

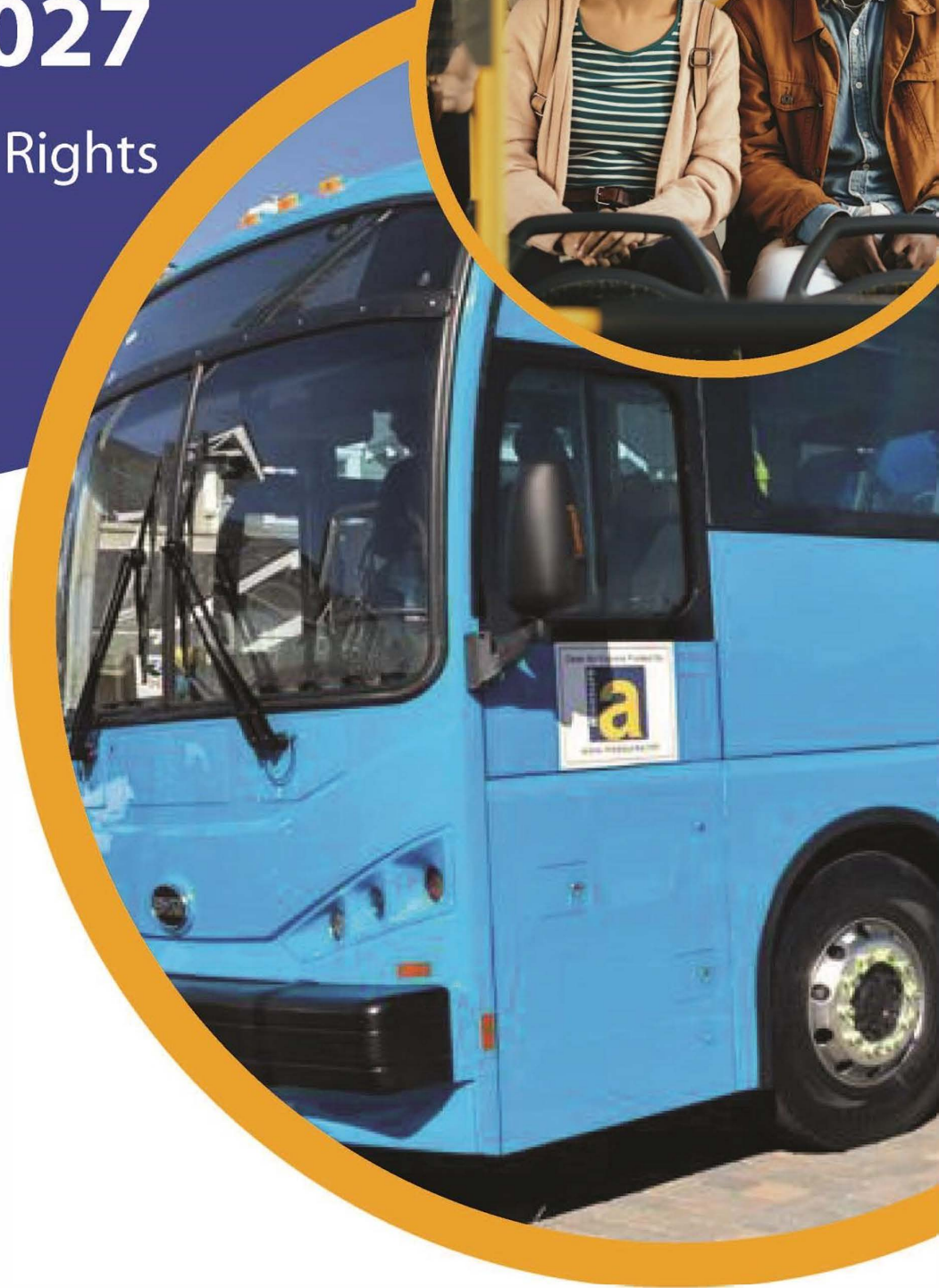


SBCAG

SANTA BARBARA COUNTY
ASSOCIATION OF GOVERNMENTS

Title VI Plan 2025 to 2027

Title VI of the Civil Rights
Act of 1964



Final Report
April 2024

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SBCAG’s Public Participation Plan can be found here: <http://www.sbcag.org/documents.html>.

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Section 1 | Plan Statement

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). As a recipient of Federal aid through two of the U.S. Department of Transportation's (US DOT's) operating administrations, the Federal Transit Administration (FTA) and Federal Highway Administration (FHWA), Santa Barbara County Association of Governments (SBCAG) is accountable for compliance with both Title VI and the following implementing regulations: US DOT's "Nondiscrimination in Federally-Assisted Programs of the Department of Transportation" (49 CFR Part 21), FTA's "Title VI Requirements and Guidelines for Federal Transit Administration Recipients (FTA Circular 4702.1B), and FHWA's "Title VI Program and Related Statutes" (23 CFR Part 200). These regulations have expanded the original Title VI protections to incorporate subsequent related statutes, including protections against discrimination based on gender, age, and disability; and federal policies regarding environmental justice and limited-English proficiency.

SBCAG 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, national origin, gender, age, or disability, as protected by Title VI and the implementing regulations listed above. This plan was developed to guide SBCAG in its administration and management of Title VI-related activities.

Title VI Coordinator Contact information:

Lauren Bianchi Klemann
Government Affairs and Public Information Manager / Title VI Coordinator
Santa Barbara County Association of Governments
260 N. San Antonio Road, Suite B
Santa Barbara, CA 93110
Office: (805) 961-8900
Email: info@sbacag.org

Section 2 | Title VI Information Dissemination

Title VI information shall be prominently and publicly displayed in public areas of SBCAG's facility, onboard Clean Air Express vehicles, at Clean Air Express stops (where feasible), on the SBCAG website, and on the Clean Air Express website. Transit stops exist within both the City of Santa Barbara and Goleta jurisdictions. SBCAG will work with both cities, the County of Santa Barbara, Santa Barbara Metropolitan Transit District (MTD), and Ventura County Transportation Commission (VCTC) to display Title VI information at stops shared with these transit agencies. The name of the Title VI Coordinator is available on the SBCAG website, at www.SBCAG.org. Additional information relating to nondiscrimination obligation can be obtained from the SBCAG Title VI Coordinator.

Title VI information shall be disseminated to SBCAG employees annually via the Employee Education form (see Appendix A) at the beginning of each fiscal year. This form reminds employees of SBCAG's policy statement, and of their Title VI responsibilities in their daily work and duties.

During New Employee Orientation, new employees shall be informed of the provisions of Title VI, and the SBCAG's expectations to perform their duties accordingly.

All employees shall be provided a copy of the Title VI Plan and are required to sign the Acknowledgement of Receipt (see Appendix B).

Section 3 | Subcontracts and Vendors

All subcontractors and vendors who receive payments from SBCAG where funding originates from any federal assistance are subject to the provisions of Title VI of the Civil Rights Act of 1964 as amended.

Written contracts shall contain non-discrimination language, either directly or through the bid specification package which becomes an associated component of the contract.

Section 4 | Record Keeping

SBCAG will maintain permanent records, which include, but are not limited to, signed acknowledgements of receipt from the employees indicating the receipt of SBCAG's Title VI Plan, copies of Title VI complaints or lawsuits and related documentation, and records of correspondence to and from complainants, and Title VI investigations. A letter acknowledging receipt of a complaint will be mailed within thirty (30) days (Appendix D).

Section 5 | Title VI Complaint Procedures

How to file a Title VI Complaint

The complainant may file a signed, written complaint up to thirty (30) days from the date of the alleged discrimination. The complaint should include the following information:

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

The Title VI Complaint Form (see Appendix C) may be used to submit the complaint information. The complaint may be filed in writing with SBCAG at the following address:

Title VI Coordinator
Santa Barbara County Association of Governments
260 N. San Antonio Road, Suite B
Santa Barbara, CA 93110

PLEASE NOTE: SBCAG 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.

What happens to the complaint after it is submitted?

All complaints alleging discrimination based on race, color, national origin, gender, age, or disability in a service provided by SBCAG will be directly addressed by SBCAG. SBCAG shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, SBCAG 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 thirty (30) days (Appendix D). 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.

How will the complainant be notified of the outcome of the complaint?

SBCAG will send a final written response letter (see Appendix E or F) to the complainant. In the letter notifying complainant that the complaint is not substantiated (Appendix F), the complainant is also advised of their right to 1) appeal within seven calendar days of receipt of the final written decision by SBCAG, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints.

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

Section 6 | Limited English Proficiency (LEP) Plan

SBCAG has developed a Limited English Proficiency Plan (LEP) (see Appendix K) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to SBCAG services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English. This plan has detailed procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training staff, how to notify LEP persons that assistance is available, and information for future plan updates. In developing the plan to determine the extent of obligation to

provide LEP services, SBCAG analyzed the U.S. Department of Transportation four factor analysis, which considers the following: 1) The number or proportion of LEP persons to be served or likely to be encountered in a SBCAG program, activity, or service; 2) the frequency with which LEP individuals come in contact with SBCAG programs; 3) the nature and importance of programs, activities or service provided by SBCAG to the LEP population; and 4) the resources available to SBCAG and overall costs to provide LEP assistance.

Section 7 | Community Outreach

SBCAG implements a public involvement process to inform and involve residents in SBCAG's various planning, programs and project activities. This includes, but is not limited to, residents of Santa Barbara County, lower-income households, minorities, persons with disabilities, representatives from community and service organizations, tribal governments, and other public agencies. SBCAG's Public Participation Plan describes the agency's core values related to public participation, and provides goals and strategies for increasing public information and engagement in the planning process. Some of the ideals for participation include:

- Value public participation and promote broad-based involvement by members of the community;
- Provide varied opportunities for public review and input;
- Treat all members of the public fairly, and respect and consider all resident input as an important component of the planning implementation process;
- Promote a culture of dialogue and partnership among residents, property owners, the business and environmental communities, organizations, other interested citizens, and public officials;
- Use existing community groups and other organizations, as feasible;
- Encourage active public participation at the initial stages of the process, as well as throughout the process;
- Provide communications and agency reports that are clear, timely, and broadly distributed; and
- Outreach to groups that may be underserved by existing transportation systems or who may be disproportionately impacted by transportation projects.

SBCAG's Public Participation Plan can be found here: <http://www.sbcag.org/documents.html>. Specific strategies for engaging traditionally underserved groups, which include low-income and minority populations, are detailed in Section V. These include outreach through the Santa Barbara County Transit Advisory Committee, tribal governments, resource agencies, social service organizations, schools, and faith-based organizations. It is especially critical that these populations be considered during long-range transportation planning, and one of the most significant opportunities for such public engagement includes development of the Regional Transportation Plan/Sustainable Communities Strategy (RTP/SCS) every four years. The most recent RTP/SCS (Connected 2050), completed in 2021, employed innovative strategies to ensure voices of more vulnerable and underrepresented communities throughout the region were included. Specifically, the public process was designed to more proactively engage traditionally hard-to-reach and disadvantaged populations by employing community ambassadors who were embedded in the community to conduct listening sessions and participate in virtual public workshops with simultaneous

language translation. Additionally, SBCAG invited staff as well as regional local government and transit partners to participate in a “One Room, Many Voices Workshop: Planning for Cross Language Communication” training to explore best practices for planning inclusive and multilingual events and spaces where all languages are valued equally.

SBCAG is a recipient of the California Department of Transportation and Federal Transit Administration for annual allocations of Federal Transit Administration (FTA) Section 5303 revenue and occasional subrecipient of Section 5307 funding. In addition, SBCAG submits grant requests for FTA Section 5304 and Section 5311 revenue.

SBCAG encourages active public participation at the initial stages of any planning, programming or project process, as well as throughout the activity’s progression. The agency holds monthly public meetings. At these meetings the public is welcome to attend and share in discussion with a variety of activities or items of interest associated with SBCAG. Listed below are a description of SBCAG’s advisory and board committees. Santa Barbara County Transit Advisory Committee and the Measure A Citizens Oversight Committee are the only transit-related, non-elected advisory committee, of which membership is selected by the SBCAG Board of Directors. Consistent with Title 49 CFR Section 21.5(b)(1)(vii), SBCAG provided information depicting the racial breakdown of the membership on that committee as well as other transit-related planning boards and advisory councils by which SBCAG does not have authority in selecting membership in Exhibits 2 and 3 of Appendix J. SBCAG encourages participation of minorities and representatives of underrepresented communities on the Santa Barbara County Transit Advisory Committee and the Measure A Citizens Oversight Committee as summarized in the Advisory Committees section below.

Advisory Committees:

SBCAG regularly brings all transit-related items to the Santa Barbara County Santa Barbara County Transit Advisory Committee, Technical Transportation Advisory Committee, Technical Planning Advisory Committee, and Measure A Citizens Oversight Committee.

- **Santa Barbara County Transit Advisory Committee (SBCTAC):** The Santa Barbara County Transit Advisory Committee (SBCTAC) assists the Santa Barbara County Association of Governments in soliciting the input of transit-dependent and transit-disadvantaged persons, including the elderly, disabled, and persons of limited means on transit issues, to participate in the identification of transit needs in the jurisdiction, including unmet transit needs that may exist within the jurisdiction of SBCAG, annually review and recommend action on the existence of unmet transit needs, identify if these unmet transit needs are reasonable or unreasonable to meet, and advise SBCAG on any other major transit issues, including the coordination and consolidation of specialized transportation services. Eighteen total members serve on the Santa Barbara County Transit Advisory Committee. Participants represented include:

North County Representatives:

- Local Social Service Providers for Seniors (1 member)
- Local Social Service Providers for Persons of Limited Means (1 member)
- Potential Transit User Who is 60 Years of Age or Older (1 member)
- Agricultural Worker Representative (1 member)
- City of Lompoc Transit (COLT) (1 member)

- Local CTSA – SMOOTH (1 member)
- County Transit (1 member)
- Guadalupe Transit (1 member)
- Santa Ynez Valley Transit (SYVT) (1 member)
- Santa Maria Regional Transit (SMRT) (1 member)
- Transit Users from Northern Santa Barbara County (1 member)

South Coast Representatives:

- Local Social Service Providers for Persons with Disabilities (1 member)
 - LOCAL CTSA – Easy Lift (1 member)
 - Transit User from Southern Santa Barbara County (1 member)
 - Local Social Service Providers for Seniors (1 member)
 - Santa Barbara Metropolitan Transit District (MTD) (1 member)
 - Potential Transit User Who Has a Disability (1 member)
 - Local Social Service Providers for Persons with Disabilities (1 member)
- **Technical Transportation Advisory Committee (TTAC):** The Technical Transportation Advisory Committee (TTAC) is a standing advisory committee, which provides professional technical advice and recommendations to the policy making board of directors of SBCAG on transportation issues affecting the region. TTAC also serves as a forum to exchange transportation-related information among member agencies. Committee members include staff representatives of each city within Santa Barbara County, County of Santa Barbara, Caltrans, APCD, and the Santa Barbara Metropolitan Transit District. Twelve total members serve on the Technical Transportation Advisory Committee
 - **Technical Planning Advisory Committee (TPAC):** The Technical Planning Advisory Committee (TPAC) is a standing committee which provides professional technical advice and recommendations to the board of directors of SBCAG on planning issues affecting the region. TPAC also serves as a forum to exchange planning-related information among member agencies. TPAC shall serve in an advisory capacity to the SBCAG board and does not have policy making authority. Committee members include staff representatives of each city within Santa Barbara County, County of Santa Barbara, Caltrans, APCD, and the Santa Barbara Metropolitan Transit District. Ten total members serve on the Technical Planning Advisory Committee.
 - **Measure A Citizens Oversight Committee:** Measure A is Santa Barbara County’s local transportation sales tax measure that was approved by 79 percent of Santa Barbara County voters in 2008. The measure funds high priority transportation projects and programs to address the current and future needs of local communities, including public transit. The Measure A Citizens Oversight Committee helps ensure accountability regarding the expenditure of funds and to assist SBCAG in ensuring that all provisions, requirements, and voter mandates specified in the Investment Plan and Ordinance are properly carried out. The ordinance requires the appointment of an eleven-member advisory committee by the SBCAG Board of Directors. Members are encouraged to be comprised of an appropriate balance of transportation users representing the geographic, social, cultural, and economic interests in the county. SBCAG North County Subregional Planning Committee nominates four members, the South Coast Subregional Planning Committee nominates four members and the remaining three are “at-large” appointments made



by nomination of an ad-hoc committee of the SBCAG Board of Directors. Member recruitment efforts are extensively advertised through SBCAG's communication channels, local news media, Chamber of Commerce organizations, community-based organization stakeholders, local jurisdictions (i.e. cities and county) as well as through networks from members of the SBCAG Board of Directors.

Section 8 | Active Investigation, Lawsuit, or Complaint

SBCAG has had no active investigations, lawsuits or complaints alleging discrimination on the basis of race, color, national origin, gender, age, or disability.

Section 9 | Subrecipient Monitoring

SBCAG does not currently have any subrecipients. Should it have subrecipients in the future, SBCAG shall ensure they are complying with Title VI by including Title VI language in all subrecipient contracts and agreements. SBCAG subrecipients shall submit its Title VI program every three years in line with SBCAG's Title VI program. Subrecipients will also submit annual complaint logs to SBCAG which will be kept in an electronic storage device for further review by FTA as necessary.

Section 10 | Board Demographics

SBCAG board members are all elected members. Therefore, this does not apply. The one *ex-officio* board member, appointed by the Governor, is usually the California Transportation Department of Transportation District 5 Director. The racial and ethnic composition of SBCAG advisory committees is outlined in Exhibits 2 and 3 of Appendix J: Demographic Tables.

Section 11 | Equity Analysis for Building Site

No facility has been constructed since the last Title VI Plan update.

Section 12 | Resolution Approving Title VI Plan

A copy of this resolution can be found in Appendix H of this Plan.

Section 13 | Fixed-Route Transit Providers

SBCAG uses local funding, Measure A local transportation sales tax measure, to operate a fixed-route commuter bus service, which provides unidirectional, peak-hour, weekday-only service between North Santa Barbara County communities and Santa Barbara/Goleta. The standard level of service currently consists of 20 one-way trips that operate approximately 271,000 revenue miles and about 6,500 revenue hours annually. The service carries approximately 100,000 passengers each year post-COVID. SBCAG standards and policies are found in Appendix I.



Appendix A | Employee Annual Education Form Title VI Policy

Santa Barbara County Association of Governments (SBCAG) 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, national origin, gender, age, or disability, as protected by Title VI and associated implementing regulations.

All SBCAG employees are expected to consider, respect, and observe this policy in their daily work and duties. All dealings with the public should be conducted with respect and impartiality, without regard to race, color, national origin, gender, age, or disability. If a member of the public approaches you with a question or complaint, direct that person to Lauren Bianchi Klemann, SBCAG's Title VI Coordinator.



Appendix B | Acknowledgement of Receipt of Title VI Plan

I hereby acknowledge the receipt of Santa Barbara County Association of Governments (SBCAG) Title VI Plan. I have read the plan and am committed to ensuring that no person is excluded from participation in, or denied the services on the basis of race, color, national origin, gender, age, or disability, as protected by Title VI and related implementing regulations.

Your signature

Print your name

Date



Appendix C | Title VI Complaint Form

APPENDIX C: TITLE VI COMPLAINT FORM

Title VI of the 1964 Civil Rights Act requires that "No person in the United States shall, on the ground of race, color, national origin, gender, age, or disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." If you feel you have been discriminated against in Santa Barbara Association of Governments (SBCAG) services, please provide the following information in order to assist us in processing your complaint and send it to:

Provide address here (Please print clearly):

Name: _____

Address: _____

City, State, Zip Code: _____

Telephone Number: _____ (home) _____ (cell) _____ (work)

Person discriminated against: _____

Address of person discriminated against: _____

City, State, Zip Code: _____

Please indicate why you believe the discrimination occurred:

- ☐ Race
- ☐ Color
- ☐ National Origin
- ☐ Gender
- ☐ Age
- ☐ Disability
- ☐ Other

What was the date of the alleged discrimination? _____

Where did the alleged discrimination take place? _____

Please describe the circumstances as you saw it: _____

Please list any and all witnesses' names and phone numbers:



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 and print the name:

☐ State _____

☐ Federal Agency _____

☐ Federal Court _____

☐ 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: _____

Please attach any documents you have which support the allegation. Then date and sign this form and send to the Title VI Coordinator at:

Lauren Bianchi Klemann
Title VI Coordinator
Santa Barbara County Association of Governments
260 N. San Antonio Road, Suite B
Santa Barbara, CA 93110

Your signature

Date

Print your name



Apéndice C | Formulario de Queja del Título VI

APÉNDICE C: FORMULARIO DE QUEJA DEL TÍTULO VI

El Título VI de la Ley de Derechos Civiles de 1964 exige que "Ninguna persona en los Estados Unidos será excluida, por motivos de raza, color, origen nacional, sexo, edad o discapacidad, de la participación en, se le negarán los beneficios de, o será objeto de discriminación en cualquier programa o actividad que reciba asistencia financiera federal". Si siente que ha sido discriminado en los servicios de la Asociación de Gobiernos de Santa Bárbara (SBCAG por sus siglas en inglés), por favor proporcione la siguiente información para ayudarnos a procesar su queja y envíela a:

Proporcione su dirección aquí (Por favor, escriba claramente):

Nombre: _____

Dirección: _____

Ciudad, Estado, Código Postal: _____

Numero de Teléfono: _____(casa) _____(celular) _____(trabajo)

Persona discriminada: _____

Dirección de la persona discriminada _____

Ciudad, Estado, Código Postal: _____

Por favor, indique por qué cree que se produjo la discriminación:

- _____ Raza
- _____ Color
- _____ Origen Nacional
- _____ Genero
- _____ Edad
- _____ Discapacidad
- _____ Otro

¿Cuál fue la fecha de la supuesta discriminación? _____

¿Dónde tuvo lugar la supuesta discriminación? _____

Por favor, describa las circunstancias tal y como las vio: _____

Por favor, indique los nombres y números de teléfono de todos los testigos:



¿Ha presentado anteriormente una queja del Título VI en esta agencia?

☐ Si ☐ No

¿Ha presentado esta queja ante alguna otra agencia federal, estatal o local, o ante algún tribunal federal o estatal?

☐ Si ☐ No

Si es así, marque todo lo que corresponda:

☐ Estado _____

☐ Agencia Federal: _____

☐ Tribunal Federal _____

☐ Tribunal Estatal _____

☐ Agencia Local _____

Favor de proporcionar información sobre una persona de contacto en la agencia/tribunal donde se presentó la denuncia.

Nombre: _____

Título: _____

Agencia: _____

Dirección: _____

Teléfono: _____

Por favor, adjunte cualquier documento que tenga que apoye la acusación. Luego feche y firme este formulario y envíelo al Coordinadora del Título VI al:

Lauren Bianchi Klemann
Coordinadora de Título VI
Santa Barbara County Association of Governments
260 N. San Antonio Road, Suite B
Santa Barbara, CA 93110

Su firma _____

Fecha _____

Escriba su nombre _____

Appendix D | Sample Letter Acknowledging Receipt of Complaint

[Today's Date]

Ms. Jo Doe
1234 Main St.
Santa Barbara, CA 93110

Dear Ms. Doe:

This letter is to acknowledge receipt of your complaint against the Santa Barbara County Association of Governments (SBCAG) 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 by telephoning Lauren Bianchi Klemann at (805) 961-8900, or write to this address:

Title VI Coordinator
Santa Barbara County Association of Governments
260 N. San Antonio Road, Suite B
Santa Barbara, CA 93110
Phone: (805) 961-8900

Sincerely,

Lauren Bianchi Klemann
Title VI Coordinator



Appendix E | Sample Letter Notifying Complainant that the Complaint is Substantiated

[Today's Date]

Ms. Jo Doe
1234 Main St.
Santa Barbara, CA 93110

Dear Ms. Doe:

The matter referenced in your letter of _____ (date) against the Santa Barbara County Association of Governments 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,

Lauren Bianchi Klemann
Title VI Coordinator
Santa Barbara County Association of Governments
260 N. San Antonio Road, Suite B
Santa Barbara, CA 93110
Phone: (805) 961-8900

Appendix F | Sample Letter Notifying Complainant that the Complaint is Not Substantiated

[Today's Date]

Ms. Jo Doe
1234 Main St.
Santa Barbara, CA 93110

Dear Ms. Doe:

The matter referenced in your complaint of _____ (date) against the Santa Barbara County Association of Governments (SBCAG) 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, national origin, gender, age, or disability in any program receiving federal financial assistance.

SBCAG has analyzed the materials and facts pertaining to your case for evidence of their 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 the Santa Barbara County Association of Governments, 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 to you in the future, do not hesitate to call me.

Sincerely,

Lauren Bianchi Klemann
Title VI Coordinator
Santa Barbara County Association of Governments
260 N. San Antonio Road, Suite B
Santa Barbara, CA 93110
Phone: (805) 961-8900

Appendix G | Samples of Narrative

Samples of narrative to be displayed on the SBCAG website and in public areas of the SBCAG office, including the reception desk and meeting rooms. This notice will also be posted in SBCAG facilities and on SBCAG-owned transit vehicles.

Public Notice: Title VI of the Civil Rights Act of 1964 Santa Barbara County Association of Governments (SBCAG)

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 Santa Barbara County Association of Governments 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, national origin, gender, age, or disability, as protected by Title VI and related implementing regulations. If you feel you are being denied participation in or being denied benefits of the services provided by Santa Barbara County Association of Governments, or otherwise being discriminated against because of your race, color, national origin, gender, age, or disability, you may contact our office at:

Lauren Bianchi Klemann
Title VI Coordinator
Santa Barbara County Association of Governments
260 N. San Antonio Road, Suite B, Santa Barbara, CA 93110
Phone: (805) 961-8900

You also have the right to 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

For more information, visit our website at www.sbcag.org.

- To obtain services or copies in an alternate format or language, please contact SBCAG by telephone at (805) 961-8900, or by email at info@sbacag.org.
- Para obtener servicios o copias en un formato o lenguaje alternativo, por favor contacte a SBCAG por teléfono al (805) 961-8900, o por correo electrónico a info@sbacag.org.
- 若要取得其他格式或語言的服務或副本，請透過電話 (805) 961-8900 或發送電子郵件至 info@sbacag.org 聯絡 SBCAG。

- Upang makakuha ng mga serbisyo o mga kopya sa isang alternatibong format o wika, mangyaring makipag-ugnayan sa SBCAG sa pamamagitan ng telepono sa (805) 961-8900, o sa pamamagitan ng email sa info@sbcag.org.

Aviso público: Título VI de la Ley de Derechos Civiles de 1964
Asociación de Gobiernos del Condado de Santa Bárbara (SBCAG)

El Título VI de la Ley de Derechos Civiles de 1964 prohíbe la discriminación por motivos de raza, color u origen nacional en los programas y actividades que reciben asistencia financiera federal. Específicamente, el Título VI establece que "ninguna persona en los Estados Unidos será excluida, por motivos de raza, color u origen nacional, de la participación en, se le negarán los beneficios de, o será objeto de discriminación en cualquier programa o actividad que reciba asistencia financiera federal" (42 U.S.C. Sección 2000d).

La Asociación de Gobiernos del Condado de Santa Bárbara se ha comprometido a garantizar que ninguna persona quede excluida de la participación en sus servicios o se le nieguen los beneficios de estos por motivos de raza, color, origen nacional, sexo, edad o discapacidad, según lo dispuesto en el Título VI y los reglamentos de aplicación conexos. Si usted siente que se le está negando la participación en o se le están negando los beneficios de los servicios proporcionados por la Asociación de Gobiernos del Condado de Santa Bárbara, o que se le está discriminando de alguna otra manera por su raza, color, nacionalidad, género, edad o discapacidad, puede comunicarse con nuestra oficina en:

Lauren Bianchi Klemann, Coordinadora de Título VI
Santa Barbara County Association of Governments
260 N. San Antonio Road, Suite B
Santa Barbara, CA 93110
Teléfono: (805) 961-8900

Para mas información visite nuestro sitio web: www.sbcag.org

- To obtain services or copies in an alternate format or language, please contact SBCAG by telephone at (805) 961-8900, or by email at info@sbacag.org.
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Appendix H | Resolution Approving Title VI Plan

RESOLUTION OF THE SANTA BARBARA
COUNTY ASSOCIATION OF GOVERNMENTS

ADOPTION OF SBCAG TITLE VI
NONDISCRIMINATION POLICY AND PROGRAM
2024 WITH LIMITED ENGLISH PROFICIENCY
(LEP) PLAN.

RESOLUTION NO. 24-21

WHEREAS, the Santa Barbara County Association of Governments ("SBCAG") has a clear interest in maintaining an employment environment that is committed to an active nondiscrimination program, and ensuring that no person is excluded from participation in, denied the benefits of, or discriminated against under its projects, programs or activities on the basis on race, color, or national origin, as provided in the Title VI of the Civil Rights Act and 49 United States Code Section 5332;

WHEREAS, federal and state statutes, regulations, and orders, including but not limited to, Section 162(a) of the Federal-Aid Highway Act of 1973, Section 504 of the Rehabilitation Act of 1973, Title 49 of the Code of Federal Regulations (CFR), Part 21, Executive Order No. 12898 and 13166, and the California Transportation Development Act require adoption of a Title VI Program with a Limited English Proficiency (LEP) Plan for federal fund recipients such as SBCAG;

WHEREAS, SBCAG provided a 30-day public comment period on the Draft 2024 Title VI Program with LEP Plan updates and provided notice of the public comment period in area general circulation newspapers;

WHEREAS, as a federal fund recipient, SBCAG is required to sign a Title VI policy statement assuring every effort will be made to ensure nondiscrimination in all of SBCAG's programs and activities where federally funded or not;

WHEREAS, pursuant federal regulations, orders, and policies such as the U.S. Department of Transportation (DOT) Order 1050.2, Department of Federal Transit Administration policies, and Title 2, CFR, Part 1200, SBCAG is required to make certain assurances and certifications as part of Title VI compliance; and

WHEREAS, SBCAG's 2024 Title VI Program requires that the Executive Director and Title VI Coordinator are authorized to ensure compliance with provisions of the policy and law.

NOW, THEREFORE, BE IT RESOLVED that the SBCAG Board of Directors adopts the 2024 Title VI Program with a LEP Plan as SBCAG's nondiscrimination policy;

BE IT FURTHER RESOLVED that SBCAG's Executive Director and Title VI Coordinator are authorized to ensure compliance with provisions of this policy and with the law, including but not limited to the requirements of Title 23 Code of Federal Regulations (CFR) 200 and Title 49 CFR 21; and

BE IT FURTHER RESOLVED that SBCAG's Executive Director is authorized to make all assurances and certifications required by federal and state agencies to maintain compliance of the Title VI Program.

PASSED AND ADOPTED this 20th day of June 2024 by the following vote:

AYES: Williams, Hartmann, Nelson, Osborne, Infanti, Julian, Patino, Perotte, Clark, Rowse, Lavagnino


NOES:

ABSENT: Capps, King


ABSTAIN:

ATTEST:

Santa Barbara County
Association of Governments

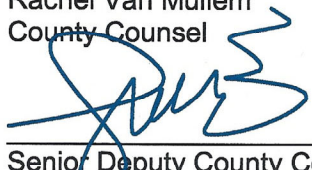


Marjie Kim
Executive Director



Steve Lavagnino, Chair

APPROVED AS TO FORM:
Rachel Van Mullem
County Counsel



Senior Deputy County Counsel

Appendix I | Service Standards and Policies

SBCAG Vehicle Load Standards

The load for any individual trip should not exceed vehicles' seating capacity. If ridership on any individual trip exceeds seating capacity for two consecutive days, vehicles with the highest seating capacity shall be assigned to the trip.

Vehicle Type	Average Passenger Capacity			
	Seated	Standing	Total	Maximum Load Factor
45' Coach	55-57	0	55-57	1.0
40' Coach	47	0	47	1.0

SBCAG Vehicle Headway Standards

SBCAG operates unidirectional, long distance commuter bus service on weekdays. Headways for service to Santa Barbara and Goleta from origin cities of Lompoc and Santa Maria shall be no less than 60 minutes in the morning and afternoon peak periods.

Policy Headways and Periods of Operation

Weekday	Peak*	Base	Evening	Night
Peak Express	60	N/A	N/A	N/A

* Peak: 5-7 a.m. and 3-6 .pm.; "NA" means no service is provided during that time period.

SBCAG On-Time Performance Standards

- Ninety-five percent (95%) of the SBCAG's transit vehicles will complete their established runs no more than 15 minutes early or late in comparison to the established schedule/published timetables.
- A vehicle is considered on time if it departs a scheduled timepoint no earlier than the scheduled departure time and no more than 5 minutes late. SBCAG's on-time performance objective is 95% or greater. SBCAG continuously monitors on- time performance and adjusts timetables in response to changing conditions such as long-term construction projects, signal installations, and traffic conditions.

SBCAG Service Availability Standards

SBCAG will distribute commuter bus service so that 100% of all residents in the origin cities and surrounding unincorporated areas live within six miles of the park and ride lot.

SBCAG Service Policies

SBCAG Vehicle Assignment Policy

Vehicles will be assigned to individual origin city routes such that the average age of the vehicles operated in service to each city does not exceed 24 months more than the average age of the vehicles operated in service to other origin cities.

As SBCAG adds electric buses to its transit fleet, usage may be constrained to specific routes due to range requirements and operating conditions.

Clean Air Express Fleet

Bus #	Qty	Year	Make & Model	Length
623-625	3	2017	MCI D4500	45'
655-657	3	2015	MCI D4500	45'
771-776	6	2012	MCI D4500	45'
867-869	3	2011	MCI D4500	45'
876-877	2	2015	MCI D4500	45'
8003	1	2021	BYD C10	45'

SBCAG Transit Amenities Policy

SBCAG has no authority over installation of transit amenities along bus routes but shall work with local jurisdictions to make improvements where possible to install trash receptacles, sheltered waiting areas, lighting, and other amenities.

Appendix J | Demographic Analysis

In 2022, Santa Barbara County had a population of just under 450,000. Nearly 61 percent of that population self-identifies as white, though only 42.6 percent identifies as white alone (not Hispanic or Latino). This results in a majority-minority population, with 57.4 percent of residents identifying as a racial or ethnic minority. *(Note: Unless otherwise specified, all general population data for Santa Barbara County within this section is taken from the American Community Survey 2022 Five-Year Estimates.)*

Exhibit 1 Santa Barbara County: Population Distribution by Race and Ethnicity

	Frequency	Percent
Total population	445,213	100.0%
White alone	270,657	60.8%
Black or African American alone	8,431	1.9%
American Indian and Alaska Native alone	6,107	1.4%
Asian alone	24,327	5.5%
Native Hawaiian and Other Pacific Islander alone	562	0.1%
Some other race alone	55,000	12.4%
Two or more races	80,129	18.0%
Hispanic or Latino of any race	207,576	46.6%
Mexican	185,637	41.7%
Puerto Rican	1,847	0.4%
Cuban	555	0.1%
Other Hispanic or Latino	19,537	4.4%

Primary Racial & Ethnic Composition: Santa Barbara County Population and SBCAG Advisory Committees

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.” Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of the efforts made to encourage the participation of minorities on such committees.

SBCAG Santa Barbara County Transit Advisory Committee and Measure A Citizens Oversight Committee are the only transit-related, non-elected advisory committee, of which membership is selected by SBCAG’s Board of Directors. Exhibits 2 and 3 depict the racial breakdown of the membership on those committees as well as other transit-related planning boards and advisory councils by which SBCAG does not have authority in selecting membership.

Consistent with the U.S. Census 2020, race categories generally reflect social definitions in the U.S. and are not an attempt to define Race biologically, anthropologically, or genetically. SBCAG recognizes that the race categories include racial and national origins and socio-cultural groups.

Please Note: The figures provided below are results from participation in a voluntary, anonymous survey. All responses were “self-identifying.”

Exhibit 2 Primary Racial and Ethnic Composition: Santa Barbara County Population

	Percentage by Group					
	Not of Hispanic, Latino, or Spanish origin	Mexican, Mexican American, Chicano	Puerto Rican	Cuban	Other	Prefer not to answer
Overall County population	53.4%	41.7%	0.4%	0.1%	4.4%	N/A
Santa Barbara County Transit Advisory Committee (SBTAC)	75.0%	25.0%	0.0%	0.0%	0.0%	0.0%
Technical Transportation Advisory Committee (TTAC)	75.0%	16.7%	0.0%	0.0%	8.3%	0.0%
Technical Planning Advisory Committee (TPAC)	90.0%	0.0%	0.0%	0.0%	10.0%	0.0%
Measure A Citizens Oversight Committee	85.7%	14.3%	0.0%	0.0%	0.0%	0.0%

Exhibit 3 Primary Racial and Ethnic Composition: SBCAG Advisory Committees

	Percentage by Group								
	Asian	American Indian	Black or African American	Middle Eastern or North African	Pacific Islander	White	Other	Two or more races	Prefer not to answer
Overall county population	5.5%	1.4%	1.9%	N/A	0.1%	60.8%	12.4%	18.0%	N/A
Santa Barbara County Transit Advisory Committee (SBTAC)	25.0%	0.0%	0.0%	0.0%	0.0%	62.5%	12.5%	0.0%	0.0%
Technical Transportation Advisory Committee (TTAC)	16.7%	0.0%	0.0%	0.0%	8.3%	50.0%	16.7%	8.3%	0.0%
Technical Planning Advisory Committee (TPAC)	10.0%	0.0%	0.0%	0.0%	0.0%	80.0%	10.0%	0.0%	0.0%
Measure A Citizens Oversight Committee	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%

Spanish is the predominant non-English language spoken within Santa Barbara County. While 32.6 percent of county residents age five years and older speak Spanish at home, 14 percent fall into the category of “limited English-proficient” (LEP) because they speak English less than “very well.” LEP Chinese speakers comprise 0.5 percent of the population, while LEP Tagalog speakers represent 0.4 percent. Other Asian and Pacific Island languages, as a group, are spoken by 0.3 percent of LEP residents, though these individual languages are not specified.

Exhibit 4 Languages Spoken at Home: Santa Barbara County

Population 5 Years and Older	Frequency	Percent
Total Population	418,431	100.0%
Speak only English	251,468	60.1%
Speak another language at home	166,963	39.9%
Speak English less than "very well"	67,934	16.2%
Speak English less than "very well" - detail		
Spanish	58,687	14.0%
French, Haitian, or Cajun	165	0.0%
German or other West Germanic languages	309	0.1%
Russian, Polish, or other Slavic languages	367	0.1%
Other Indo-European languages	809	0.2%
Korean	427	0.1%
Chinese (incl. Mandarin, Cantonese)	2,017	0.5%
Vietnamese	576	0.1%
Tagalog (incl. Filipino)	1,585	0.4%
Other Asian and Pacific Island languages	1,231	0.3%
Arabic	341	0.1%
Other and unspecified languages	1,420	0.3%

To further identify LEP populations within Santa Barbara County, and to begin monitoring/tracking changes in those groups, the SBCAG reviewed English Learner (EL) statistics for students within the Santa Barbara County schools. Public schools within the California Department of Education (CDE) must report on their students who are English Learners – students whose native tongue is a language other than English – as well as which language is their mother tongue. This data is available online via CDE’s DataQuest website, <https://dq.cde.ca.gov/dataquest/>.

SBCAG accessed the available EL data for the 2022/2023 school year to complete its comprehensive assessment of the populations it provides service to, including what LEP populations exists and where these groups may be concentrated. Periodically reviewing this data will enable SBCAG to monitor which non-English languages are growing in order to provide appropriate language assistance services.

Consistent with data from the 2022 American Community Survey, the highest concentrations of EL students within Santa Barbara County speak Spanish (83.2% of English Learners). The only other significant language was Mixteco, representing 14 percent of English Learners. This language is not individually identified through the ACS. Aggregate counts and relative percentages are presented in Exhibit 5.

Exhibit 5 English Learner Data: Santa Barbara County Schools

Language	Grade													Total	% of Total
	K	1	2	3	4	5	6	7	8	9	10	11	12		
Spanish	1,986	1,725	1,729	1,723	1,536	1,381	1,119	800	663	497	471	452	435	14,517	83.23%
Mixteco	378	273	227	230	242	237	189	142	147	99	99	108	68	2,439	13.98%
Zapoteco	11	13	10	10	9	9	4	2	2	1	3	3	3	80	0.46%
Other non-English languages	6	6	6	14	3	1	8	5	6	6	7	5	6	79	0.45%
Arabic	8	4	11	5	5	7	1	2	6	3	4	1	1	58	0.33%
Filipino (Pilipino or Tagalog)	7	10	7	7	6	6	1	4	3	4	0	0	2	57	0.33%
Vietnamese	6	8	3	4	5	3	1	1	0	0	0	2	2	35	0.20%
Mandarin (Putonghua)	12	3	2	0	2	2	0	1	0	1	1	0	2	26	0.15%
Japanese	2	2	2	1	0	1	1	2	0	1	0	1	0	13	0.07%
Korean	4	1	1	3	2	0	0	0	1	0	0	0	0	12	0.07%
Ilocano	1	1	1	1	0	0	4	1	1	0	1	0	1	12	0.07%
Hmong	0	0	0	3	0	3	2	1	0	1	1	0	0	11	0.06%
French	0	3	1	0	1	3	2	0	0	0	0	1	0	11	0.06%
Russian	5	2	0	1	1	0	0	0	0	0	1	1	0	11	0.06%
Farsi (Persian)	3	1	1	0	1	0	0	1	0	0	0	0	0	7	0.04%
Hebrew	1	0	1	1	1	1	1	1	0	0	0	0	0	7	0.04%
Hindi	3	1	0	1	0	0	0	0	0	0	0	0	1	6	0.03%
Portuguese	0	2	1	1	1	1	0	0	0	0	0	0	0	6	0.03%
Turkish	1	4	0	0	0	0	0	0	0	0	0	0	1	6	0.03%
Thai	0	1	0	2	0	1	0	0	0	0	0	1	0	5	0.03%
Bulgarian	0	1	1	0	1	0	0	0	0	0	1	0	0	4	0.02%
German	0	1	0	0	0	1	0	0	1	0	0	0	0	3	0.02%
Dutch	0	0	0	0	1	0	1	1	0	0	0	0	0	3	0.02%
Punjabi	1	0	0	1	0	1	0	0	0	0	0	0	0	3	0.02%
Italian	2	0	0	0	1	0	0	0	0	0	0	0	0	3	0.02%

Language	Grade													Total	Percent of Total
	K	1	2	3	4	5	6	7	8	9	10	11	12		
Khmer (Cambodian)	1	0	2	0	0	0	0	0	0	0	0	0	0	3	0.02%
Ukrainian	1	0	1	0	0	0	0	1	0	0	0	0	0	3	0.02%
Urdu	2	0	0	1	0	0	0	0	0	0	0	0	0	3	0.02%
Telugu	1	0	0	1	0	0	0	0	0	0	0	0	0	2	0.01%
Taiwanese	0	1	0	0	0	1	0	0	0	0	0	0	0	2	0.01%
Marathi	0	0	0	2	0	0	0	0	0	0	0	0	0	2	0.01%
Cantonese	1	0	0	0	0	0	0	0	0	1	0	0	0	2	0.01%
Armenian	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0.01%
Bengali	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0.01%
Gujarati	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0.01%
Amharic	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0.01%
Indonesian	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0.01%
Nahuatl languages	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0.01%
Nepali	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0.01%
Polish	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0.01%
Samoan	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0.01%
Swedish	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0.01%
Tamil	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0.01%
Total	2,444	2,067	2,008	2,014	1,819	1,659	1,335	965	830	614	589	576	522	17,442	100.00%

As indicated on the demographic maps shown in Exhibits 6 through 17, LEP and minority individuals (defined as any individual not identifying as White alone, not Hispanic or Latino) are dispersed throughout the county. Minorities reside in all cities and unincorporated areas of the county; therefore, because minorities are evenly distributed throughout Santa Barbara County there exist no disparate impacts on the basis of race, color, or national origin.

Exhibit 6 LEP population by census tract

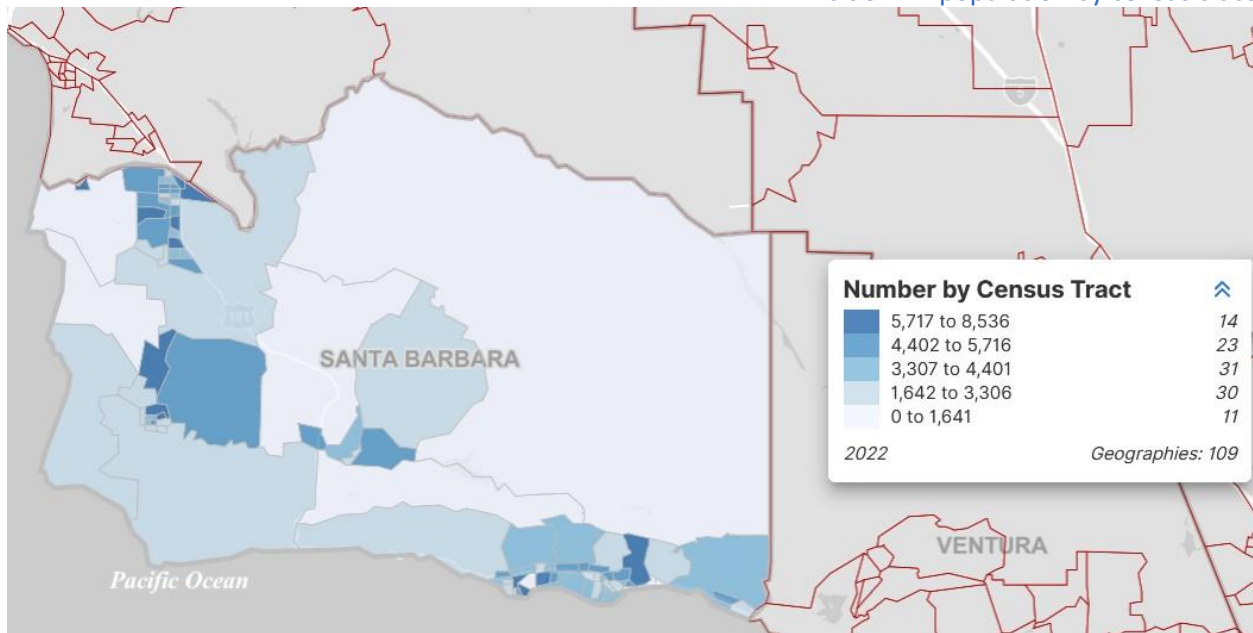


Exhibit 7 LEP Spanish-speaking population by census tract

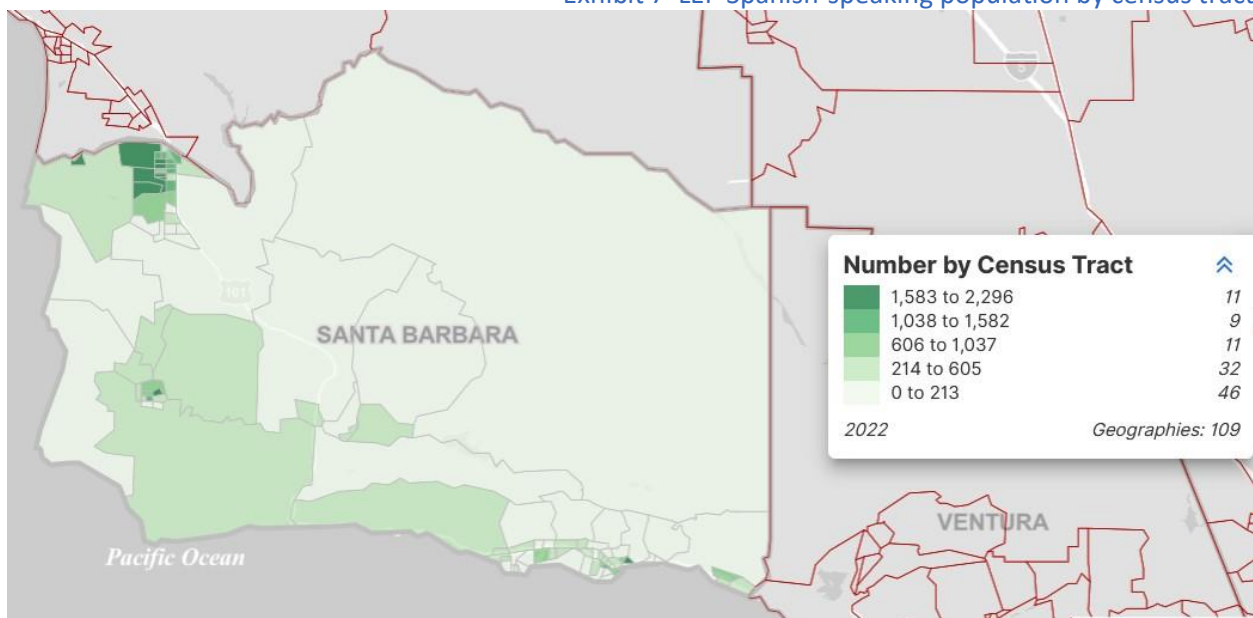


Exhibit 8 LEP Chinese-speaking population by census tract

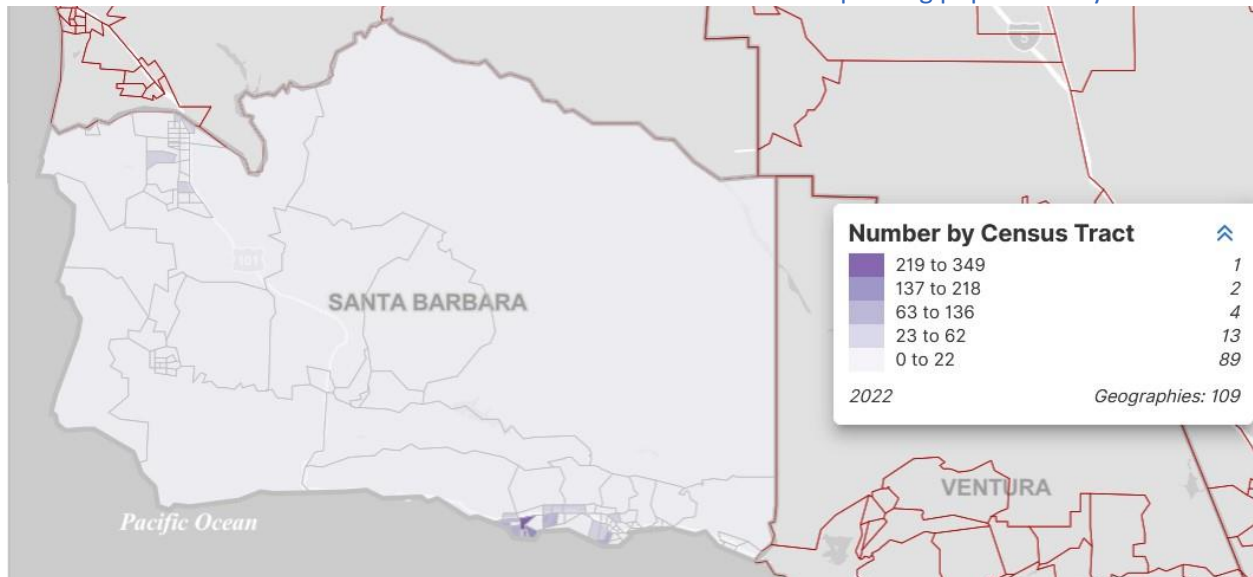


Exhibit 9 LEP Tagalog-speaking population by census tract

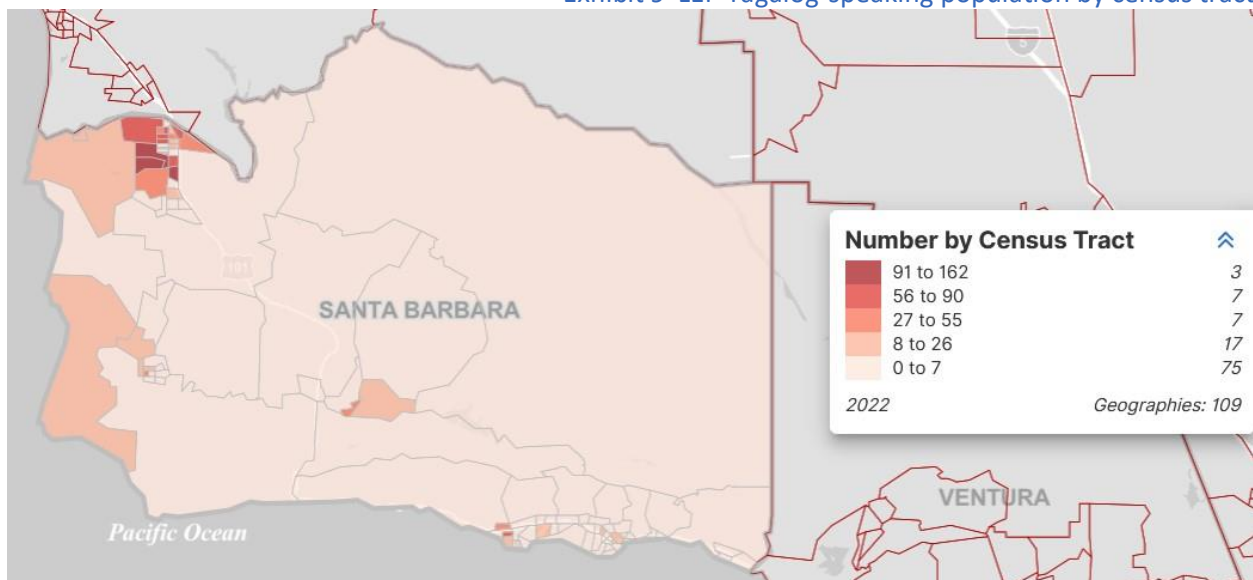


Exhibit 10 LEP Other Asian and Pacific Island languages-speaking population by census tract

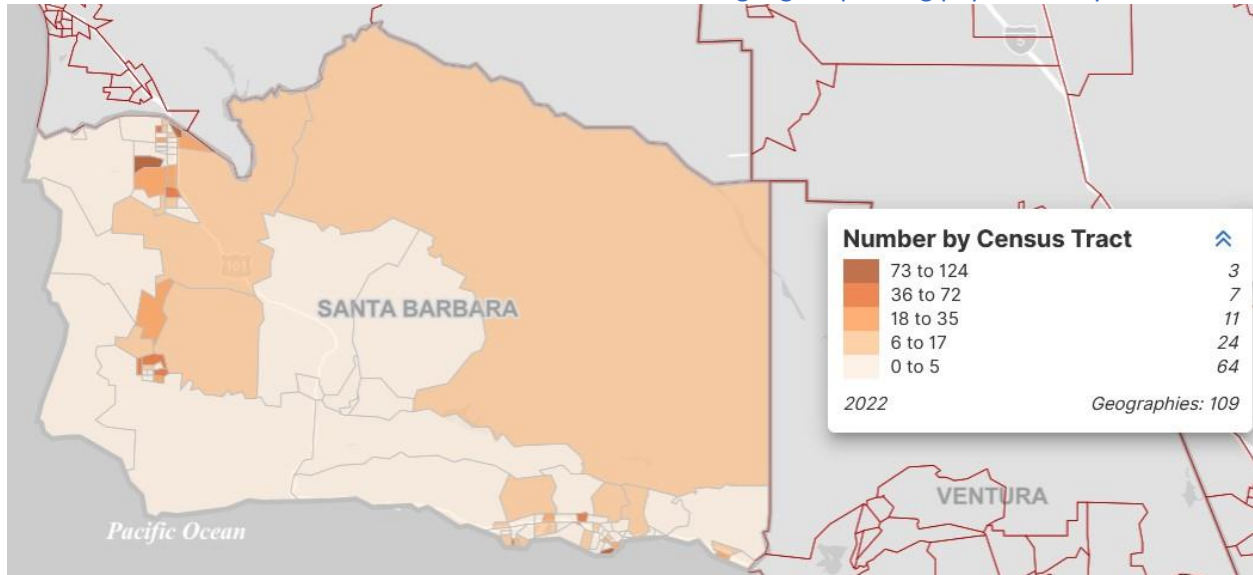


Exhibit 11 Hispanic or Latino population by census tract



Exhibit 12 American Indian and Alaska Native population by census tract

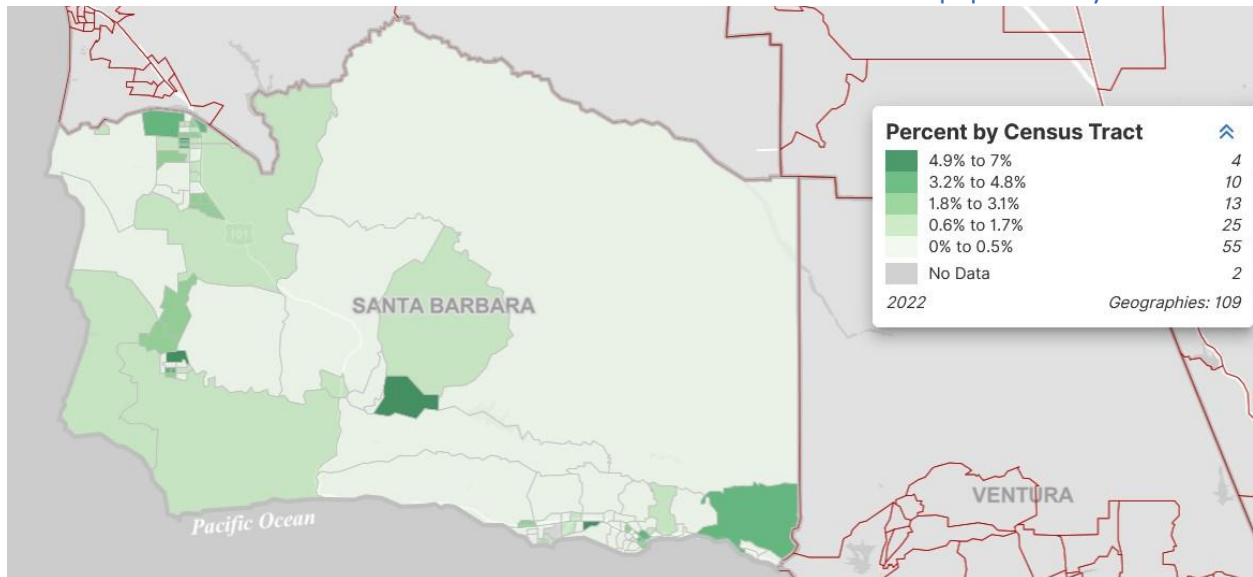


Exhibit 13 Asian population by census tract

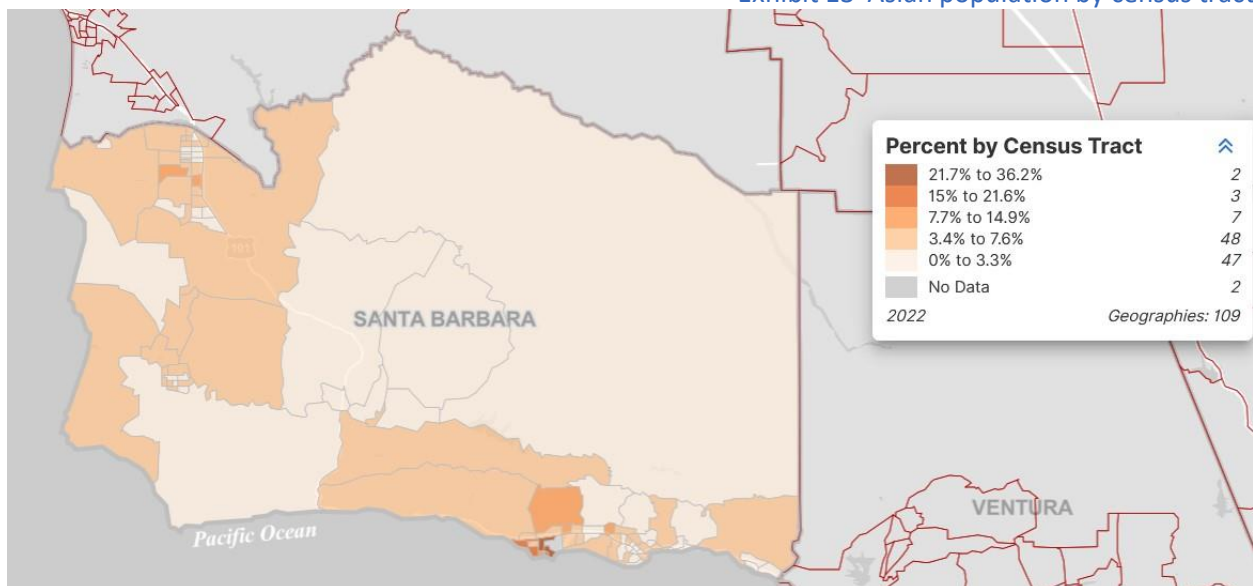


Exhibit 14 Black or African American population by census tract

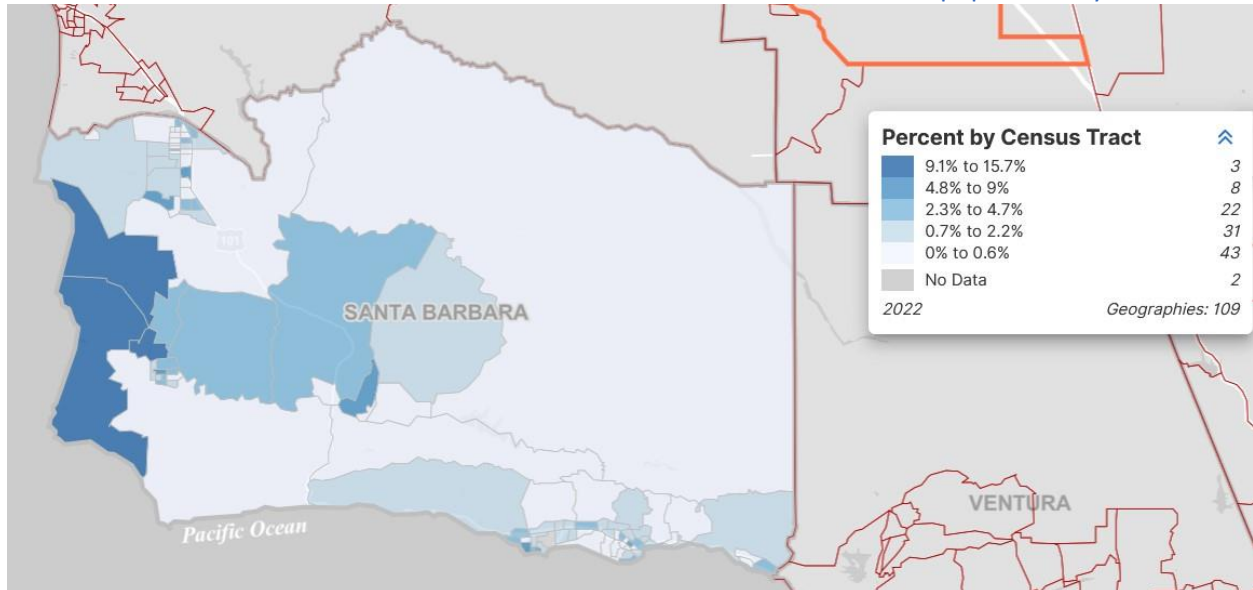


Exhibit 15 Native Hawaiian or Pacific Islander population by census tract

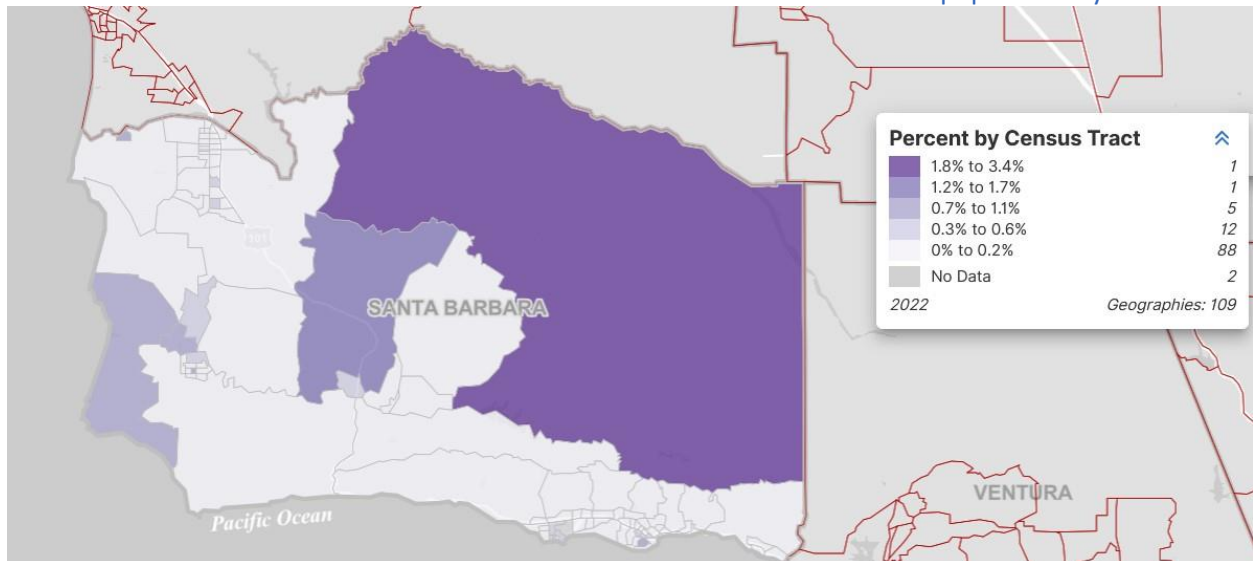




Exhibit 16 Some other race population by census tract

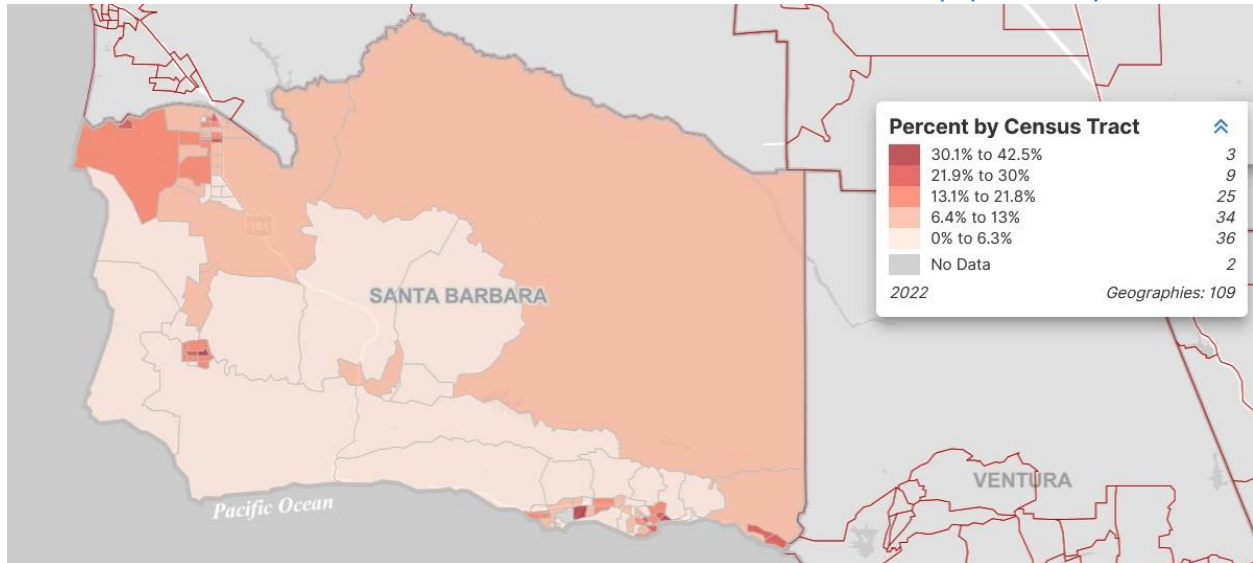
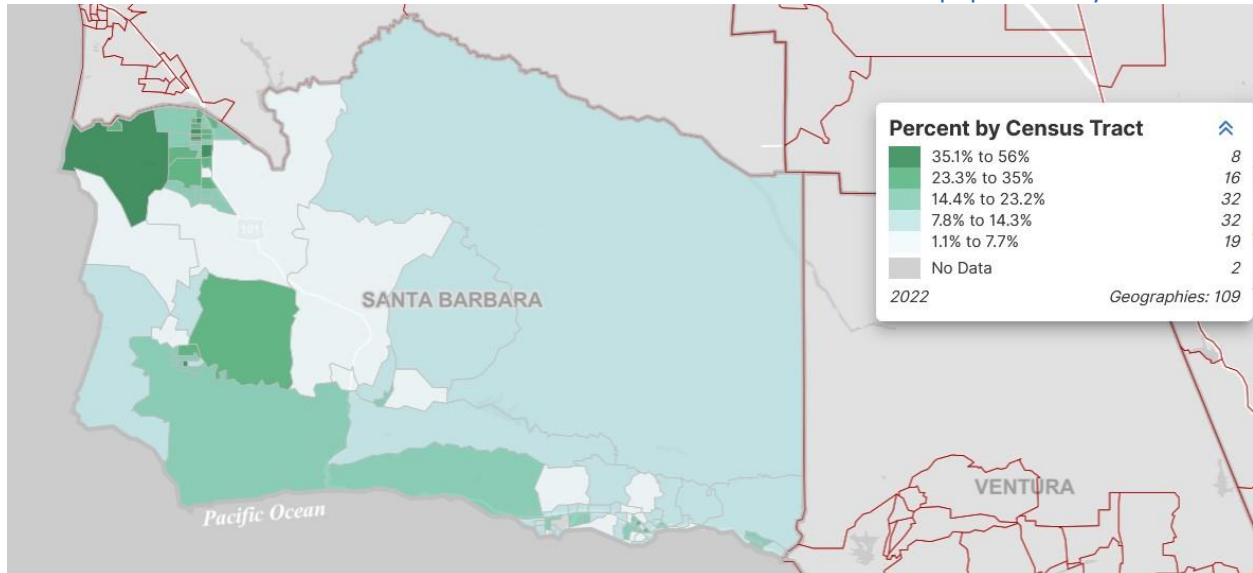


Exhibit 17 Two or more races population by census tract



Appendix K | Limited English Proficiency (LEP) Plan

Introduction

This Limited English Proficiency (LEP) Plan has been prepared to address Santa Barbara County Association of Governments (SBCAG) responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, Federal Transit Administration Circular 4702.1B dated October 1, 2012, which states that no person shall be subjected to discrimination on the basis of race, color or national origin.

Executive Order 13166, titled “Improving Access to Services for Persons with Limited English Proficiency (LEP),” 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 SBCAG 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.

Plan Summary

SBCAG has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with Limited English Proficiency who wish to access transportation services provided by recipients of FTA assistance for persons residing, visiting or working in the SBCAG region. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write, or understand English.

This Plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

The guidance outlines four factors recipients are to consider when assessing language needs and determining appropriate steps to ensure meaningful access to services for LEP persons. In order to prepare this plan, SBCAG undertook the U.S. Department of Transportation (U.S. DOT) four-factor LEP analysis which considers the following:

1. The number or proportion of LEP persons to be served or likely to be encountered in a SBCAG program, activity or service.
2. The frequency with which LEP persons come in contact with SBCAG programs, activities or services.
3. The nature and importance of programs, activities or services provided by SBCAG to the LEP population.
4. The resources available to SBCAG and overall cost to provide LEP assistance.

A summary of the results of the SBCAG four-factor analysis is in the following section.

Four-Factor Analysis

1. The number or proportion of LEP persons in the region who may be served or are likely to encounter a SBCAG program, activity or service.

To identify the number of LEP persons in the region who may be served or are likely to encounter a SBCAG program, activity or service, SBCAG looked at the U.S. Census Bureau's 2022 5-Year American Community Survey (ACS), Table C16001 using the criteria for "Language Spoken at Home for the Population 5 Years and Over." In reviewing the data, SBCAG determined that any individual who indicated they do not speak English "very well" would be classified as LEP. Out of the total population of 418,431 persons (ages 5 years and older) in the SBCAG region, approximately 40 percent, or 166,963 persons, speak a language other than English; and 16.2 percent, or 67,934 persons, were identified as LEP. Spanish-speakers constituted the largest LEP group at 14 percent, or 58,687 persons. Other LEP populations identified in the region include Chinese, Mixteco, and Tagalog speakers. Exhibit 4 in Appendix J provides detailed population information, including the LEP populations determined by SBCAG to meet the FTA's safe harbor threshold of 1,000 persons of the total LEP population eligible to be served.

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

The frequency by which LEP persons come into contact with SBCAG programs, activities, or services is when language assistance is requested or deemed appropriate, such as through the expressed interest LEP persons, a project or program need for identified populations who may benefit or be impacted, or the expected effectiveness of outreach to LEP persons. Activities include varying levels of real-time or by request professional language translation and interpretation services for public outreach and engagement tactics, translating selected documents, employing specialty outreach consultants to engage with the LEP and underrepresented communities (particularly with the development of the Regional Transportation Plan/Sustainable Communities Strategy), and disseminating traditional media notices (i.e. press releases) to print, radio and broadcast media serving LEP person communities.

SBCAG and Clean Air Express staff were surveyed to determine how frequently LEP individuals come into contact with the agency's services and programs. Results of the 2023 Clean Air Express rider survey were also reviewed. Through these three surveys, it became apparent that Spanish was the primary language encountered. Clean Air Express staff were more likely to encounter LEP individuals than SBCAG staff. In addition, TDA Article 8 Unmet Transit Needs assessments do not typically result in comments or input in any language other than English.

Summaries of input received through the rider survey and staff surveys are provided below.

Clean Air Express Customer Survey

A survey of Clean Air Express riders was conducted in Fall 2023 in support of a proposed fare increase. A total of 135 valid responses were received. The survey was provided in both English and Spanish.

The primary languages spoken by respondents at home were generally English (69.4 percent) or Spanish (23.9 percent). An additional 6.7 percent of respondents cited "other." No riders indicated speaking Tagalog or Chinese (offered as response options) at home. In addition, 83 percent of riders indicated speaking English very well. Just under 10 percent indicated speaking English less than very well or not at

all, which qualifies them as limited English-proficient (LEP). Another 7.4 percent declined to provide a response.

The most frequently cited race was White (42 percent of respondents), while 8.4 percent indicated a minority race. In addition, 11.5 percent of respondents indicated an “other” race, and 38.2 percent declined to provide a response. Fifty-three percent of respondents indicated being of Hispanic, Latino, or Spanish origin; another 17.9 percent declined to provide a response.

SBCAG Staff Survey

SBCAG staff were also surveyed regarding their customer interactions. Nearly all SBCAG employees have the potential to be customer-facing at some point. This may be through phone calls from the public, representing the agency at outreach events, or leading a planning project. Responses were received from 16 SBCAG staff members.

Data from the completed SBCAG staff surveys generally corroborate the findings described in the Service Area Demographics section. Specific highlights from the driver survey are detailed below.

- Approximately 19 percent of SBCAG staff speak Spanish. This translates to three individuals. No other languages other than English are represented.
- The majority of customer service staff responding to the survey (82 percent) indicated having no encounters with LEP individuals in a typical week. The remaining 18 percent (two individuals) reported fewer than five LEP individuals encountered in a typical week.
- Among outreach staff, half of those responding to the survey indicated having no encounters with LEP individuals in a typical month. The other half reported fewer than five LEP individuals encountered in a typical month.
- Spanish is the language most frequently encountered by SBCAG staff. The only other language cited was Mixteco.
- Approximately 56 percent of SBCAG staff reported no issues or problems communicating with LEP individuals. The remaining 44 percent cited only occasional problems.
- The most frequently cited topic or challenge resulting from a language barrier was “difficulty with technical jargon or industry-specific terms” (four responses), followed by “difficulty in obtaining Traffic Solutions/commuter services information” (three responses).
- When asked what types of materials or services would be beneficial to LEP individuals interacting with SBCAG, the most frequently cited were:
 - Translation services for documents and forms (seven responses),
 - Translated program or project information (six responses),
 - Bilingual staff or interpreters at meetings and appointments (six responses),
 - Outreach or presentations in other languages (five responses), and
 - A user-friendly language selection option on the SBCAG website (five responses).

A copy of the SBCAG staff survey instrument is provided in the Appendix.

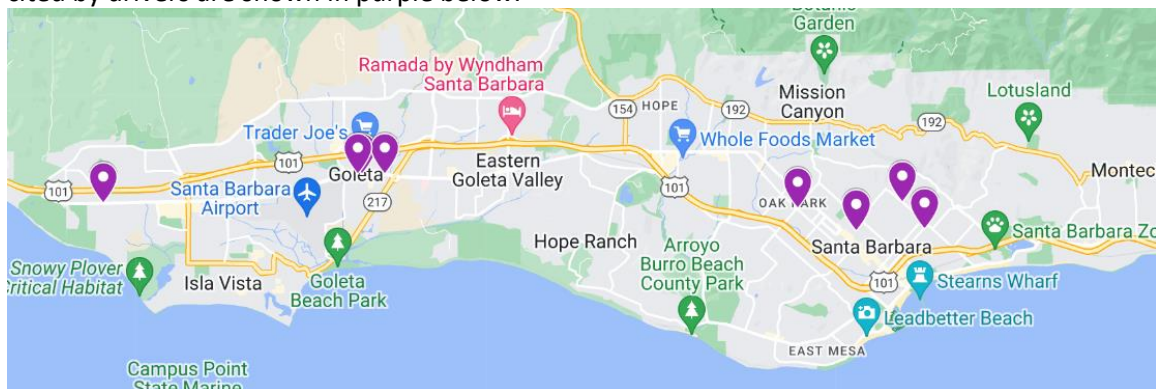
Operations Staff Survey

Operations contractor staff and drivers were also surveyed regarding their customer interactions. As drivers and customer service staff are typically on the “front lines” and most frequently come into contact

with transit patrons, their observations and insights provide an informative picture of how many LEP persons use the Clean Air Express.

Data from the 12 completed operations staff surveys generally corroborate the findings described in the Service Area Demographics section. Specific highlights from the operations staff survey are detailed below.

- Half the operations staff surveyed speak Spanish. This translates to six individuals. One additional individual indicated speaking Armenian and Farsi.
- The eight drivers responding to the survey all indicated having encounters with LEP individuals in a typical week. One-quarter of drivers (two individuals) indicated encountering more than 10 LEP individuals, while 12.5 percent said they encountered five to ten. However, 62.5 percent (five individuals) said they encountered fewer than five LEP individuals in a typical week.
- Drivers were also asked to indicate where LEP riders generally board or alight the bus. Locations cited by drivers are shown in purple below.



- The six customer service representatives and customer-facing staff (there was some overlap with drivers) responding to the survey all indicated having encounters with LEP individuals in a typical week. One-third (two individuals) indicated encountering more than 10 LEP individuals, while 16.7 percent said they encountered five to ten. Half (three individuals) said they encountered fewer than five LEP individuals in a typical week.
- Spanish is the language most frequently encountered by operations staff. The only other language cited was Mixteco.
- Approximately 73 percent of operations staff reported no issues or problems communicating with LEP individuals. The remaining 27 percent cited only occasional problems.
- The most frequently cited topic or challenge resulting from a language barrier was “difficulty accessing/obtaining fare information/how to pay for a ride” (five responses). This was followed by “difficulty accessing/obtaining basic service information/how to ride” (four responses).
- When asked what types of materials or services would be beneficial to LEP individuals interacting with the Clean Air Express, the most frequently cited were:
 - A user-friendly language selection option on the Clean Air Express website (six responses),
 - Translated service brochures (four responses),
 - Onboard notices in other languages (three responses), and
 - More translated online materials (three responses).

A copy of the operations staff survey instrument is provided in the Appendix.

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

As the Metropolitan Planning Organization for the region, SBCAG serves eight cities as well as the county unincorporated areas representing nearly half of a million residents. The agency develops long-range regional transportation plans as well as sustainable communities strategies, growth forecast components, regional transportation improvement programs, and regional housing needs allocations. Additionally, SBCAG is the administer of Measure A, Santa Barbara County's local transportation sales tax measure. Through Measure A, the agency supports delivering regionally significant projects identified and prioritized by Santa Barbara County voters. Additionally, Measure A helps fund the Clean Air Express, a regional bus system operated by SBCAG to serve residents in Northern Santa Barbara County who commute to jobs on the South Coast.

SBCAG's planning, programing and project delivery activities have the potential to impact every person in the region and SBCAG seeks to provide reasonable opportunities for interested parties to comment or provide input on these activities. SBCAG evaluates the particular activity, whether it be a planning study or project to assess what level of public engagement would be the most effective consistent with the strategies outlined in SBCAG's Public Participation Plan.

Examples of services directly provided by SBCAG that are most likely to encounter LEP individuals are ongoing public outreach for project management, Traffic Solutions (SBCAG's Rideshare Division), and Interregional Commuter Transit Service (Clean Air Express). Other examples include planning activities involving surveys and public hearings such as the annual unmet transit needs public meeting and survey as well as the Regional Transportation Plan and Sustainable Communities Strategy or attendance by staff/consultant at regular events held by members of the LEP community are other venues enabling their participation in the development of transit service changes.

To better understand the role of SBCAG and the Clean Air Express among LEP populations, approximately 150 local stakeholders (comprised of local governments, local transit operators, social service agencies, senior centers, faith-based organizations, community organizations, ethnic/cultural groups, educational institutions, and groups that regularly work with SBCAG) were contacted regarding the nature of the populations they serve. These stakeholders were selected because they were deemed to potentially act as representatives for, or come into frequent contact with, LEP populations in Santa Barbara County. Of the stakeholders contacted, 17 organizations completed a stakeholder survey (two had duplicate responses submitted by different individuals, resulting in a total of 19 responses). The survey instrument is provided in the Appendix.

1. Blosser Urban Garden (Santa Maria)
2. Carpinteria Valley Association (Carpinteria)
3. City of Lompoc Transit (Lompoc)
4. CommUnify (Goleta)
5. Easy Lift Transportation (Goleta)
6. Guadalupe Business Association (2) (Guadalupe)
7. Home Builders Association of the Central Coast (Santa Barbara County)
8. Santa Barbara Association of Builders (Santa Barbara)
9. Santa Barbara Chinese American Association (Santa Barbara)

10. Santa Barbara County Trails Council (Santa Barbara)
11. Santa Barbara Metropolitan Transit District (2) (Santa Barbara and South Coast)
12. Santa Barbara Unified School District (Santa Barbara and Goleta)
13. Santa Maria Public Airport District (Santa Maria)
14. Santa Maria Valley Railroad (Santa Maria)
15. Shoreline Community Church (Santa Barbara)
16. SMOOTH, Inc. (Santa Maria)
17. St. Mark's University Parish (Isla Vista)

Together, these stakeholders provided important insight into the County's key LEP groups. As representatives who serve as leaders for these communities, they are attuned to the needs and potential language barriers members of these communities may face when accessing SBCAG and Clean Air Express services.

- In addition to English, the majority of stakeholders (89.5 percent) indicated Spanish was spoken by their members/clients/participants. The next most common languages were Mixteco and Chinese (36.8 percent each), followed by Tagalog and Vietnamese (21.1 percent each). Other languages cited included Arabic, French, German, Japanese, and Zapoteco.
- Approximately half of stakeholder respondents said less than 25 percent of their members/clients/participants were non-native English speakers. Only one said non-native English speakers comprised more than 75 percent of the represented population.
- Only one stakeholder (Shoreline Community Church) indicated its represented population does not speak English well. Three stakeholders (Blosser Urban Garden, CommUnify, and St. Mark's University Parish) said their represented populations do not read English well. This suggests there may be a slightly greater barrier to literacy in English in some populations.
- Only four stakeholders indicated an awareness of their members/clients/participants using the Clean Air Express. Three estimated fewer than 25 percent of these are non-native English speakers; one estimated the numbers as between 25 and 50 percent.
- One stakeholder (CommUnify) indicated language was a barrier to the use of the Clean Air Express transit service, citing Spanish and Mixteco as the target languages. The impact of language barriers was broad for these individuals, affecting all aspects of using the service.
- Eight respondents indicated their represented populations participate in or utilize services or programs provided by SBCAG.
- One stakeholder (SMOOTH, Inc.) indicated language was a barrier to participation in SBCAG programs, citing Spanish, Mixteco, Tagalog, Chinese, and Vietnamese as the target languages. The impact of language barriers was difficulty in participating in public engagement activities.
- One of the stakeholders also indicated members of their represented population may be reluctant to seek assistance because they or a member of their family is undocumented.

4. The resources available to SBCAG and overall cost to provide LEP assistance.

SBCAG assessed its available resources that could be used for providing LEP assistance, including determining how much a professional interpreter and translation service would cost on an as-needed basis, which of its documents would be the most valuable to be translated if the need should arise, and taking an inventory of available organizations which SBCAG could partner with for outreach and translation efforts. The amount of staff training that might be needed was also considered. In addition to staff resources, approximately \$20,000 per year is allocated for additional language services. Exhibit 18 outlines the general budgeted cost of language access services.

Exhibit 18 SBCAG Public Outreach Language Services (Annual Budget)

Service	Budget
Title VI Coordinator work with advocacy groups	\$23,000
Professional language access translation and interpretation services for public outreach purposes	\$15,000
Public meeting advertisements	\$3,000
Unmet Transit Needs process outreach	\$3,000

Conclusions

Given the size and diversity of the SBCAG region, SBCAG's frequency and type of interaction with LEP persons, and the resources available, SBCAG determined that the agency will prioritize access to information and translation of vital documents for the most frequently spoken languages in the region other than English, such as Spanish, Chinese, and Tagalog. Provided that it has the resources to do so, SBCAG will also, upon request, translate documents and provide interpretation services in other languages.

It should also be noted that while two other populations (speakers of Other Asian and Pacific Island languages and Other and unspecified languages) have LEP populations that exceed 1,000 individuals, they represent language groups rather than individual languages. Given the American Community Survey no longer provides detailed LEP status on a large number of languages (this was discontinued after 2015), it is impossible, absent other documentation, to determine whether any languages in those language groups have an individual population over 1,000 individuals. Therefore, SBCAG will continue to monitor the need for additional language resources from these language groups that may arise in the future.

Based on the four-factor analysis, SBCAG developed its LEP Plan as outlined in the following section.

Limited English Proficiency (LEP) Plan Outline

All front-line SBCAG staff are provided with the LEP Plan and educated on procedures and services available. To assist in identifying LEP individuals who need language assistance, SBCAG will:

1. Review prior requests for language assistance to determine if language assistance might be needed at future events or meetings.
2. Determine if planning, programming, or project scope may benefit or impact LEP individuals who need language assistance.
3. Contract with professional language access services and/or bilingual public outreach professionals for preparing, planning and conducting public meetings to assist SBCAG in identifying language assistance needs for future meetings.
4. Frontline staff and planners will be surveyed annually on their experience concerning any contacts with LEP persons during the previous year.

Language Assistance Measures

There are numerous language assistance measures available to LEP persons, including both verbal and written language services.

SBCAG provides information in various languages via its websites. The SBCAG website features a tool that translates the site into Chinese, Dutch, Italian, Portuguese, Russian, and Spanish. However, it is not readily apparent that these translations are available, and the site does not include a Tagalog translation, which would be more beneficial in this region. SBCAG's Traffic Solutions website is not provided in any language other than English. The Clean Air Express website utilizes a Spanish translation feature that is clearly visible in the page's navigation bar, as well as a smaller "Translate" button at the bottom of the page that offers translation into Spanish and Chinese.

While there is information in Spanish and Chinese available online, there is no information in Tagalog. In addition, translation tools only translate text within the websites themselves, not any graphics or files that may be linked to the site (such as reports or forms). Fortunately, most critical information – including the Title VI Notice to the Public, Title VI Plan, and LEP Plan – is provided as website text and is therefore translated.

SBCAG will investigate options for providing, at a minimum, information in Spanish, Chinese, and Tagalog on its websites, making the translation tool on the SBCAG website more readily identifiable, and providing translation into Tagalog on the SBCAG and Clean Air Express websites.

There are also various ways in which SBCAG staff responds to LEP persons, whether in person, by telephone or in writing.

- Frontline staff, planners and Rideshare program coordinators will be surveyed annually on their experience concerning any contacts with LEP persons during the previous year.
- Network with local community organizations providing services to LEP individuals and seek opportunities to provide information on SBCAG programs and services within their agency setting or at jointly sponsored functions.
- Contract with a professional language-access services to support community events, public hearing and Board of Director meetings when deemed necessary. Placement of

statements in notices and publications that interpreter services are available for these meetings, with 48 hours advance notice per the Ralph M. Brown Act.

- Post the SBCAG Title VI Policy and LEP Plan on the agency website, www.sbcag.org.
- When interpretation and translation services are needed for a languages other than English in-person, virtually or on the telephone, staff will attempt to access language assistance services from a professional translation service.

Safe Harbor Provision

The Federal Transit Authority Circular 4702.1B states:

DOT has adopted DOJ's Safe Harbor Provision, which outlines circumstances that can provide a "safe harbor" for recipients regarding translation of written materials for LEP populations. The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

These safe harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. A recipient may determine, based on the Four Factor Analysis, that even though a language group meets the threshold specified by the Safe Harbor Provision, written translation may not be an effective means to provide language assistance measures. For example, a recipient may determine that a large number of persons in that language group have low literacy skills in their native language and therefore require oral interpretation. In such cases, background documentation regarding the determination shall be provided to FTA in the Title VI Program.

SBCAG's four-factor analysis reveals there are 67,934 persons who are classified as LEP persons in the region, and of the total LEP population there are three languages that are spoken by more than 1,000 LEP persons. Spanish-speaking LEP persons are the largest group, representing 87 percent of the total LEP population and 14 percent of the overall County population. The other two languages are Chinese (3.0 percent of the LEP population and 0.5 percent of the total County population) and Tagalog (2.3 percent of the LEP population and 0.4 percent of the total County population). There is no other individual language spoken that exceeds the 1,000 LEP persons threshold.

Upon review of the four-factor analysis, SBCAG determined that the agency will translate documents considered "vital" in the three most frequently spoken languages other than English – Spanish, Chinese and Tagalog – consistent with the Public Participation Plan. Vital documents include legal classified ads in newspapers that reach underrepresented populations as well as Title VI complaint form and notice of a person's rights under Title VI.

The agency will determine, on a case-by-case basis, the effectiveness and appropriateness to translate other non-vital documents. With regard to translating vital and non-vital documents into other languages, SBCAG is committed to providing reasonable access to all individuals and complying with the FTA's Safe Harbor Provision. Subject to available resources, SBCAG will provide translations of the agency's vital – and non-vital documents on a case-by-case basis, by request. Requests can be made by emailing info@sbacag.org; or by phone at (805) 961-8905.

Staff Training

The following training will be provided to SBCAG staff:

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

Outreach Techniques

When staff prepares planning, programming, or project information for public engagement for which the identified audience is expected to include LEP individuals, SBCAG will follow the procedures outlined in the Public Participation Plan and determine the resources available to prioritize access to information and translation of documents associated with those activities. Other outreach techniques include direct outreach to local community organizations providing services to LEP individuals and seek opportunities to provide information on SBCAG programs and services within their agency setting or at jointly sponsored functions and contract with a professional language-access services.

Monitoring and Updating the LEP Plan

SBCAG will update the LEP as required by U.S. Department of Transportation. At minimum, the plan will be reviewed with updates to the Public Participation Plan to include data from new American Community Survey counts, or when it is clear that higher concentrations of LEP individuals are present in the SBCAG region. Updates will include the following:

- The number of documented LEP person contacts encountered annually
- How the needs of LEP persons have been addressed
- Determination of the current LEP population in the service area per the latest U.S. 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 SBCAG's financial resources are sufficient to fund bilingual language assistance resources needed
- Determine whether SBCAG has fully complied with the goals of this LEP Plan
- Determine whether complaints have been received concerning SBCAG's failure to meet the needs of LEP individuals

Dissemination of the SBCAG LEP Plan

A link to the SBCAG LEP Plan and the Title VI Procedures is included on the SBCAG website at www.sbcag.org. The LEP Plan and Title VI Procedures are also provided on the Clean Air Express website (<https://cleanairexpress.com/civil-rights-policies/>) with translations into Spanish and Chinese.

Any person or agency with internet access will be able to access and download the Plan from the SBCAG or Clean Air Express website. Alternatively, 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 copies of the Plan in translation which SBCAG will provide, if feasible.

Questions or comments regarding the LEP Plan may be submitted to Santa Barbara County Association of Governments, Title VI Coordinator:

Lauren Bianchi Klemann
Title VI Coordinator
Santa Barbara County Association of Governments
260 N. San Antonio Road, Suite B
Santa Barbara, CA 93110
Email: info@sbcbag.org
Phone: (805) 961-8900

Appendix L | Title VI Survey Instruments

SBCAG Staff Survey Instrument



FTA Title VI Compliance SBCAG Staff Survey

This survey may also be completed online at www.surveymonkey.com/r/SBCAGTitle6StaffSurvey.



Instructions: Please answer all questions relevant to your position and the programs you administer or support. Leave blank any questions that do not apply to you.

1. **All staff:** Please indicate any languages **other than English** you speak at home or speak fluently. *This may include languages you do not currently use in conjunction with your work.*

<input type="checkbox"/> Arabic	<input type="checkbox"/> Japanese	<input type="checkbox"/> Vietnamese	<input type="checkbox"/> Other language(s): _____
<input type="checkbox"/> Chinese	<input type="checkbox"/> Mixteco	<input type="checkbox"/> Zapoteco	
<input type="checkbox"/> Filipino/Tagalog	<input type="checkbox"/> Spanish	<input type="checkbox"/> No languages other than English	
2. **Customer service staff:** In a typical week, how many encounters do you have with individuals that either do not speak English or do not speak English very well? *Please count unique individuals only. If you encounter the same individual multiple times during the course of a typical week, only count them once.*

<input type="checkbox"/> None	<input type="checkbox"/> Less than 5	<input type="checkbox"/> 5 to 10	<input type="checkbox"/> More than 10
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3. **Outreach or other staff who may not interact with the public every day:** In a typical month, how many encounters do you have with individuals that either do not speak English or do not speak English very well?

<input type="checkbox"/> None	<input type="checkbox"/> Less than 5	<input type="checkbox"/> 5 to 10	<input type="checkbox"/> 11 to 20	<input type="checkbox"/> 20 to 30	<input type="checkbox"/> More than 30
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4. **All staff:** Please indicate the most common non-English languages you encounter in your role at SBCAG. (check all that apply)

<input type="checkbox"/> Arabic	<input type="checkbox"/> Japanese	<input type="checkbox"/> Vietnamese	<input type="checkbox"/> Other language(s): _____
<input type="checkbox"/> Chinese	<input type="checkbox"/> Mixteco	<input type="checkbox"/> Zapoteco	
<input type="checkbox"/> Filipino/Tagalog	<input type="checkbox"/> Spanish	<input type="checkbox"/> No languages other than English	
5. **All staff:** How would you rate your ability to communicate with persons who do not speak English or do not speak English very well?

<input type="checkbox"/> No issues or problems	<input type="checkbox"/> Occasional problems	<input type="checkbox"/> Frequent problems
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6. **All staff:** How do your personal language capabilities impact your ability to interact with SBCAG program and project participants?

<input type="checkbox"/> They <u>improve</u> my ability to communicate.	<input type="checkbox"/> They <u>hinder</u> my ability to communicate.
<input type="checkbox"/> Not applicable/no impact.	
7. **All staff:** In terms of language/communication barriers, please identify the most common topics or challenges you have observed. (check all that apply)

<input type="checkbox"/> Difficulty in obtaining general program or project information
<input type="checkbox"/> Difficulty in obtaining Traffic Solutions/commuter services information
<input type="checkbox"/> Difficulty in obtaining information on how to participate in public engagement activities
<input type="checkbox"/> Barriers to addressing the SBCAG Board
<input type="checkbox"/> Misinterpretations or misunderstandings related to cultural differences
<input type="checkbox"/> Difficulty with technical jargon or industry-specific terms
<input type="checkbox"/> Challenges posed by physical barriers, such as work location and environment
<input type="checkbox"/> Problems understanding non-verbal cues signaling a language barrier
<input type="checkbox"/> Lack of effective channels for feedback or open communication
<input type="checkbox"/> Lack of access to language support services for work-related communication
<input type="checkbox"/> Other: _____

CONTINUED ON REVERSE →



8. **All staff:** In your opinion, what types of materials/services would be beneficial to individuals interacting with SBCAG who do not speak English or do not speak English very well? (check all that apply)

- ☐ Outreach or presentations in other languages
- ☐ Translated program or project information
- ☐ Telephonic translation services
- ☐ More translated online materials
- ☐ Common phrases cards translated into various languages
- ☐ Translation services for documents and forms
- ☐ Bilingual staff or interpreters at meetings and appointments
- ☐ Multilingual support hotlines
- ☐ Outreach materials in multiple languages
- ☐ Non-English workshops or classes related to SBCAG topics
- ☐ A user-friendly language selection option on the SBCAG website
- ☐ Visual aids and infographics for information conveyance
- ☐ Other: _____

9. **All staff:** For data collection purposes only, please include your name (optional) and position below.

Name (optional): _____

Position: _____

Please return completed surveys to _____ by April 5, 2024.

Thank you for your support of this project.



Clean Air Express Operator Survey Instrument



**Clean Air Express
FTA Title VI Compliance – Operations Staff Survey**

This survey may also be completed online at www.surveymonkey.com/r/SBCAGTitle6OperationsStaffSurvey.



Instructions: Please answer all questions relevant to your position. Leave blank any questions that do not apply to you.

1. **All staff:** Please indicate any languages **other than English** you speak at home or speak fluently.

<input type="checkbox"/> Arabic	<input type="checkbox"/> Japanese	<input type="checkbox"/> Vietnamese	<input type="checkbox"/> Other language(s): _____
<input type="checkbox"/> Chinese	<input type="checkbox"/> Mixteco	<input type="checkbox"/> Zapoteco	
<input type="checkbox"/> Filipino/Tagalog	<input type="checkbox"/> Spanish	<input type="checkbox"/> No languages other than English	

2. **Drivers only:** In a typical week, how many **unique riders** board your vehicle that either do not speak English or do not speak English very well? *Please count unique riders only. If you encounter the same rider multiple times during the course of a typical week, only count them once.*

<input type="checkbox"/> None	<input type="checkbox"/> Less than 5	<input type="checkbox"/> 5 to 10	<input type="checkbox"/> More than 10
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3. **Drivers only:** Are the riders observed in Question 2 typically boarding and/or getting off at certain locations or in specific parts of the service area? If so, please identify these locations.

4. **Customer service representatives and other customer-facing staff:** In a typical week, how many encounters do you have with individuals that either do not speak English or do not speak English very well? *Please count unique individuals only. If you encounter the same individual multiple times during the course of a typical week, only count them once.*

<input type="checkbox"/> None	<input type="checkbox"/> Less than 5	<input type="checkbox"/> 5 to 10	<input type="checkbox"/> More than 10
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5. **All staff:** With respect to transit customers, please indicate the most common languages you encounter **other than English**. (check all that apply)

<input type="checkbox"/> Arabic	<input type="checkbox"/> Japanese	<input type="checkbox"/> Vietnamese	<input type="checkbox"/> Other language(s): _____
<input type="checkbox"/> Chinese	<input type="checkbox"/> Mixteco	<input type="checkbox"/> Zapoteco	
<input type="checkbox"/> Filipino/Tagalog	<input type="checkbox"/> Spanish	<input type="checkbox"/> No languages other than English	

6. **All staff:** How would you rate your ability to communicate with persons who do not speak English or do not speak English very well?

<input type="checkbox"/> No issues or problems	<input type="checkbox"/> Occasional problems	<input type="checkbox"/> Frequent problems
--	--	--

7. **All staff:** How do your personal language capabilities impact your ability to interact with Clean Air Express riders?

<input type="checkbox"/> They <u>improve</u> my ability to communicate.	<input type="checkbox"/> They <u>hinder</u> my ability to communicate.
<input type="checkbox"/> Not applicable/no impact.	

8. **All staff:** In terms of language or communication barriers, please identify the most common topics or challenges you have observed. (check all that apply)

<input type="checkbox"/> Difficulty accessing/obtaining basic service information/how to ride
<input type="checkbox"/> Difficulty accessing/obtaining fare information/how to pay for a ride
<input type="checkbox"/> Misinterpretations or misunderstandings related to cultural differences
<input type="checkbox"/> Difficulty with technical jargon or industry-specific terms
<input type="checkbox"/> Challenges posed by physical barriers, such as location or environment
<input type="checkbox"/> Problems understanding non-verbal cues signaling a language barrier
<input type="checkbox"/> Lack of effective channels for feedback or open communication
<input type="checkbox"/> Lack of access to language support services
<input type="checkbox"/> Other: _____

CONTINUED ON REVERSE →



9. **All staff:** In your opinion, what types of materials/services would be beneficial to Clean Air Express riders who do not speak English or do not speak English very well? (check all that apply)

- ☐ Translated service brochures
- ☐ Onboard notices in other languages
- ☐ Translation services through call center/dispatch
- ☐ More translated online materials
- ☐ Common phrases cards translated into various languages
- ☐ Multilingual support hotlines
- ☐ A user-friendly language selection option on the Clean Air Express website
- ☐ Visual aids and infographics for information conveyance
- ☐ Other: _____

10. **All staff:** For data collection purposes only, please include your name (optional) and position below.


Name (optional): _____

Position: _____


Please return completed surveys to _____ by April 5, 2024.

Thank you for your support of this project.

Stakeholder Survey Instrument



Santa Barbara County Association of Governments/Clean Air Express
FTA Title VI Compliance Stakeholder Survey



This survey may also be completed online at www.surveymonkey.com/r/SBCAGTitle6StakeholderSurvey.

The confidentiality of your responses is assured, with identity verification used solely for SBCAG's internal data integrity. The finalized Title VI plan will aggregate stakeholder input and will not identify any responding individuals by name in any public document.

1	Organization Name and Location (name of city in which it is located):
2	Type of Organization (example: healthcare, education, social services, faith-based, etc.):
3	Your name/title:
4	Contact information (email/phone):
5	Approximate number of members/clients in/represented by your organization: <input type="checkbox"/> 1-10 <input type="checkbox"/> 11-20 <input type="checkbox"/> 21-50 <input type="checkbox"/> 51+
6	What languages are spoken by members/clients in/represented by your organization? (check all that apply) <input type="checkbox"/> Arabic <input type="checkbox"/> English <input type="checkbox"/> Japanese <input type="checkbox"/> Spanish <input type="checkbox"/> Vietnamese <input type="checkbox"/> Zapoteco <input type="checkbox"/> Chinese <input type="checkbox"/> Filipino/Tagalog <input type="checkbox"/> Mixteco <input type="checkbox"/> Other (specify): _____
7	Approximately what percent of your member/clients are non-native English-speakers? <input type="checkbox"/> Less than 25 percent <input type="checkbox"/> 51 to 75 percent <input type="checkbox"/> 25 to 50 percent <input type="checkbox"/> More than 75 percent
8	With respect to non-native English-speakers you come into contact with, how would you characterize their ability to... <i>Speak English?</i> <input type="checkbox"/> Not well <input type="checkbox"/> Somewhat well <input type="checkbox"/> Very well <input type="checkbox"/> I don't know <i>Read English?</i> <input type="checkbox"/> Not well <input type="checkbox"/> Somewhat well <input type="checkbox"/> Very well <input type="checkbox"/> I don't know
9	Do members/clients of your organization utilize the Clean Air Express public transit service? <input type="checkbox"/> Yes (please answer Questions 10-13) <input type="checkbox"/> No (skip to Question 14) <input type="checkbox"/> I don't know (skip to Question 14)
10	Approximately what percent of current Clean Air Express riders are non-native English-speakers? <input type="checkbox"/> Less than 25 percent <input type="checkbox"/> 51 to 75 percent <input type="checkbox"/> 25 to 50 percent <input type="checkbox"/> More than 75 percent
11	With respect to non-native English-speakers, does language present a barrier to their use of the Clean Air Express transit service? <input type="checkbox"/> Yes (please answer Questions 12 and 13) <input type="checkbox"/> No (skip to Question 14) <input type="checkbox"/> I don't know (skip to Question 14)
12	Which language(s) other than English do these members/clients speak? <input type="checkbox"/> Arabic <input type="checkbox"/> English <input type="checkbox"/> Japanese <input type="checkbox"/> Spanish <input type="checkbox"/> Vietnamese <input type="checkbox"/> Zapoteco <input type="checkbox"/> Chinese <input type="checkbox"/> Filipino/Tagalog <input type="checkbox"/> Mixteco <input type="checkbox"/> Other (specify): _____
13	What kind of barriers are faced by those for whom language is a barrier to using the Clean Air Express transit service? (check all that apply) <input type="checkbox"/> Difficulty in obtaining/accessing service information <input type="checkbox"/> Difficulty in obtaining/accessing fare information <input type="checkbox"/> Difficulty in communicating with drivers <input type="checkbox"/> Don't know how to use the service <input type="checkbox"/> Other _____

CONTINUED ON REVERSE →

14	<p>Do members/clients of your organization utilize or participate in programs, services, and/or outreach conducted by the Santa Barbara County Association of Governments (SBCAG)?</p> <p><input type="checkbox"/> Yes (please answer Questions 15-17)</p> <p><input type="checkbox"/> No (skip to Question 18)</p> <p><input type="checkbox"/> I don't know (skip to Question 18)</p>
15	<p>With respect to non-native English-speakers, does language present a barrier to their participation in SBCAG programs or activities?</p> <p><input type="checkbox"/> Yes (please answer Questions 16 and 17)</p> <p><input type="checkbox"/> No (skip to Question 18)</p> <p><input type="checkbox"/> I don't know (skip to Question 18)</p>
16	<p>Which language(s) other than English do these members/clients speak?</p> <p><input type="checkbox"/> Arabic <input type="checkbox"/> English <input type="checkbox"/> Japanese <input type="checkbox"/> Spanish <input type="checkbox"/> Vietnamese <input type="checkbox"/> Zapoteco</p> <p><input type="checkbox"/> Chinese <input type="checkbox"/> Filipino/Tagalog <input type="checkbox"/> Mixteco <input type="checkbox"/> Other (specify): _____</p>
17	<p>What kind of barriers are faced by those for whom language is a barrier to participating in SBCAG activities?</p> <p><input type="checkbox"/> Difficulty in obtaining information about SBCAG programs</p> <p><input type="checkbox"/> Difficulty in obtaining information about SBCAG projects</p> <p><input type="checkbox"/> Difficulty in participating in transportation planning activities</p> <p><input type="checkbox"/> Difficulty in participating in public engagement activities</p> <p><input type="checkbox"/> Difficulty in providing public comments</p> <p><input type="checkbox"/> Difficulty in addressing the SBCAG Board</p> <p><input type="checkbox"/> Other _____</p>
18	<p>Is there anything else you would like us to know regarding individuals represented by your organization who speak English less than "very well" and are considered to be limited English-proficient?</p>

Thank you for your participation. Please return your completed survey via email to jill@moore-associates.net no later than April 5, 2024.

Appendix M | SBCAG Organizational Chart

