted based on geographical proximity or availability at times needed.
- Determine whether VCTC's financial resources are sufficient to fund bilingual or multi-lingual language assistance resources needed.
- Determine whether VCTC has fully complied with the goals of this LAP Plan.
- Determine whether complaints have been received concerning VCTC's failure to meet the needs of LEP individuals.
- Regularly assess the effectiveness of how VCTC communicates with LEP individuals through use of surveys, conversations with advocacy groups etc.

Staff Training

VCTC works to instill its staff with an awareness of and sensitivity to the needs of LEP residents. The following training will be provided to VCTC staff:

1. Information on the VCTC Title VI Procedures and LEP responsibilities.
2. Description of language assistance services offered to the public.
3. Documentation of language assistance requests
4. How to handle a potential Title VI/LEP complaint

Dissemination of the VCTC Language Assistance Plan

A link to the VCTC LAP and the Title VI Procedures is included on the VCTC website at <https://www.goventura.org/vctc-transit/riding-vctc/#title-vi>

Any person or agency may request a copy of the plan via telephone, fax, mail, e-mail or in person and shall be provided a copy of the plan at no cost. LEP individuals may also request translated copies of

the plan.

Questions or comments regarding the LAP may be submitted to the Ventura County Transportation Commission, Title VI Coordinator:

Attn: Peter De Haan, Director of Programming
Ventura County Transportation Commission

751 E. Daily Drive #420
Camarillo, CA 93010
Office: 805.642.1591
Email: pdehaan@goventura.org

Membership of Non-Elected Committees and Councils

While VCTC does have transit-related, non-elected advisory committees, VCTC does not have control on appointing members, therefore, this requirement does not apply to VCTC.

The Commission is established by California State law; 15 of the Commission members are elected members, the remaining two members are appointed by the County Board of Supervisors (1) and the Mayors' selection committee (1). The one ex-officio board member, appointed by the Governor, is usually the California Transportation Department of Transportation District 7 Director.

The VCTC also has monthly meetings of the Transit Operators Advisory Committee (TRANSCOM), which includes City staff, the County staff, and the other transit operators in Ventura County. Each member agency appoints its own representatives.

As required by state law, VCTC has a Citizens Transportation Advisory Committee/Social Services Transportation Advisory Committee (CTAC/SSTAC) which meets quarterly. Two members of the CTAC/SSTAC are citizens appointed by the individual jurisdictions in Ventura County.

The Coastal Express Technical Advisory Committee meets as needed. Its members include representatives of VCTC, Gold Coast Transit District, Santa Barbara County Association of Governments, and Santa Barbara Metropolitan Transit District.

The Heritage Valley Policy Advisory Committee and Technical Advisory Committee each meet at least twice a year. Members include representatives of VCTC, City of Fillmore, City of Santa Paula and the County of Ventura.

Description of Subrecipient Monitoring and Schedule of Subrecipient Title VI Program Submissions

In accordance with 49 CFR 21.9(b), and to ensure that subrecipients are complying with the DOT Title VI regulations, primary recipients must monitor their subrecipients for compliance with the regulations. Importantly, if a subrecipient is not in compliance with the Title VI requirements, then the primary recipient is not in compliance.

The Director of Programming is responsible for all subrecipient monitoring. VCTC monitors its subrecipients by ensuring that each entity meets the criteria outlined in Chapter III of Title VI Circular 4702.1B. VCTC has collected and reviewed the subrecipients' Title VI Programs which were approved by the subrecipients' governing board. VCTC also reviewed the subrecipients' website and confirmed that their Title VI Notice, Title VI complaint process and Title VI complaint form are available to the public.

VCTC's subrecipients must submit a copy of their Title VI Program triennially prior to the due date of VCTC's Title VI Program submission to the FTA. VCTC staff monitors the submissions.

Each VCTC subrecipient Title VI Program includes the following:

1. A copy of the Title VI notice to the public that indicates the subrecipients' compliance with Title VI and informs the public of the protections against discrimination afforded to them by Title VI.
2. A copy of the subrecipients' instructions to the public explaining how to file Title VI complaints, including a copy of the complaint form.
3. A list of any public transportation-related Title VI investigations, complaints, or lawsuits filed with the subrecipient. The list only contains investigations, complaints, or lawsuits that pertain to allegations of discrimination on the basis of race, color, or national origin.

Title VI Equity Analysis – Facility

Since 2015 no operational or maintenance facilities have been constructed or are planned before the next Title VI cycle.

Commission Approval of Resolution # 2021-04

Additional Information for Fixed Route Transit Providers

VCTC Intercity bus operates fewer than 50 fixed route vehicles in peak service.

System-Wide Service Standards

In order to comply with 49 CFR Section 21.5(b)(2) and 49 CFR Section 21.5(b)(7), Appendix C to 49 CFR part 21, VCTC is required to adopt system-wide service policies necessary to guard against service design and operational policies that have disparate impacts. System-wide policies differ from service standards in that they are not necessarily based on a quantitative threshold. Below are the current standards and policies:

Vehicle load for each mode

Vehicle Load or load factor is a ratio of the number of seats on a vehicle to the number of passengers. Load factor is an indicator of the extent of probable overcrowding or the need for additional vehicles. It is also a means to determine whether the level of service on a particular route at a particular time is adequate to assure a level of service deemed appropriate for the transit system. As a service standard, load factor is typically expressed as a ratio (e.g., 1:1 or 1 seat for every 1 passengers). The load factor is determined by taking the number of seats on a specific route which pass the peak point during the peak hour and dividing that into the number of passengers that are actually carried past that point during that hour. Vehicle loads are monitored for all routes to determine if additional vehicles are needed to avoid overcrowding. If load factors are exceeded on a regular basis, VCTC will consider adjustments to the schedule.

VCTC Intercity: Vehicle load shall not exceed 1:1 for VCTC Intercity service,

Valley Express: Vehicle load shall not exceed 1:1 for Valley Express fixed-route vehicles.

Vehicle headway for each mode

Vehicle headway is a measurement of the time interval between two vehicles traveling in the same direction on the same route. The frequency of service is a general indication of the level of service provided along a route and a factor in the calculation of the amount of travel time expended by a passenger to reach their destination. It is generally expressed for peak and off-peak service as an increment of time.

Local bus service is usually more frequent than intercity bus service because the travel distance is generally longer on intercity buses. This is the case for VCTC Intercity services that traverse the county and neighboring counties to connect with other bus operations and commuter rail.

VCTC Intercity: Scheduled VCTC Intercity headways ranged from less than 30 minutes during peak hours to over two hours for the longer limited runs. Because service to both LA and Santa Barbara counties is limited, the minimum headways standard shall apply only to VCTC Intercity “intra-county” routes operating within Ventura County. The variation in headways between VCTC Intercity routes and time of day is largely based on the travel patterns and needs of commuters in the county matched with available funding to operate the service. For “intra-county” routes, peak period headways will be a maximum 120 minutes, Monday through Fridays. Where offered, peak period weekend headways will be maximum 120 minutes. Off peak service headways will be maximum 240 minutes.

Valley Express: Peak period headways will be maximum 120 minutes, Monday through Fridays. Where offered, peak period weekend headways will be 120 minutes. Off peak service headways will be maximum 240 minutes.

On-time performance for each mode

VCTC Intercity: 85% of all runs on time (defined as no more than 8 minutes late). No buses shall arrive ahead of schedule.

Valley Express Fixed Route: 95% of all runs on time (defined as no more than 15 minutes late). No buses shall arrive ahead of schedule.

Service availability for each mode

VCTC Intercity: Commuter bus service differs from local transit systems in that intercity buses run longer distances and make fewer stops to pick up passengers. The VCTC Intercity buses run long distances to connect with local transit systems that serve population centers that are geographically distributed throughout the county. All local municipal bus systems have access to VCTC Intercity Bus services by connecting at the most convenient locations for patronage while keeping stops to a minimum for quicker cross-county connections. The common standard used by local transit systems -- normally measured in the distance a person must travel to access transit -- does not work for VCTC intercity services. Making VCTC Intercity available for connection to local transit systems shall be considered providing reasonable access to the VCTC Intercity bus system.

Valley Express Bus & Dial-A-Ride: Operates in the communities of Fillmore and Santa Paula, provides both a fixed route service and a general public Dial-A-Ride service. In addition, the Valley Express provides complementary ADA paratransit services within the Valley Express service area.

Service Policies – Transit Amenities

The VCTC Intercity bus system is a regional commuter system and relies on facilities provided by local transit agencies, Cities, the County, and others for bus stop locations. VCTC selects intercity stop locations to ensure equal access to these amenities by the public.

VCTC Intercity has not installed bus stops or shelters at stop locations and has no plans to do so in the future. All bus stop amenities and bus shelter locations are determined by the jurisdictions which own and control the sites. Most VCTC Intercity bus stops are at locations shared with the local transit provider. Working with local agencies, VCTC makes every effort to place an infopost and sign-blade at every stop.

Any benches, shelters and facilities that exist where VCTC Intercity bus provides service have been provided by another entity, except for the Camarillo and East Ventura (Montalvo) Metrolink stations owned by VCTC. GOVCbus, the real-time bus locating technology, is available online (www.GOVcbus.com), via text (41411) or app (iOS and Android), and telephone (805.430.0298).

Significant transit amenities that have been added since the last report include the distribution of masks to passengers, moving forward with the installation of a contactless fare payment system, and suspending fares to eliminate touchpoints as a result of the COVID-19 pandemic.

Service Policies – Vehicle Assignment

All 36 of the VCTC Intercity buses are similar, 45' over-the-road motor coaches. Because of this, all buses are interchangeable; vehicle assignments are done in a manner that ensures rotation of fleet vehicles throughout all the routes in the VCTC Intercity system.

The Valley Express fleet is made up of five large cutaways and ten small cutaways. Based on capacity, the larger vehicles are assigned to fixed route and the smaller vehicles are assigned to Dial-a-Ride service; vehicle assignments are done in a manner that ensures rotation of fleet vehicles throughout the service area.

Sample Letter Acknowledging Receipt of Complaint

Today's Date

Ms. Jo Doe
1234 Main St.
Ventura, CA 93001

Dear Ms. Doe:

This letter is to acknowledge receipt of your complaint against the Ventura County Transportation Commission alleging _____ .

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office.

Sincerely,

Peter De Haan
Title VI Coordinator
Director of Programming
VCTC
751 E. Daily Drive #420
Camarillo, CA 93010
Office: 805-642-1591
Email: pdehaan@goventura.org

Sample Letter Notifying Complainant that the Complaint Is Substantiated

Today's Date

Ms. Jo Doe
1234 Main St.
Ventura, CA 93001

Dear Ms. Doe:

The matter referenced in your letter of _____ (date) against the Ventura County Transportation Commission alleging Title VI violation has been investigated.

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

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

Sincerely,

Peter De Haan
Title VI Coordinator
Director of Programming
VCTC
751 E. Daily Drive #420
Camarillo, CA 93010
Office: 805-642-1591
Email: pdehaan@goventura.org

Sample Letter Notifying Complainant that the Complaint Is Not Substantiated

Today's Date

Ms. Jo Doe
1234 Main St.
Ventura, CA 93001

Dear Ms. Doe:

The matter referenced in your complaint of _____ (date) against the Ventura County Transportation Commission (VCTC) alleging _____ has been investigated.

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

The Ventura County Transportation Commission has analyzed the materials and facts pertaining to your case for evidence of the VCTC's failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated.

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

You have the right to 1) appeal within seven calendar days of receipt of this final written decision from Ventura County Transportation Commission, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration at:

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

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

Sincerely,

Peter De Haan, Title VI Coordinator
Director of Programming
VCTC
751 E. Daily Drive #420
Camarillo, CA 93010
Office: 805-642-1591
Email: pdehaan@goventura.org



English Learner (EL) students (*formerly known as Limited-English-Proficient or LEP*)

This report lists the number and percent of total enrollment for EL students. EL students are those students for whom there is a report of a primary language other than English on the state-approved *Home Language Survey* **and** who, on the basis of the state approved oral language (grades K-12) assessment procedures and including literacy (grades 3-12 only), have been determined to lack the clearly defined English language skills of listening comprehension, speaking, reading, and writing necessary to succeed in the school's regular instructional programs.

California Department of Education
 Educational Demographics Office
 Prepared: 3/1/2021 10:14:12 AM

Year: 2019-20

County: 56
 VENTURA

State Name: California
 State Enrollment: 6,163,001
 County Code: 56
 County Name: Ventura County

**Ventura County
 Language Group Data - Countywide**

Language	Total Enrollment	Number of English Learners (EL)	Number of Fluent English Proficient (FEP) Students	Total Number of EL and FEP Students	Percent of Total Enrollment that is EL and FEP
Spanish		25,592	23,827	49,419	36.52%
Mixteco		939	389	1,328	0.98%
Filipino (Pilipino or Tagalog)		223	506	729	0.54%
Mandarin (Putonghua)		133	474	607	0.45%
Other non-English languages		109	481	590	0.44%
Vietnamese		158	342	500	0.37%
Arabic		172	211	383	0.28%
Farsi (Persian)		80	214	294	0.22%
Korean		58	195	253	0.19%
Russian		60	181	241	0.18%
Hindi		59	178	237	0.18%
Telugu		59	128	187	0.14%
Hebrew		21	137	158	0.12%
Japanese		54	104	158	0.12%
Tamil		45	92	137	0.10%
German		34	103	137	0.10%
Punjabi		50	71	121	0.09%
Gujarati		22	91	113	0.08%
French		18	90	108	0.08%
Urdu		21	78	99	0.07%
Portuguese		26	70	96	0.07%
Cantonese		26	62	88	0.07%
Armenian		17	58	75	0.06%
Thai		24	38	62	0.05%
Bengali		11	35	46	0.03%
Italian		11	30	41	0.03%
Khmer (Cambodian)		7	34	41	0.03%
Zapoteco		36	1	37	0.03%
Marathi		10	27	37	0.03%
Dutch		12	24	36	0.03%
Pashto		15	20	35	0.03%
Turkish		15	17	32	0.02%
Polish		3	28	31	0.02%
Hungarian		7	19	26	0.02%
Albanian		6	19	25	0.02%

Kannada	6	19	25	0.02%	
Cebuano (Visayan)	7	13	20	0.01%	
Rumanian	5	14	19	0.01%	
Ilocano	10	8	18	0.01%	
Ukrainian	6	10	16	0.01%	
Indonesian	7	5	12	0.01%	
Samoan	2	9	11	0.01%	
Greek	1	7	8	0.01%	
Serbo-Croatian (Bosnian, Croatian, Serbian)		7	7	0.01%	
Assyrian	1	5	6	0.00%	
Lao	1	4	5	0.00%	
Swedish	4		4	0.00%	
Chaozhou (Chiuchow)		4	4	0.00%	
Bulgarian	1	3	4	0.00%	
Khmu		3	3	0.00%	
Tongan	1	2	3	0.00%	
Kurdish (Kurdi, Kurmanji)	3		3	0.00%	
Taiwanese	1	2	3	0.00%	
Somali	2		2	0.00%	
Burmese	1		1	0.00%	
Amharic		1	1	0.00%	
Lahu		1	1	0.00%	
Marshallese	1		1	0.00%	
Tigrinya	1		1	0.00%	
Kashmiri	1		1	0.00%	
Hmong		1	1	0.00%	
				0.00%	
Toishanese				0.00%	
Ventura County Total	135,312	28,195	28,492	56,687	41.89%
California State Total	6,163,001	1,148,024	1,407,927	2,555,951	41.47%