

---

**Title VI Plan and Procedures**  
**Title VI of the Civil Rights Act of 1964**



**Adopted date**

**January 24, 2019**

<b>TABLE OF CONTENTS</b>	<b>PAGE</b>
I. Introduction.....	3
II. Overview of Services.....	3
III. Policy Statement and Authorities.....	4
IV. Nondiscrimination Assurances to DRPT.....	5
V. Plan Approval Document.....	6
VI. Organization and Title VI Program Responsibilities.....	7
VII. Procedures for Notifying the Public of Title VI Rights and How to File a Complaint.....	10
VIII. Language Assistance Plan for Persons with Limited English Proficiency (LEP).....	15

**APPENDICES**

- A Title VI Notice to the Public; List of Locations
- B Title VI Complaint Form
- C Investigations, Lawsuits and Complaints Document
- D Summary of Outreach Efforts
- E Table – Minority Representation on Committees by Race

## I. INTRODUCTION

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

The Civil Rights Restoration Act of 1987 clarified the intent of Title VI to include all programs and activities of Federal-aid recipients, sub-recipients, and contractors whether those programs and activities are federally funded or not.

Recently, the Federal Transit Administration (FTA) has placed renewed emphasis on Title VI issues, including providing meaningful access to persons with Limited English Proficiency.

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

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

## II. OVERVIEW OF SERVICES

Established in 1978, Bay Aging has a diverse menu of services designed to help meet the needs of people of all ages. Some services are authorized by the Older Americans Act and as such are applicable only to older adults, while many others are available to people of all ages.

**Services include:** Options Counseling, Meals on Wheels, Care Transitions Intervention Coaching, In-Home Care, Personal Assistant, Veterans Directed Home and Community Services, Adult Day Break Centers (day care), Active Lifestyle Centers (senior centers), Medicare Insurance Counseling, Ombudsman, Senior Medicare Patrol, Senior Employment, Legal Aid, Retired and Senior Volunteer Program, Bay Transit, New Freedom Mobility Management, MedCarry, Emergency Home Repair, Weatherization, Indoor Plumbing Rehabilitation, Community Development Block Grant Substantial Housing Rehabilitation, Service Enriched Senior Apartment Communities and Housing Choice Voucher Program.

Bay Aging is the only Area Agency on Aging in Virginia that delivers Veterans-Directed Home and Community Services. Bay Aging contracts with Hunter McGuire Veterans Medical Center in Richmond to deliver home and community supports for veterans who are at risk of entering into a nursing care facility. These less costly services help the veterans stay at home far longer. Bay Aging staff also responds to veterans who live in other parts of Virginia.

Bay Transit, a service of Bay Aging, is the only federally funded public transportation provider in the Middle Peninsula and Northern Neck, and the counties of Charles City and New Kent. Bay Transit provides transportation for people to access jobs, health care, cancer/dialysis treatments and other therapy services and consumer services. New Freedom, a service of Bay Transit, gives seniors and people with disabilities access to transportation outside of Bay Transit’s normal service region and hours of operation. New Freedom is especially helpful for people seeking health care services in the cities of Richmond, Hampton, Newport News and Williamsburg.

### **III. POLICY STATEMENT AND AUTHORITIES**

#### **Title VI Policy Statement**

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

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

---

Signature of Authorizing Official

---

Date

#### **Authorities**

Title VI of the 1964 Civil Rights Act provides that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance (refer to 49 CFR Part 21). The Civil Rights Restoration Act of 1987 broadened the scope of Title VI coverage by expanding the definition of the terms “programs or activities” to include all programs or activities of Federal Aid recipients, sub recipients, and contractors, whether such programs and activities are federally assisted or not.

Additional authorities and citations include: Title VI of the Civil Rights Act of 1964 (42 U.S.C. Section 2000d); Federal Transit Laws, as amended (49 U.S.C. Chapter 53 et seq.); Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended (42 U.S.C. 4601, et seq.); Department of Justice regulation, 28 CFR part 42, Subpart F, “Coordination of Enforcement of Nondiscrimination in Federally-Assisted Programs” (December 1, 1976, unless otherwise noted); U.S. DOT regulation, 49 CFR part 21, “Nondiscrimination in Federally-Assisted Programs of the Department of Transportation—Effectuation of Title VI of the Civil Rights Act of 1964” (June 18, 1970, unless otherwise noted); Joint FTA/Federal Highway Administration (FHWA) regulation, 23 CFR part 771, “Environmental Impact and Related Procedures” (August 28,

1987); Joint FTA/FHWA regulation, 23 CFR part 450 and 49 CFR part 613, “Planning Assistance and Standards,” (October 28, 1993, unless otherwise noted); U.S. DOT Order 5610.2, “U.S. DOT Order on Environmental Justice to Address Environmental Justice in Minority Populations and Low-Income Populations,” (April 15, 1997); U.S. DOT Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient Persons, (December 14, 2005), and Section 12 of FTA’s Master Agreement, FTA MA 13 (October 1, 2006).

#### **IV. NONDISCRIMINATION ASSURANCES TO DRPT**

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from the Federal Transit Administration (FTA) must be accompanied by an assurance that the applicant will carry out the program in compliance with DOT’s Title VI regulations. This requirement is fulfilled when the Virginia Department of Rail and Public Transportation (DRPT) submits its annual certifications and assurances to FTA. DRPT shall collect Title VI assurances from sub-recipients prior to passing through FTA funds.

As part of the Certifications and Assurances submitted to DRPT with the Annual Grant Application and all Federal Transit Administration grants submitted to the DRPT, **Bay Aging** submits a Nondiscrimination Assurance which addresses compliance with Title VI as well as nondiscrimination in hiring (EEO) and contracting (DBE), and nondiscrimination on the basis of disability (ADA).

In signing and submitting this assurance, Bay Aging confirms to DRPT the agency’s commitment to nondiscrimination and compliance with federal and state requirements.

**V. PLAN APPROVAL DOCUMENT**

**We, the Board of Directors of Bay Aging, hereby acknowledge the receipt of the Bay Aging Title VI Implementation Plan. We have reviewed and approve the Plan. We are committed to ensuring that no person is excluded from participation in, or denied the benefits of Bay Aging’s transportation services on the basis of race, color, or national origin, as protected by Title VI according to Federal Transit Administration (FTA) Circular 4702.1B Title VI requirements and guidelines for FTA sub-recipients.**

\_\_\_\_\_  
Signature of Authorizing Official

\_\_\_\_\_  
DATE

**Stanley Clarke**

**Chairman of the Board of Directors**

**Bay Aging**

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

Bay Aging's Transit Director is responsible for ensuring implementation of the agency's Title VI program. Title VI program elements are interrelated and responsibilities may overlap. (Note, more than one official may be designated to serve as the Title VI official). The specific areas of responsibility have been delineated below for purposes of clarity.

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

The Title VI Manager and staff are responsible for coordinating the overall administration of the Title VI program, plan, and assurances, including complaint handling, data collection and reporting, annual review and updates, and internal education.

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

The Title VI Manager is charged with the responsibility for implementing, monitoring, and ensuring compliance with Title VI regulations. Title VI responsibilities are as follows:

1. Process the disposition of Title VI complaints received.
2. Collect statistical data (race, color or national origin) of participants in and beneficiaries of agency programs, (e.g., affected citizens, and impacted communities).
3. Conduct annual Title VI reviews of agency to determine the effectiveness of program activities at all levels.
4. Conduct Title VI reviews of construction contractors, consultant contractors, suppliers, and other recipients of federal-aid fund contracts administered through the agency.
5. Conduct training programs on Title VI and other related statutes for agency employees.
6. Prepare a yearly report of Title VI accomplishments and goals, as required.
7. Develop Title VI information for dissemination to the general public and, where appropriate, in languages other than English.
8. Identify and eliminate discrimination.
9. Establish procedures for promptly resolving deficiency status and writing the remedial action necessary, all within a period not to exceed 90 days.

## **General Title VI responsibilities of the agency**

The Title VI Manager is responsible for substantiating that these elements of the plan are appropriately implemented and maintained, and for coordinating with those responsible for public outreach and involvement and service planning and delivery.

### **1. Data collection**

To ensure that Title VI reporting requirements are met, Bay Aging will maintain:

- A database or log of Title VI complaints received. The investigation of and response to each complaint is tracked within the database or log.
- A log of the public outreach and involvement activities undertaken to ensure that minority and low-income people had a meaningful access to these activities.

### **2. Annual Report and Updates**

As a sub-recipient of FTA funds, Bay Aging is required to submit a Quarterly Report Form to DRPT that documents any Title VI complaints received during the preceding quarter and for each year. Bay Aging will also maintain and provide to DRPT an annual basis, the log of public outreach and involvement activities undertaken to ensure that minority and low-income people had a meaningful access to these activities.

Further, we will submit to DRPT updates to any of the following items since the previous submission, or a statement to the effect that these items have not been changed since the previous submission, indicating date:

- A copy of any compliance review report for reviews conducted in the last three years, along with the purpose or reason for the review, the name of the organization that performed the review, a summary of findings and recommendations, and a report on the status or disposition of the findings and recommendations
- Limited English Proficiency (LEP) plan
- procedures for tracking and investigating Title VI complaints
- A list of Title VI investigations, complaints or lawsuits filed with the agency since the last submission
- A copy of the agency notice to the public that it complies with Title VI and instructions on how to file a discrimination complaint

### **3. Annual review of Title VI program**

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

#### **4. Dissemination of information related to the Title VI program**

Information on our Title VI program will be disseminated to agency employees, contractors, and beneficiaries, as well as to the public, as described in the “public outreach and involvement “section of this document, and in other languages when needed according to the LEP plan as well as federal and State laws/regulations.

#### **5. Resolution of complaints**

Any individual may exercise his or her right to file a complaint if that person believes that he, she or any other program beneficiaries have been subjected to unequal treatment or discrimination in the receipt of benefits/services or prohibited by non-discrimination requirements. Bay Aging will report the complaint to DRPT within three business days (per DRPT requirements), and make a concerted effort to resolve complaints locally, using the agency’s Title VI Complaint Procedures. All Title VI complaints and their resolution will be logged as described under Section 1. Data collection and reported annually (in addition to immediately) to DRPT.

#### **6. Written policies and procedures**

Our Title VI policies and procedures are documented in this plan and its appendices and attachments. This plan will be updated periodically to incorporate changes and additional responsibilities that arise. During the course of the Annual Title VI Program Review (item 3 above), the Title VI Manager will determine whether or not an update is needed.

#### **7. Internal education**

Our employees will receive training on Title VI policies and procedures upon hiring and upon promotion. This training will include requirements of Title VI, our obligations under Title VI (LEP requirements included), and required data that must be gathered and maintained. In addition, training will be provided when any Title VI-related policies or procedures change (agency-wide training), or when appropriate in resolving a complaint.

**Title VI training is the responsibility of the Transit Director.**

#### **8. Title VI clauses in contracts**

In all federal procurements requiring a written contract or Purchase Order (PO), Bay Aging’s contract/PO will include appropriate non-discrimination clauses. The Title VI Manager will work with the Chief Financial Officer who is/are responsible for procurement contracts and PO’s to ensure appropriate non-discrimination clauses are included.

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

### **Requirement to Provide a Title VI Public Notice**

Title 49 CFR Section 21.9(d) requires recipients to provide information to the public regarding the recipient's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI. At a minimum, Bay Aging shall disseminate this information to the public by posting a Title VI notice on the agency's website and in public areas of the agency's office(s), including the reception desk, meeting rooms, in federally-funded vehicles, etc. (see Appendix A).

### **Title VI Complaint Procedures**

#### **Requirement to Develop Title VI Complaint Procedures and Complaint Form.**

In order to comply with the reporting requirements established in 49 CFR Section 21.9(b), all recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public. Recipients must also develop a Title VI complaint form. The form and procedure for filing a complaint shall be available on the recipient's website and at their facilities.

Any individual may exercise his or her right to file a complaint with Bay Aging if that person believes that he or she has been subjected to unequal treatment or discrimination in the receipt of benefits or services. We will report the complaint to DRPT within three business days (per DRPT requirements), and make a concerted effort to resolve complaints locally, using the agency's Nondiscrimination Complaint Procedures. All Title VI complaints and their resolution will be logged and reported annually (in addition to immediately) to DRPT.

**A person may also file a complaint directly with the Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> floor – TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.**

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

*Bay Aging/Bay Transit is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transportation services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1B. If you feel you are being denied participation in or being denied benefits of the transit services provided by Bay Aging/Bay Transit or otherwise being discriminated against because of your race, color, national*

*origin, gender, age, or disability, our contact information is:*

**Name: Ken Pollock**  
**Title: Transit Director**  
**Agency Name: Bay Aging/Bay Transit**  
**Address: PO Box 610, , VA 23175**  
**City: Urbanna, VA 23175**  
**Telephone Number: 804-758-2386 ext. 1238**  
**Email address: kpollock@bayaging.org.**

Instructions for filing Title VI complaints are posted on the agency's website and in posters on the interior of each vehicle operated in passenger service and agency's facilities, and are also included within Bay Transit's brochures (see Complaint Form, Appendix B).

## **Procedures for Handling and Reporting Investigations/Complaints and Lawsuits**

**Should any Title VI investigations be initiated by FTA or DRPT, or any Title VI lawsuits are filed against Bay Aging the agency will follow these procedures:**

### **Procedures**

1. Any individual, group of individuals, or entity that believes they have been subjected to discrimination on the basis of race, color, or national origin may file a written complaint with the Title VI Manager. The complaint is to be filed in the following manner:
  - a. A formal complaint must be filed within 180 calendar days of the alleged occurrence.
  - b. The complaint shall be in writing and signed by the complainant(s).
  - c. The complaint should include:
    - the complainant's name, address, and contact information
    - (i.e., telephone number, email address, etc.)
    - the date(s) of the alleged act of discrimination (if multiple days, include the date when the complainant(s) became aware of the alleged discrimination and the date on which the alleged discrimination was discontinued or the latest instance).
    - a description of the alleged act of discrimination
    - the location(s) of the alleged act of discrimination (include vehicle number if appropriate)
    - an explanation of why the complainant believes the act to have been discriminatory on the basis of race, color, and national origin
    - if known, the names and/or job titles of those individuals perceived as parties in the incident
    - contact information for any witnesses
    - indication of any related complaint activity (i.e., was the complaint also submitted to DRPT or FTA?)

- d. The complaint shall be submitted to the Bay Aging Title VI Manager at PO Box 610, Urbanna, VA 23175 or kpollock@bayaging.org.
  - e. Complaints received by any other employee of Bay Aging will be immediately forwarded to the Title VI Manager.
  - f. In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Title VI Manager. Under these circumstances, the complainant will be interviewed, and the Human Resources Administrator will assist the complainant in converting the verbal allegations to writing.
2. Upon receipt of the complaint, the Title VI Manager will immediately:
    - a. notify DRPT (no later than 3 business days from receipt)
    - b. notify the Bay Aging Authorizing Official
    - c. ensure that the complaint is entered in the complaint database
  3. Within 3 business days of receipt of the complaint, the Title VI Manager will contact the complainant by telephone to set up an interview.
  4. The complainant will be informed that they have a right to have a witness or representative present during the interview and can submit any documentation he/she perceives as relevant to proving his/her complaint.
  5. If DRPT has assigned staff to assist with the investigation, the Title VI Manager will offer an opportunity to participate in the interview.
  6. The alleged discriminatory service or program official will be given the opportunity to respond to all aspects of the complainant's allegations.
  7. The Title VI Manager will determine, based on relevancy or duplication of evidence, which witnesses will be contacted and questioned.
  8. The investigation may also include:
    - a. investigating contractor operating records, policies or procedures
    - b. reviewing routes, schedules, and fare policies
    - c. reviewing operating policies and procedures
    - d. reviewing scheduling and dispatch records
    - e. observing behavior of the individual whose actions were cited in the complaint
  9. All steps taken and findings in the investigation will be documented in writing and included in the complaint file.
  10. The Title VI Manager will contact the complainant at the conclusion of the investigation, but prior to writing the final report, and give the complainant an opportunity to give a rebuttal statement at the end of the investigation process.
  11. At the conclusion of the investigation and **within 60 days** of the interview with the complainant, the Title VI Manager will prepare a report that includes a narrative description of the incident, identification of persons interviewed, findings, and recommendations for disposition. This report will be provided to the Authorizing Official, DRPT, and, if appropriate, Bay Aging's legal counsel.
  12. The Title VI Manager will send a letter to the complainant notifying them of the outcome of the investigation. If the complaint was substantiated, the letter will indicate the course of action that will be followed to correct the situation. If the complaint is determined to be unfounded, the letter will explain the reasoning, and refer the complainant to DRPT in the event the complainant wishes to appeal the determination. This letter will be copied to DRPT.
  13. A complaint may be dismissed for the following reasons:

- a. The complainant requests the withdrawal of the complaint.
  - b. An interview cannot be scheduled with the complainant after reasonable attempts.
  - c. The complainant fails to respond to repeated requests for additional information needed to process the complaint.
14. DRPT will serve as the appealing forum to a complainant that is not satisfied with the outcome of an investigation conducted by Bay Aging. DRPT will analyze the facts of the case and will issue its conclusion to the appellant according to their procedures.

## **Transportation-Related Title VI Investigations, Complaints, and Lawsuits**

### **Background**

All recipients shall 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.

This list shall include the date that the transportation-related Title VI 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 in response, or final findings related to the investigation, lawsuit, or complaint. This list shall be included in the Title VI Program submitted to DRPT every three years and information shall be provided to DRPT quarterly and annually (see Appendix C).

## **Public Outreach and Involvement**

### **PUBLIC PARTICIPATION PLAN**

#### **Introduction**

The Public Participation Plan (PPP) is a guide for ongoing public participation endeavors. Its purpose is to ensure that Bay Aging utilizes effective means of providing information and receiving public input on transportation decisions from low income, minority and limited English proficient (LEP) populations, as required by Title VI of the Civil Rights Act of 1964 and its implementing regulations.

Under federal regulations, transit operators must take reasonable steps to ensure that Limited English Proficient (LEP) persons have meaningful access to their programs and activities. This means that public participation opportunities, normally provided in English, should be accessible to persons who have a limited ability to speak, read, write, or understand English.

In addition to language access measures, other major components of the PPP include: public participation design factors; a range of public participation methods to provide information, to invite participation and/or to seek input; examples to demonstrate how population-appropriate outreach methods can be and were identified and utilized; and performance measures and objectives to ensure accountability and a means for improving over time.

Bay Aging established a public participation plan or process that will determine how, when, and how often specific public participation activities should take place, and which specific measures are most appropriate.

Bay Aging will make these determinations based on a demographic analysis of the population(s) affected, the type of plan, program, and/or service under consideration, and the resources available. Efforts to involve minority and LEP populations in public participation activities may include both comprehensive measures, such as placing public notices at all transit stations, stops, and vehicles, as well as targeted measures to address linguistic, institutional, cultural, economic, historical, or other barriers that may prevent minority and LEP persons from effectively participating in our decision-making process (see Appendix D).

## **VIII. LANGUAGE ASSISTANCE PLAN FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP)**

### **Introduction and Legal Basis**

LEP is a term that defines any individual not proficient in the use of the English language. The establishment and operation of an LEP program meets objectives set forth in Title VI of the Civil Rights Act and Executive Order 13116, Improving Access to Services for Persons with Limited English Proficiency (LEP). This Executive Order requires federal agencies receiving financial assistance to address the needs of non-English speaking persons. The Executive Order also establishes compliance standards to ensure that the programs and activities that are provided by a transportation provider in English are accessible to LEP communities. This includes providing meaningful access to individuals who are limited in their use of English. The following LEP language implementation plan, developed by Bay Aging is based on FTA guidelines.

As required, Bay Aging developed a written LEP Plan (below). Using 2010 and American Community Survey (ACS) Census data, Bay Aging has evaluated data to determine the extent of need for translation services of its vital documents and materials.

LEP persons can be a significant market for public transit, and reaching out to these individuals can help increase their utilization of transit. Therefore, it also makes good business sense to translate vital information into languages that the larger LEP populations in the community can understand.

### **Assessment of Needs and Resources**

The need and resources for LEP language assistance were determined through a four-factor analysis as recommended by FTA guidance.

#### **Factor 1: Assessment of the Number and Proportion of LEP Persons Likely to be Served or Encountered in the Eligible Service Population**

The agency has reviewed census data on the number of individuals in its service area that have limited English Proficiency, as well as the languages they speak.

##### **U.S. Census Data – American Community Survey (2011-2015)**

Data from the U.S. Census Bureau's American Community Survey (ACS) were obtained through [www.census.gov](http://www.census.gov) by Bay Aging's service area. The agency's service area includes a total of 1,868 (1.17%) persons with Limited English Proficiency (those persons who indicated that they spoke English "less than very well" in the 2011-2015 ACS Census).

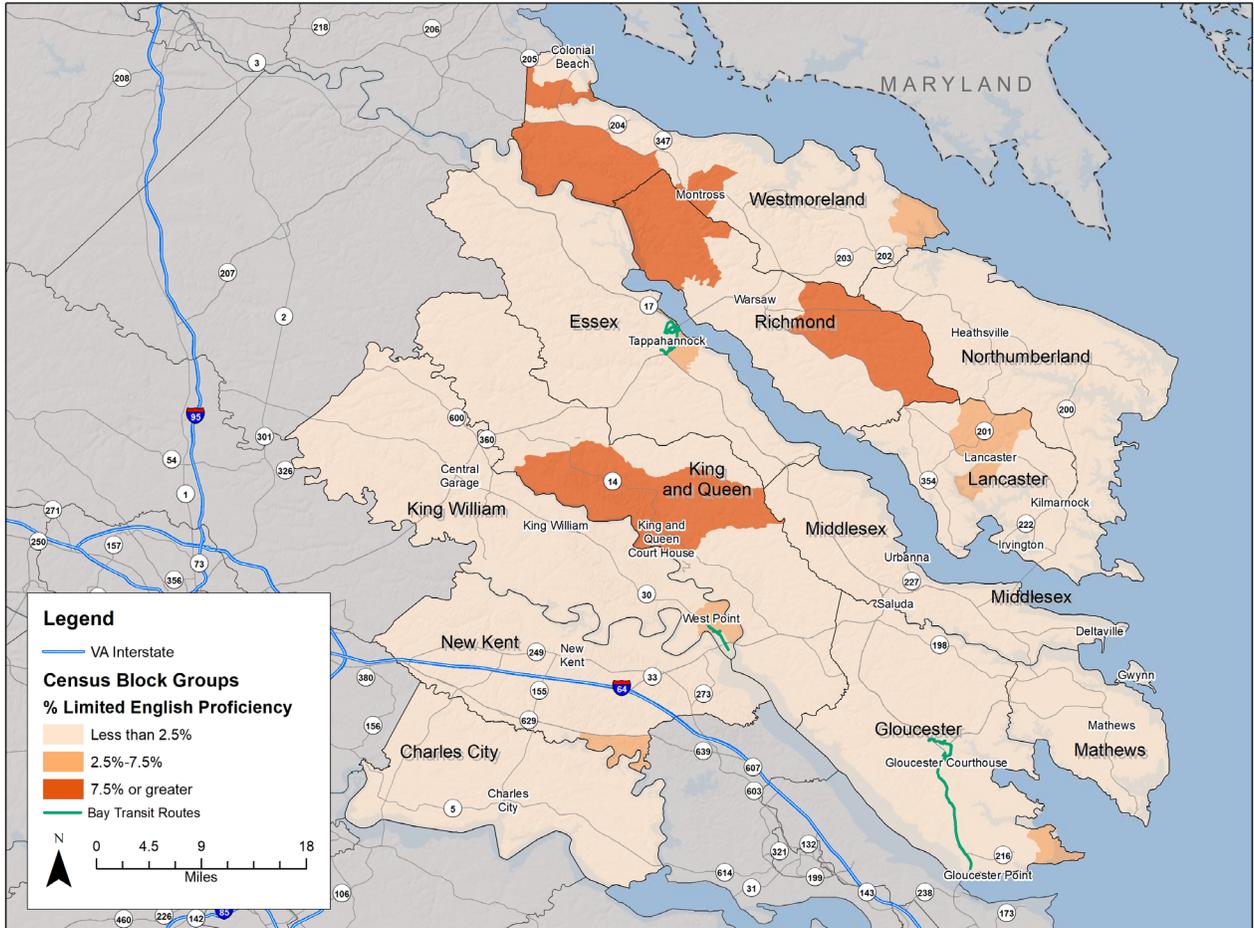
Information from the 2011-2015 ACS also provides more detail on the specific languages that are spoken by those who report that they speak English less than very well. Languages

spoken at home by those with LEP are presented below. These data indicate the extent to which translations into other language are needed to meet the needs of LEP persons.

<b>Bay Transit Service Area</b>			
<b>Language</b>	<b>Number of LEP Population</b>	<b>Percent of County Population Speaking Language</b>	<b>Percent of LEP Population Speaking Language</b>
Spanish or Spanish Creole	<b>1,324</b>	0.83%	70.88%
Vietnamese	167	0.10%	8.94%
Arabic	56	0.04%	3.00%
German	51	0.03%	2.73%
French	48	0.03%	2.57%
Portuguese or Portuguese Creole	44	0.03%	2.36%
Chinese	37	0.02%	1.98%
Scandinavian languages	32	0.02%	1.71%
Tagalog	23	0.01%	1.23%
Italian	22	0.01%	1.18%
Other Slavic languages	19	0.01%	1.02%
Thai	13	0.01%	0.70%
Korean	12	0.01%	0.64%
African languages	8	0.01%	0.43%
Other Asian languages	6	0.00%	0.32%
Other Pacific Island languages	3	0.00%	0.16%
Other and unspecified languages	3	0.00%	0.16%
<b>Total LEP Population</b>	<b>1,868</b>	<b>1.17%</b>	
<b>Total Service Area Population</b>	<b>159,627</b>		

Spanish or Spanish Creole (1,324) is the most widely spoken language among LEP individuals in the Service Area. No other language group surpasses the Safe Harbor Provision. Figure 1 shows the percentage of LEP individuals in each Census Block Group. There are higher percentages of LEP persons in the counties of Westmoreland, King and Queen, and Richmond.

**Figure 1 - % LEP by Census Block Group**



**Factor 2: Assessment of Frequency with Which LEP Individuals Come In to Contact with the Transit Services or System**

Bay Aging reviewed the relevant benefits, services, and information provided by the agency and determined the extent to which LEP persons have come into contact with these functions through the following channels:

- Contact with transit vehicle operators;
- Contact with transit facility dispatchers and supervisors;
- Calls to Bay Transit’s customer service telephone line;
- Access to the agency’s website;
- Attendance at community meetings or public hearings hosted by Bay Aging/Bay Transit;

Anecdotal information obtained from front line drivers, dispatcher and supervisors indicate no contacts by phone, or in person, from LEP persons in the past year. We have not utilized the services of the Language Line Personal Interpreter Service in over three years.

We will continue to identify emerging populations as updated Census and American Community Survey data become available for our service area. In addition, when LEP persons contact our agency, we will attempt to identify their language and keep records on contacts to accurately assess the frequency of contact. We currently use the Language Line Personal Interpreter to communicate with LEP persons by phone. To assist in language identification when communicating with LEP persons face to face, we use a language identification flashcard based on that which was developed by the U.S. Census. (<http://www.lep.gov/ISpeakCards2004.pdf>).

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

Bay Aging provides the following transportation programs, activities and services:

Demand-response public transportation to counties of the Middle Peninsula and Northern Neck as well as New Kent and Charles City counties.

Deviated fixed route services in the Towns of Tappahannock and West Point as well as Gloucester County.

Seasonal Deviated Fixed Route Trolley service in the Towns of Urbanna, Kilmarnock and Colonial Beach.

Specialized transportation and transportation training for people with disabilities and senior citizens through the New Freedom program.

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

Deviated Fixed Routes in Tappahannock, West Point and Gloucester

New Freedom transportation

The following are the most critical services provided by Bay Aging for all customers, including LEP persons.

- Safety and security awareness instructions
- Emergency evacuation procedures
- Public transit services, both demand-response and deviated fixed route
- Services targeted at seniors and people with disabilities

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

### ***Costs***

The following language assistance measures currently being provided by Bay Aging:

- ISpeak cards-No cost
- Language Line-Pay per minute-currently costs are negligible
- Spanish Language Brochures-no costs
- Google Translate is available on the Bay Transit website-no cost
- There is very little staff time associated with providing language assistance at this time.

We anticipate that these activities and costs will not increase significantly.

Based on the analysis of demographic data and contact with community organizations and LEP persons, Bay Aging has determined that no additional services are needed at this time.

### ***Resources***

The available budget that could be currently be devoted to additional language assistance expenses is \$1000. This amount is likely to remain stable over time.

### ***Feasible and Appropriate Language Assistance Measures***

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

- ISpeak cards
- Language Line
- Spanish Language Brochures
- Google Translate for Bay Transit Website

## **MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES**

Title 49 CFR Section 21.5(b)(1)(vii) states that a recipient may not, on the grounds of race, color, or national origin, “deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program.”

Bay Aging has transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which we select.

- 1. *Please provide a description of your selection process, including recruitment efforts made to encourage the participation of minorities on such committee(s)***
  - a. Older individuals (including minority individuals and older individuals residing in rural areas) who are participants or who are eligible to participate in programs assisted under this Act
  - b. Family caregivers of such individuals
  - c. Representatives of older individuals
  - d. Service providers
  - e. Representatives of the business community
  - f. Local elected officials
  - g. Providers of veterans’ health care
  - h. General public.
  - i. Health care provider organizations,
  - j. Supportive services provider organizations
  - k. Persons with leadership experience in the private and voluntary sectors.

Recruitment includes direct contact, invitation through county boards of supervisors, and attendance at county and regional resource councils.

- 2. *Please provide a table(s) depicting the racial breakdown of the membership of those committees (see Appendix E)***

## **Appendix A**

### **Title VI Notice to the Public; List of Locations**

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

Bay Aging/BayTransit is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transportation services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1B. If you feel you are being denied participation in or being denied benefits of the transit services provided by Bay Aging/Bay Transit or otherwise being discriminated against because of your race, color, national origin, gender, age, or disability, our contact information is:

**Name: Ken Pollock**

**Title: Transit Director**

**Agency Name: Bay Aging/Bay Transit**

**Address: PO Box 610, , VA 23175**

**City: Urbanna, VA 23175**

**Telephone Number: 804-758-2386 ext. 1210**

**Email address: kpollock@bayaging.org.**

**Title VI notices are posted on the agency's website and in posters on the interior of each vehicle operated in passenger service and agency's facilities, and are also included within Bay Transit's brochures.**

## **Locations Where Title VI Notices Are Posted**

**Bay Aging Main Office-Urbanna, VA**

**Northern Neck Bay Transit Facility-Warsaw, VA**

**Middle Peninsula Bay Transit Facility-Gloucester, VA**

**Bay Transit Dispatch Office-New Kent, VA**

**Satellite Locations-West Point, VA,**

**Montross, VA,**

**Colonial Beach, VA**

**White Stone, VA**

**All 5310 and 5311 Transit Vehicles**

**All Bay Transit Brochures**

## Appendix B

### Bay Aging/Bay Transit's Title VI Complaint Form

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

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes  No

If yes, check all that apply:

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

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

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

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

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

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

Name:

Title:

Agency:

Address:

Telephone:

**Section VI**

Name of agency complaint is against:

Contact person:

Title:

Telephone number:

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

Signature and date required below:

---

Signature

Date

## APPENDIX C

### Investigations, Lawsuits and Complaints Document

#### List of Investigations, Lawsuits and Complaints

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color or national origin)	Status	Action(s) taken
<b>Investigations</b>				
1. None				
<b>Lawsuits</b>				
1. None				
<b>Complaints</b>				
1. None				

## **APPENDIX D**

### **Summary of Outreach Efforts**

- **Determining and identifying what meetings and program activities lend themselves to client public participation.**
- **Scheduling meetings at times and locations that are convenient and accessible for minority and LEP communities.**
- **Coordination with community and faith-based organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.**
- **Radio and newspaper ads on stations and in publications that serve LEP populations.**
- **Providing opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video devices to capture oral comments.**





## Title VI Plan and Procedures

On January 24, 2019, pursuant to a motion, the Bay Aging Board of Directors unanimously approved the revised Bay Transit Title VI Plan and Procedures.

Stanley Clarke, Chairman

Date