City of La Junta Transit

Title VI Plan

Adopted 10/2020
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BACKGROUND

The mission of the La Junta City Transit is to provide safe, reliable transportation for the general public, seniors and persons with disabilities that is affordable, cost effective and operationally efficient.

La Junta City Transit operates in the City of La Junta, in Otero County, in Southeastern Colorado. They operate two full-time buses and employ four full-time and two part-time employees. Approximately 15,000 rides are provided annually. A demand response, curb-to-curb service is offered within the City limits and up to 4 miles outside those limits.

In accordance with provisions of the Americans with Disabilities Act and the Civil Rights Act of 1964, La Junta City Transit does not discriminate on the basis of disability, race, color national origin or gender.

All vehicles and facilities of La Junta City Transit are ADA accessible.

In accordance with the provisions of the Americans with Disabilities Act and the Civil Rights Act of 1964, La Junta City Transit does not discriminate on the basis of disability, race, color, national origin or gender 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.

La Junta City Transit is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A.

This plan was developed to guide the La Junta City Transit in its administration and management of Title VI-related activities.

Title VI Coordinator Contact Information:

Bill Jackson, Assistant City Manager, 601 Colorado Avenue, La Junta, CO 81050 719-384-5991

Title VI information is prominently and publicly displayed in the La Junta City Transit Office, brochures and on our website. Any additional information relating to nondiscrimination obligation can be obtained from the City of La Junta Title VI Coordinator.

NOTICE TO THE PUBLIC

- The City of La Junta operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of La Junta.

- For more information on the City of La Junta’s civil rights program, and the procedures to file a complaint, contact 719-384-5991; email bill.jackson@lajuntacolorado.org or visit the office at 601 Colorado Avenue, La Junta, CO 81050. For more information, visit www.lajuntacolorado.org.
• A complaint may be filed directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, D.C. 20590
• If information is needed in another language, contact 719-384-5991.

COMPLAINT PROCEDURES AND FORM

The complainant may file a signed, written complaint up to one hundred and eighty (180) days from the date of the alleged discrimination. The complaint should include the following information:

1. Your name, mailing address, and how to contact you (i.e. telephone number, email address, etc.)
2. How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.
3. Other information that you deem significant.

The Title VI Complaint Form (see appendix A) may be used to submit the complaint information. The complaint may be filed in writing with the City of La Junta at the following address

City of La Junta
Attn: Title VI Coordinator
PO Box 489
La Junta, Colorado 81050

NOTE: La Junta City Transit encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 180 days from the alleged date of discrimination.

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by City of La Junta Transit will be directly addressed by City of La Junta Transit. City of La Junta Transit shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, City of La Junta Transit shall make every effort to address all complaints in an expeditious and thorough manner.

A letter of acknowledging receipt of complaint will be mailed within seven days. Please note that in responding to any requests for additional information, a complainant’s failure to provide the requested information may result in the administrative closure of the complaint.

City of La Junta Transit will send a final written response letter to the complainant that will notify them of the outcome of the complaint. In the letter notifying complainant that the complaint is not substantiated the complainant is also advised of his or her right to 1) appeal within seven calendar days of receipt of the final written decision from City of La Junta Transit; and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the FTA. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner.

Once sufficient information for investigating the complaint is received by City of La Junta Transit, a written response will be drafted subject to review by the City of La Junta Attorney. If appropriate, the
City of La Junta Attorney may administratively close the complaint. In this case, City of La Junta Transit will notify the complainant of the action as soon as possible.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

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

TITLE VI COMPLAINTS, INVESTIGATIONS AND LAWSUITS

o APPENDIX D

PUBLIC PARTICIPATION PLAN

APPENDIX F

PLANNING AND ADVISORY BOARDS

o None

FACILITY LOCATION EQUITY ANALYSIS

In the case when plans are being considered to construct, expand or purchase a facility, an equity analysis will be conducted. A facility includes storage facilities, maintenance facilities and operations centers but does not include bus shelters, transit stations or power substations. This analysis will occur during the planning phase and will include the following:

- A description of the outreach to persons potentially impacted
- A comparison of equity impacts of various site alternatives
- An analysis about whether a disparate impact occurs on the basis of race, color or national origin because of the location and construction of a facility. If there is a disparate impact, the construction of the facility may only occur if there is a substantial legitimate justification, there are no alternative locations that would have a less disparate impact, and it is not a pretext for discrimination.
October 16, 2020

To Whom It May Concern:

The City of La Junta hereby accepts the Title VI Plan for the City of La Junta Transit, October, 2020.

Sincerely,

[Signature]

RICK KLEIN
La Junta City Manager
APPENDICES

Appendix A: Title VI Notice
Appendix B: Title VI Complaint Procedure
Appendix C: Title VI Complaint Form
Appendix D: Title VI Investigations/Complaints Chart
Appendix E: Limited English Proficiency (LEP) Plan
Appendix F: Public Participation Plan
NOTIFYING THE PUBLIC OF RIGHTS UNDER TITLE VI
THE CITY OF LA JUNTA

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APPENDIX B

Title VI Complaint Procedure

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

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

The Authority has 15 business days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 15 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 7 days after the date of the letter or the LOF to do so.

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

## Title VI Complaint Form

### Section I:

<table>
<thead>
<tr>
<th>Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
</tr>
<tr>
<td>Telephone (Home):</td>
</tr>
<tr>
<td>Electronic Mail Address:</td>
</tr>
</tbody>
</table>

### Section II:

<table>
<thead>
<tr>
<th>Accessible Format Requirements?</th>
<th>Large Print</th>
<th>Audio Tape</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>TDD</td>
<td>Other</td>
</tr>
</tbody>
</table>

- 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.

### Section III:

I believe the discrimination I experienced was based on (check all that apply):

- [ ] Race
- [ ] Color
- [ ] National Origin

Date of Alleged Discrimination (Month, Day, Year):

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

### Section IV

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

### Section V

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?
[ ] Yes       [ ] No
If yes, check all that apply:
[ ] Federal Agency: ________________________
[ ] Federal Court ________________________  [ ] State Agency ________________________
[ ] State Court ________________________  [ ] Local Agency ________________________
Please provide information about a contact person at the agency/court where the complaint was filed.
Name:
Title:
Agency:
Address:
Telephone:

Section VI
Name of agency complaint is against:
Contact person:
Title:
Telephone number:

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

Signature and date required below

______________________________     ______________________________
Signature                                          Date

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

City of La Junta Title VI Coordinator
601 Colorado Avenue
La Junta, CO 81050
### APPENDIX D

**Title VI Investigations/Complaints Chart**

<table>
<thead>
<tr>
<th>Type</th>
<th>Date (day(s), month(s), year(s))</th>
<th>Summary (basis – race, color, or national origin)</th>
<th>Status</th>
<th>Action(s) taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complaints and Investigations against the subrecipient or its employees</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lawsuits</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
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</table>
Appendix E

LIMITED ENGLISH PROFICIENCY PLAN

City of La Junta

I. INTRODUCTION

This Limited English Proficiency (LEP) Plan, for The City of La Junta has been developed in response to federal requirements included under Section 601 of Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d), which provides that no person shall "on the grounds of race, color or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

Federal Executive Order No. 13166, issued in August 2000 by President Clinton, "Improving Access to Services for Persons with Limited English Proficiency," was created to "... improve access to federally conducted and federally assisted programs and activities for persons who, as a result of national origin, are limited in their English proficiency (LEP)...." President Bush affirmed his commitment to Executive Order 13166 through a memorandum issued on October 25, 2001, by Assistant Attorney General for Civil Rights, Ralph F. Boyd, Jr. and Acting Assistant Attorney General, Loretta King directed a strengthening of enforcement of Title VI in a memorandum dated July 10, 2009.

As a sub-recipient of federal funds this Limited English Proficiency (LEP) Plan for The City of La Junta has been developed to ensure compliance with Federal LEP regulations. It includes an assessment of the limited English proficiency needs of our area, an explanation of the steps we are currently taking to address these needs, and the steps we plan to take in the future to ensure meaningful access to our transit programs by persons with limited English proficiency.

II. LIMITED ENGLISH PROFICIENCY NEEDS OF AREA

The Four-Factor Analysis developed by the FTA requires that information be included in LEP Plans regarding the number and percentage of LEP persons in our area, and the nature, frequency and importance of the contact we have, with LEP persons, in providing transit services. Each of these elements is addressed below.
**Number and Percentage of LEP Persons in Our Area**

**Permanent Population**

*U.S. Census Data*

The U.S. Census provides information to assist in estimating the number of limited English speakers. While the 2010 Census will provide up-to-date data, that information is not yet available. For small urban areas and rural counties, the best data available is from the U.S. Census 2010. Table 1 presents information for the City of La Junta and Otero County on *Language Spoken at Home by Ability to Speak English*, based on the US Census American Community Survey.

Table 1

<table>
<thead>
<tr>
<th>Subject</th>
<th>Total Estimate</th>
<th>Margin of Error</th>
<th>Percent of specified language speakers</th>
<th>Speak English &quot;very well&quot;</th>
<th>Estimate Margin of Error</th>
<th>Speak English less than &quot;very well&quot;</th>
<th>Estimate Margin of Error</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population 5 years and over</td>
<td>6,575</td>
<td>+/-131</td>
<td>96.7%</td>
<td>+/-1.9</td>
<td>3.3%</td>
<td>+/-1.9</td>
<td></td>
</tr>
<tr>
<td>Speak only English</td>
<td>84.3%</td>
<td>+/-4.4</td>
<td>(X)</td>
<td>(X)</td>
<td>(X)</td>
<td>(X)</td>
<td></td>
</tr>
<tr>
<td>Speak a language other than English</td>
<td>15.7%</td>
<td>+/-4.4</td>
<td>78.7%</td>
<td>+/-9.7</td>
<td>21.3%</td>
<td>+/-9.7</td>
<td></td>
</tr>
<tr>
<td>Spanish or Spanish Creole</td>
<td>12.8%</td>
<td>+/-3.7</td>
<td>84.8%</td>
<td>+/-10.2</td>
<td>15.2%</td>
<td>+/-10.2</td>
<td></td>
</tr>
<tr>
<td>Other Indo-European languages</td>
<td>0.3%</td>
<td>+/-0.3</td>
<td>100.0%</td>
<td>+/-71.9</td>
<td>0.0%</td>
<td>+/-71.9</td>
<td></td>
</tr>
<tr>
<td>Asian and Pacific Island languages</td>
<td>2.7%</td>
<td>+/-1.8</td>
<td>47.7%</td>
<td>+/-25.9</td>
<td>52.3%</td>
<td>+/-25.9</td>
<td></td>
</tr>
<tr>
<td>Other languages</td>
<td>0.0%</td>
<td>+/-0.5</td>
<td>**</td>
<td>**</td>
<td>**</td>
<td>**</td>
<td></td>
</tr>
</tbody>
</table>

As the table shows, there was not a high number of persons in the City of La Junta's permanent population, who had difficulty speaking English.

**School District and Other Local Data**

U.S. Census data indicates a low need to respond to individuals in our service area who have difficulty with English. Those who do have difficulty are primarily other Indo-
European languages. Therefore, for this LEP Plan, additional local contacts were not made to clarify the need. However, the City is committed to continue to monitor LEP needs over time and will remain in contact with the Otero County School District to monitor statistics and make changes as needed.

Visitors

There are few visitors to our study area who are likely to want or need our service. However, there may be some visitors who would like to use our service.

Summary

Given the demographics of our service area, there is not a large need to respond to LEP individuals. However, we are sensitive to that need both now and in the future.

Nature, Frequency and Importance of LEP Contact

The nature and importance of LEP contact is high for public transit and specialized transportation services. Therefore, even though the potential demand is low, we have developed strategies to address this need, both now and for the future. Through our outreach efforts, we have found low demand for the services.

III. CURRENT LEP EFFORTS

The numbers and percentages of LEP persons in our service area are low but as a transportation provider we are sensitive to the current and potential need to serve LEP individuals. Therefore, in recent years we have undertaken the following efforts. Adopt LEP policy and plan, translate materials as needed into Spanish, bilingual staff, provide non-Spanish speaking staff with Basic Spanish for Transit Employees material, civil rights training, accommodation statement at the bottom of all legal notices.

IV. PLANS FOR THE FUTURE LEP EFFORTS

Given the current and potential future need to respond to individuals with Limited English proficiency our LEP Plan includes the elements identified below.

Identifying LEP Persons Who Need Language Assistance

In order to identify potential future LEP needs with respect to our transit service we will undertake the following:

- Review Census updates as they become available;
- Periodically review perceived LEP needs with drivers and other first-line staff;
• Make periodic contacts with school districts and other community agencies that may know of LEP persons or groups.

Language Assistance Measures

As the need arises, we well consider the following to respond to LEP needs:

• Obtain copies of Census Bureau’s “I Speak Cards” to have on hand if needed;
• Develop other language versions of marketing materials, customer complaint forms, public notices, and related information, as appropriate;
• Obtain copies of CDOT’s “Basic Spanish for Transit Employees” and distribute to drivers and customer service staff, as appropriate;
• Become familiar with web-based AltaVista Babel Fish for phrase translation into or from multiple languages;
• Become familiar with Language Line Services at http://www.languageline.com;
• Identify other community resources such as agencies serving LEP persons which may have resources to share.

Staff Training

We will consider the following staff training topics:

• Federal LEP requirements, your LEP Plan and Title VI;
• Documenting language assistance requests;
• Use of any of the language assistance measures as described above.

Outreach Efforts

Similarly, as the need arises, we well consider the following staff training topics:

• Identify agencies in our area that may serve LEP populations
• Provide information on your services to them, as appropriate
• Provide opportunities for LEP participation at public meetings, through advertising and conduct of meetings, as appropriate

Monitoring and Updating Plan

We will monitor and update this plan every 2-3 years, as needed. This will include:

• Reviewing our LEP Plan with staff and make adjustments, as needed
• Pay particular attention to demographic changes in our area and to any LEP-related complaints we receive.
Formalizing and Disseminating Our LEP Plan

- Have copies of our plan available to give to agencies serving LEP populations in our area and or for individual requests;
- Post our plan on your website;
APPENDIX A
U.S. CENSUS DATA SOURCES

The U.S. Census provides two good sources for estimating the number of limited English speakers by various geographic areas (counties, urban areas, places, etc.). The year 2010 Census has the most complete data in terms of areas covered. Updates are also provided for cities over 60,000 population (2008 updates) and for cities over 20,000 population (2006 to 2008 updates). Beginning October 2010 data will be updated annually for all geographic areas.

Year 2010 Census Data

Data from the 2010 Census is available for a variety of geographic areas (counties, urban areas, places, etc.). To access 2000 census data go to the U.S. Census web site at <http://www.census.gov> and follow these steps:

Select "American FactFinder"(on left)
Select "Data sets" and choose "Decennial Census".
Select "Census 2010 Summary File 3 (SF3) Sample Data" and choose "Detailed Tables".

Click on the geography drop down box and choose "County" (or “Urban Area,” “Place” or some other geographic area listed). If you’re looking for data by county, select the state of your choice and the county of your choice and then enter "Add" and "Next" or "Show Result". Click on "by keyword" and type in "Language" and then choose “Search.” Wait for the data to be retrieved, then click on the desired table and then “Add” and “Show Results.”

Two tables appear to be most useful, Table P19 and Table P20:

Table P19 is titled “Age by Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over.” It identifies, by age group and language group, the number of individuals who speak English “very well,” “well,” “not well” and “not at all” in the geographic area you have selected.

Table P20 is titled “Household Language by Linguistic Isolation” and shows the numbers of households which are “linguistically Isolated” by language group for your area you selected. Households that are “linguistically isolated” are those in which all household members age 14 and over have some difficulty with English.

Then, after going to American FactFinder, select “American Community Survey” as the data set. Then work your way through the choices in the same manner as for the year 2010 data set.
For additional information, contact either: 1) the U.S. Census, Information Resources and Dissemination Branch, Data Integration Division, U.S. Census Bureau, 301-763-2422 or toll free 1-866-758-1060 (on ask a question on-line and you will get a response in a day or two), or 2) the Colorado Demographers Office, Colorado Department of Local Affairs, 303 866-2156
APPENDIX F
La Junta City Transit
Title IV Public Participation Plan

The City of La Junta Transit's public participation plan will engage minority and limited English proficient populations when warranted. The agency will reach out more broadly to include other constituencies that are traditionally underserved, such as people with disabilities, low-income populations and others.

Every effort will be made to involve minority and LEP populations in La Junta’s public participation activities. Public notices will be placed in the transfer station and posted in all transit vehicles. Measures will be taken to address linguistic, institutional, cultural, economic and historical barriers that may prevent minority and LEP persons from effectively participating in La Junta Transit's decision making process.

La Junta Transit's Public Participation process will include but will not be limited to:

1. Scheduling public meetings at varying times, dates and locations that are convenient and accessible for minority and LEP communities.
2. Organizing different meeting sizes and formats.
3. Invitations to faith-based organizations, educational institutions and others, to engage in strategies that reach out to minority and LEP communities.

La Junta Transit will follow requirements of FTA Circular 4702.1B before raising transit fares or instituting a major reduction in transportation services to the City of La Junta.