

# TITLE VI PLAN AND PROCEDURES

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**October 9, 2024**  
For Adoption by Jaunt Board of Directors



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# I. INTRODUCTION

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

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

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

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

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

# II. OVERVIEW OF SERVICES

Jaunt is a regional public transportation system providing demand response and fixed route service to the citizens of Charlottesville and six surrounding counties in Central Virginia. Jaunt serves the elderly, individuals with disabilities, human service agency clients, and the public.

Jaunt’s service area is oriented north-south primarily along the US 29 and US 15 corridors, and east-west along the I-64 corridor. US 29 and US 15 connect the Charlottesville area with the Washington, DC metropolitan area to the north, while I-64 connects it to the Richmond, Virginia metropolitan area to the east. Jaunt primarily serves the City of Charlottesville (in coordination with Charlottesville Area Transit and University Transit Service) and six surrounding counties: Albemarle, Buckingham, Fluvanna, Louisa, Nelson and Greene.

Jaunt’s service area is approximately 2,700 square miles with a population of over 285,000. Aside from the 37 square mile Charlottesville urbanized area and the Crozet and Lake Monticello urban clusters, the area is rural in nature with scattered populations and dispersed destinations. This presents distinct transportation needs for older adults, people with disabilities, and people with lower incomes.

# III. POLICY STATEMENT AND AUTHORITIES

## TITLE VI POLICY STATEMENT

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

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

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Mike Murphy, Chief Executive Officer

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Date

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Brad Burdette, President

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Date

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Kyle Trissel  
Title VI, DBE, and ADA Compliance Officer  
Virginia Dept. of Rail & Public Transportation

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Date

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Garland Williams  
Director, Charlottesville Area Transit

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Date

## AUTHORITIES

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

Additional authorities and citations include: Title VI of the Civil Rights Act of 1964 (42 U.S.C. Section 2000d); Federal Transit Laws, as amended (49 U.S.C. Chapter 53 et seq.); Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended (42 U.S.C. 4601, et seq.); Department of Justice regulation, 28 CFR part 42, Subpart F, “Coordination of Enforcement of Nondiscrimination in Federally-Assisted Programs” (December 1, 1976, unless otherwise noted); U.S. DOT regulation, 49 CFR part 21, “Nondiscrimination in Federally-Assisted Programs of the Department of Transportation— Effectuation of Title VI of the Civil Rights Act of 1964” (June 18, 1970, unless otherwise noted); Joint FTA/Federal Highway Administration (FHWA) regulation, 23 CFR part 771, “Environmental Impact and Related Procedures” (August 28, 1987); Joint FTA/FHWA regulation, 23 CFR part 450 and 49 CFR part 613, “Planning Assistance and Standards,” (October 28, 1993, unless otherwise noted); U.S. DOT Order 5610.2, “U.S. DOT Order on Environmental Justice to Address Environmental Justice in Minority Populations and Low- income Populations,” (April 15, 1997); U.S. DOT Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient Persons, (December 14, 2005), and Section 12 of FTA’s Master Agreement, FTA MA 13 (October 1, 2006).

## IV. NONDISCRIMINATION ASSURANCES TO DRPT

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

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

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

# V. PLAN APPROVAL DOCUMENT

I hereby acknowledge the receipt of the Jaunt Title VI Implementation Plan. I have reviewed and approved the Plan. I am committed to ensuring that no person is excluded from participation in or denied the benefits of Jaunt 's transportation services based on race, color, or national origin, as protected by Title VI according to Federal Transit Administration (FTA) Circular 4702.1B Title VI requirements and guidelines for FTA sub- recipients.

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Mike Murphy, Chief Executive Officer

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Date

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Brad Burdette, President

\_\_\_\_\_  
Date

\_\_\_\_\_  
Kyle Trissel  
Title VI, DBE, and ADA Compliance Officer  
Virginia Dept. of Rail & Public Transportation

\_\_\_\_\_  
Date

\_\_\_\_\_  
Garland Williams  
Director, Charlottesville Area Transit

\_\_\_\_\_  
Date

**Add Board/Committee Meeting Minutes Approval**

# VI. ORGANIZATION AND TITLE VI PROGRAM RESPONSIBILITIES

The Jaunt 's Title VI Manager is responsible for ensuring implementation of the agency's Title VI program. Title VI program elements are interrelated, and responsibilities may overlap. Specific areas of responsibility have been delineated below for purposes of clarity.

## OVERALL ORGANIZATION FOR TITLE VI

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

## DETAILED RESPONSIBILITIES OF THE TITLE VI MANAGER

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

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



# GENERAL TITLE VI RESPONSIBILITIES OF THE AGENCY

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

## 1. Data collection

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

- A database or log of Title VI complaints received. The investigation of and response to each complaint is tracked within the database or log.
- A log of the public outreach and involvement activities undertaken to ensure that minority and low-income people had a meaningful access to these activities, including coordination with community- and faith-based organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.

## 2. Annual Report and Updates

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

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

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

## 3. Annual review of Title VI program

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

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

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

## 5. Resolution of complaints

Any individual may exercise his or her right to file a complaint if that person believes that he, she or any other program beneficiaries have been subjected to unequal treatment or discrimination in the receipt of benefits/services or prohibited by non- discrimination requirements. Jaunt will report the complaint to DRPT within three business days (per DRPT

requirements), and make a concerted effort to resolve complaints locally, using the agency's Title VI Complaint Procedures. All Title VI complaints and their resolution will be logged as described under Section 1. Data collection and reported annually (in addition to immediately) to DRPT.

**6. Written policies and procedures**

Our Title VI policies and procedures are documented in this plan and its appendices and attachments. This plan will be updated periodically to incorporate changes and additional responsibilities that arise. During the Annual Title VI Program Review (item 3 above), the Title VI Manager will determine whether an update is needed.

**7. Internal education**

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

**8. Title VI clauses in contracts**

In all federal procurements requiring a written contract or Purchase Order (PO), Jaunt 's contract/PO will include appropriate non-discrimination clauses. The Title VI Manager will work with the Chief Executive Officer, Chief of People & Operations, Chief of Finance & Administration, Director of Information Technology, and Director of Procurement to ensure appropriate non-discrimination clauses are included in all contracts and purchase orders.

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

## REQUIREMENT TO PROVIDE A TITLE VI PUBLIC NOTICE

Title 49 CFR Section 21.9(d) requires recipients to provide information to the public regarding the recipient's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI. At a minimum, Jaunt shall disseminate this information to the public by posting a Title VI notice on the agency's

website and in public areas of the agency's office(s), including the reception desk, meeting rooms, and revenue service vehicles or by contacting the Jaunt Title VI Manager at 104 Keystone Place, Charlottesville, VA 22902 or via email at [Title6@rideJaunt.org](mailto:Title6@rideJaunt.org) or (434) 296-3184.

## TITLE VI COMPLAINT PROCEDURES

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

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

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

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

Jaunt includes the following language on all printed information materials, on the agency's website,

in press releases, in public notices, in published documents, and on posters on the interior of each vehicle operated in passenger service:

*Jaunt is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transportation services based on race, color or national origin, as protected by Title VI in the Federal Transit Administration (FTA) Circular 4702.1B. For additional information on Jaunt's nondiscrimination policies and procedures, or to file a complaint, please visit the website at [www.ridejaunt.org](http://www.ridejaunt.org) or contact the Title VI Manager, 104 Keystone Place Charlottesville, VA 22902; 434-296-3184; [title6@ridejaunt.org](mailto:title6@ridejaunt.org).*

Instructions for filing Title VI complaints are posted on the agency's website and in posters on the interior of each revenue service vehicle operated in passenger service, agency's facility, and included within Jaunt's brochures.

A copy of Jaunt's Title VI Complaint Form is attached as APPENDIX B.

Procedures for Handling and Reporting Investigations/ Complaints and Lawsuits

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

## Title VI Complaint Procedures

1. Any individual, group of individuals, or entity that believes they have been subjected to discrimination based on race, color, or national origin may file a written complaint with the Title VI Manager. The complaint is to be filed in the following manner:
  - a. A formal complaint must be filed within 180 calendar days of the alleged occurrence.
  - b. The complaint shall be in writing and signed by the complainant(s).
  - c. The complaint should include:
    - the complainant’s name, address, and contact information (i.e., telephone number, email address, etc.)
    - the date(s) of the alleged act of discrimination (if multiple days, include the date when the complainant(s) became aware of the alleged discrimination and the date on which the alleged discrimination was discontinued or the latest instance).
    - a description of the alleged act of discrimination
    - the location(s) of the alleged act of discrimination (include vehicle number if appropriate)
    - an explanation of why the complainant believes the act to have been discriminatory on the basis of race, color, and national origin
    - if known, the names and/or job titles of those individuals perceived as parties in the incident
    - contact information for any witnesses
    - indication of any related complaint activity (i.e., was the complaint also submitted to DRPT or FTA?)
  - d. The complaint shall be submitted to the Jaunt Title VI Manager at 104 Keystone Place Charlottesville, VA 22902 or title6@rideJaunt.org.
  - e. Complaints received by any other employee of Jaunt will be immediately forwarded to the Title VI Manager.
  - f. In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Title VI Manager. Under these circumstances, the complainant will be interviewed, and the Customer Services Representative will assist the complainant in converting the verbal allegations to writing.
2. Upon receipt of the complaint, the Title VI Manager will immediately:
  - a. notify DRPT (no later than 3 business days from receipt)
  - b. notify the Jaunt Chief Executive Officer
  - c. ensure that the complaint is entered in the complaint database
3. Within 3 business days of receipt of the complaint, the Title VI Manager will contact the complainant by telephone to set up an interview.
4. The complainant will be informed that they have a right to have a witness or representative present during the interview and can submit any documentation he/she perceives as relevant to proving his/her complaint.
5. If DRPT has assigned staff to assist with the investigation, the Title VI Manager will offer an opportunity to participate in the interview.
6. The alleged discriminatory service or program official will be given the opportunity to respond to all aspects of the complainant’s allegations.
7. The Title VI Manager will determine, based on relevancy or duplication of evidence, which witnesses will be contacted and questioned.
8. The investigation may also include:
  - a. investigating contractor operating records, policies or procedures
  - b. reviewing routes, schedules, and fare policies
  - c. reviewing operating policies and procedures
  - d. reviewing scheduling and dispatch records
  - e. observing behavior of the individual whose actions were cited in the complaint

9. All steps taken and findings in the investigation will be documented in writing and included in the complaint file.
10. The Title VI Manager will contact the complainant at the conclusion of the investigation, but prior to writing the final report, and give the complainant an opportunity to give a rebuttal statement at the end of the investigation process.
11. At the conclusion of the investigation and within 60 days of the interview with the complainant, the Title VI Manager will prepare a report that includes a narrative description of the incident, identification of persons interviewed, findings, and recommendations for disposition. This report will be provided to the Chief Executive Officer, DRPT, and, if appropriate, Jaunt's legal counsel.
12. The Title VI Manager will send a letter to the complainant notifying them of the outcome of the investigation. If the complaint was substantiated, the letter will indicate the course of action that will be followed to correct the situation. If the complaint is determined to be unfounded, the letter will explain the reasoning and refer the complainant to DRPT in the event the complainant wishes to appeal the determination. This letter will be copied to DRPT.
13. A complaint may be dismissed for the following reasons:
  - a. The complainant requests the withdrawal of the complaint.
  - b. An interview cannot be scheduled with the complainant after reasonable attempts.
  - c. The complainant fails to respond to repeated requests for additional information needed to process the complaint.
14. DRPT will serve as the appealing forum to a complainant that is not satisfied with the outcome of an investigation conducted by Jaunt. DRPT will analyze the facts of the case and will issue its conclusion to the appellant according to their procedures.

## **TRANSPORTATION- RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS**

### **Background**

All recipients shall prepare and maintain a list of any of the following that allege discrimination based on race, color, or national origin:

- Active investigations conducted by FTA and entities other than FTA;
- Lawsuits; and
- Complaints naming the recipient.

This list shall include the date that the transportation-related Title VI investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to the investigation, lawsuit, or complaint. This list shall be included in the Title VI Program submitted to DRPT every three years and information shall be provided to DRPT quarterly and annually.

SEE APPENDIX C- Investigations, Lawsuits and Complaints Document

## **PUBLIC OUTREACH AND INVOLVEMENT**

### **PUBLIC PARTICIPATION PLAN**

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

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

Jaunt's objective is to encourage the public to express their transit needs so that transit decisions better reflect community values, and interests. On-going education of stakeholders on transit decisions relative to the Jaunt service area is at the forefront of public outreach objectives. The public participation objectives include:

- Ensure that minority and low-income communities, people with limited English proficiency and individuals with disabilities are included in the public participation and engagement process for Jaunt projects, programs, and initiatives.
- Schedule meetings at times and locations that are convenient and accessible to transit users to with special emphasis to minority, LEP and low-income communities.
- Use different meeting sizes or formats to announce public participation opportunities, so that communications are tailored to the particular community or population.
- Coordinate with community- and faith-based organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority, LEP and low-income communities.
- Provide opportunities for public participation through means other than written communication, such as personal interviews or may use of audio or video recording devices to capture oral comments.
- Provide virtual platforms for public meetings, video conferences and webinars, where practical.
- Place printed materials on buses: interior cards, flyers, and / or comment cards describing the proposed changes.
- Post information and press releases on the website.
- Provide presentations using various illustrative visualization techniques to convey the information, including, but not limited to, charts, graphs, photos, and maps.
- Disseminate the public information in another language upon request.

Jaunt publishes notices of all transit-related public meetings on its website, at its main entrance lobby door, on the public notice bulletin board in Albemarle County, and on CPA-TV10, Charlottesville's public access channel. Jaunt utilizes social media to distribute information to the public. All relevant information is channeled through the social platform and can be viewed and commented on by Facebook users. The Facebook page encourages comments and questions on all topics. Facebook users can comment or direct message Jaunt at any time. Responses to comments and questions will be answered by the close of the following business day. Feedback is openly encouraged on the Facebook page. Jaunt includes information on its website regarding transit activities, meetings, route changes and the Title VI Plan

Jaunt has staff members who attend community fairs and events. At these events, staff set up a table and distribute service guides and informational flyers. Jaunt staff initiates conversations with community residents and answers all questions or comments received. Outreach at community events is an effective and efficient way to reach a wide audience. Jaunt staff members attend community events that are hosted by local nonprofits and human service agencies in Jaunt's service region.

SEE APPENDIX D-Summary of Outreach Efforts



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

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

### Introduction and Legal Basis

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

As required, Jaunt developed a written LEP Plan (below). Using 2021 and American Community Survey (ACS) Census data, Jaunt has evaluated data to determine the extent of need for translation services of its vital documents and materials.

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

### Assessment of Needs and Resources

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

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

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

#### U.S. Census Data – American Community Survey (2017-2021)

Data from the U.S. Census Bureau's American Community Survey (ACS) were obtained through [www.Data.census.gov](http://www.Data.census.gov) by Jaunt's service area. The agency's service area includes a total of 8015 (3.14 %) people over 5 with Limited English Proficiency (those persons who indicated that they spoke English either "less than very well" or "not at all" in the ACS Census 2017-2021 5-year).

Information from the 2017-2021 ACS also provides more detail on the specific languages that are spoken by those who report that they speak English less than very well. Languages spoken at home by those with LEP are presented below. This data indicates the extent to which translations into other languages are needed to meet the needs of LEP persons.

**Table 1 – Limited English Proficiency (LEP) by Language Spoken**

Language	Pop Speaking Language	LEP by Language	Percent of Service Area Population Speaking Language	Percent Service Area Population that is LEP
Spanish	9,591	3,839	3.8%	1.5%
Other Indo-European languages	4,634	1,272	1.8%	0.5%
Chinese (incl. Mandarin Cantonese)	2,177	713	0.9%	0.3%
Other and unspecified languages	1,148	510	0.5%	0.2%
Arabic	1,108	461	0.4%	0.2%
Other Asian and Pacific Island languages	1,582	395	0.6%	0.2%
Russian Polish or other Slavic languages	1,270	195	0.5%	0.1%
Korean	674	189	0.3%	0.1%
German or other West Germanic languages	1,352	179	0.5%	0.1%
Vietnamese	420	116	0.2%	0.0%
French Haitian or Cajun	1,248	93	0.5%	0.0%
Tagalog (incl. Filipino)	310	53	0.1%	0.0%
		8,015	10.0%	3.1%

Source: US Census ACS 2017-2021 5-Year Estimates, Table B16001

**Table 2 – Percent Limited English Proficiency (LEP) by Jurisdiction**

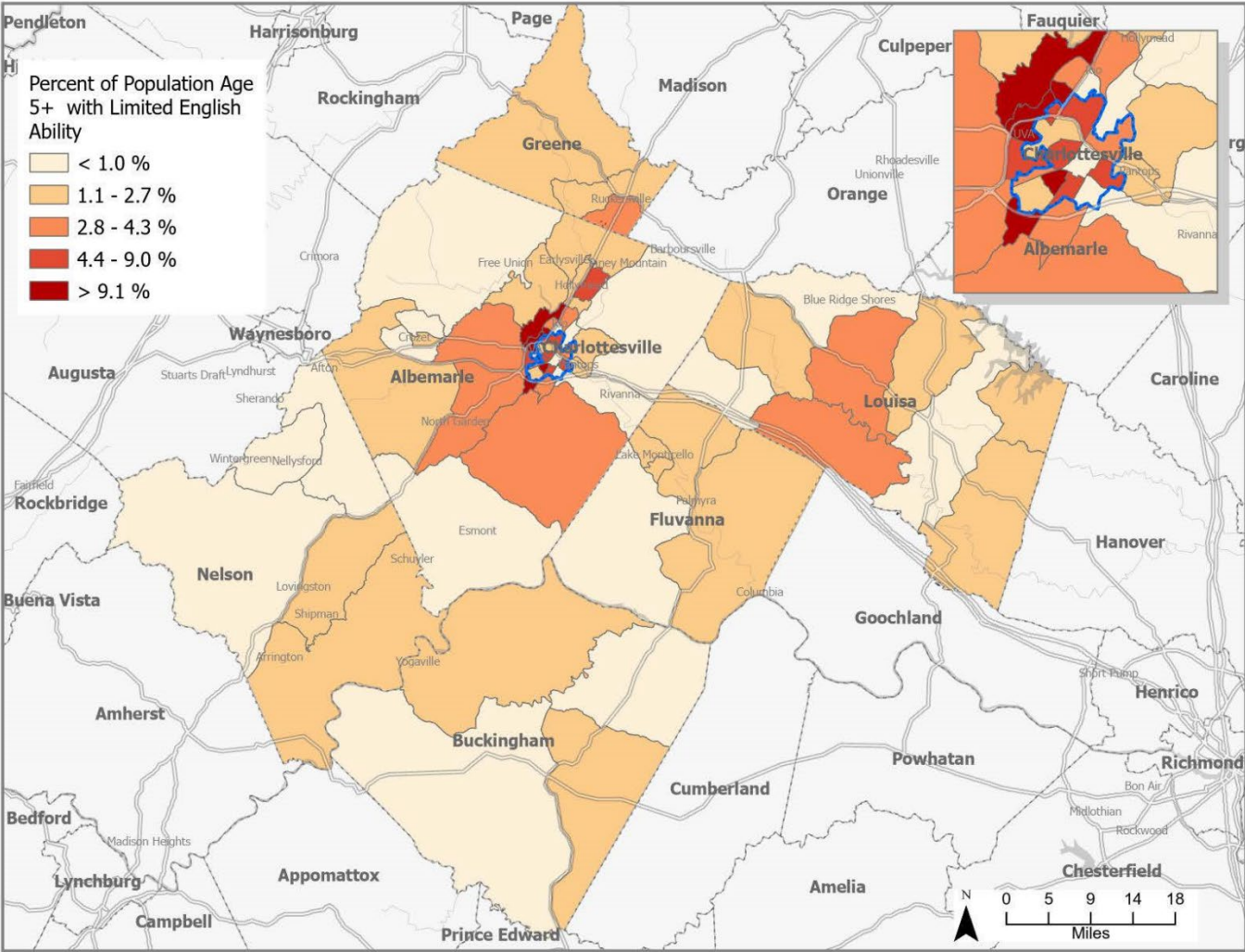
Jurisdiction	Percent LEP
Charlottesville	4.6%
Albemarle	4.2%
Greene	2.4%
Louisa	1.8%
Fluvanna	1.5%
Buckingham	1.0%
Nelson	1.0%
Total Service Area	3.1%

Source: US Census ACS 2017-2021 5-Year Estimates, Table B16001



Spanish or Spanish Creole (3,839) is the most widely spoken language among LEP individuals in the Service Area and Jaunt elects to translate key materials. No other single language cohort surpasses the Safe Harbor Provision. Figure 1 shows the percentage of LEP individuals in each Census Tract. There are higher percentages around Charlottesville and urbanized and southern Albemarle, central Louisa, and Greene. Charlottesville and Albemarle have the highest percentage of LEP at 4.6% and 4.2% respectively, and Greene is third highest in the service area at 2.4%.

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



Source: US Census ACS 2017-2021 5-Year Estimates, Table B16001

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

Jaunt reviewed the relevant benefits, services, and information provided by the agency and determined the extent to which LEP persons have encountered these functions through the following channels:

- Contact with transit vehicle operators;
- Calls to Jaunt’s customer service telephone line;
- Visits to the agency’s office;
- Access to the agency’s website;
- Attendance at community meetings or public hearings hosted by Jaunt.

Additionally, Jaunt has employed a Spanish-speaking Customer Service Representative that answered calls to the Spanish language line.

Finally, Jaunt provides each driver and front-end staff with a language identification card, ISpeak, and information to Jaunt’s language translation line.

We will continue to identify emerging populations as updated Census and American Community Survey data become available for our service area. In addition, when LEP persons contact our agency, we attempt to identify their language and keep records on contacts to accurately assess the frequency of contact. To assist in language identification, we use a language identification flashcard based on that which was developed by the U.S. Census. (<http://www.lep.gov/ISpeakCards2004.pdf>) Further, tablets assigned to each bus are loaded with the Google Translate app.

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

Jaunt provides the following programs, activities and services:

- ADA Paratransit in Charlottesville, Albemarle County
- Albemarle County rural demand response
- Buckingham County to Charlottesville
- Fluvanna County to Charlottesville
- Fluvanna County rural demand response
- Greene County to Charlottesville
- Greene County rural demand response
- Louisa County to Charlottesville
- Louisa County rural demand response
- Nelson County to Charlottesville

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

- ADA Paratransit in Charlottesville, Albemarle County
- Albemarle County rural demand response

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

- Safety and security awareness instructions
- Emergency evacuation procedures
- Public transit services
- ADA paratransit services

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

**Costs**

The following language assistance measures currently budgeted by Jaunt:

- Bilingual Customer Service Representative – paid \$41,517/year; Employee spends approximately 25% of their day speaking with LEP person
- Translation of schedules and public documents - \$5,000 in FY25
- Multilingual telephone assistance services – is available, staff is not needed to manage this service

We anticipate that these activities and costs will increase as follows.

- Bilingual Customer Service Representative – Annual salary will increase 3-5% to maintain competitive fair market value
- Translation of schedules and public documents – Anticipate this requirement increasing by 30% to accommodate additional documents to be translated
- Multilingual telephone assistance services – Anticipate this service remaining the same.

Based on the analysis of demographic data and contact with community organizations and LEP persons, Jaunt has determined that no additional services are ideally needed to provide meaningful access.

### **Resources**

There are no additional financial resources available to expand language assistance. This amount is likely to be stable over time.

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

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

- *Translation of vital documents into Spanish*
- *Language Line Translation Services for telephone contacts*

## **LEP IMPLEMENTATION PLAN**

Through the four-factor analysis, Jaunt has determined that the following types of language assistance are most needed and feasible:

- Translation of vital documents into Spanish. These documents include:
  - Locality service brochures
  - All printed materials on ADA Paratransit, including brochure, eligibility application package, and passenger policies and procedures
- Attempt to hire bilingual staff with competency in spoken and written Spanish
- Language Line Translation Services
- Agency staff who encounter LEP persons can access language services by offering the individual a language identification flashcard, having a supply of Spanish translated documents on hand, and having a Language Line Translation Service.

All front- end staff are provided with a list of available language assistance services. This list is updated at least annually.

## **Responding to LEP Callers**

Staff who answer calls from the public respond to LEP customers as follows:

- If bilingual staff are not available staff will call the language line for translation assistance.
- LEP customers can schedule trips by using translation assistance from the language line.

## **Responding to LEP Individuals in Person**

The following procedures are followed when a LEP person visits our customer service and administrative office:

- If bilingual staff are unavailable, the receptionist will use the language identification card to identify the language and call the language translation line for assistance.

The following procedures are followed by operators when an LEP person has a question on board a Jaunt, vehicle: Each operator has an iSpeak card to help identify the spoken language. Once identified, the operator may choose to call the Language Line to conference in an interpreter, or to use Google Translate on his/her tablet.

## **Staff Training**

As noted previously, all Jaunt staff are provided with a list of available language assistance services and additional information and referral resources, updated annually. New hires receive training in assisting LEP persons as part of their sensitivity and customer service training. This includes:

- A summary of the transit agency's responsibilities under the DOT LEP Guidance;
- A summary of the agency's language assistance plan;
- A summary of the number and proportion of LEP persons in the agency's service area, the frequency of contact between the LEP population and the agency's programs and activities, and the importance of the programs and activities to the population;
- A description of the type of language assistance that the agency is currently providing and instructions on how agency staff can access these products and services; and
- A description of the agency's cultural sensitivity policies and practices.

Also, all staff who routinely encounter customers, as well as their supervisors and all management staff, receive annual refresher training on policies and procedures related to assisting LEP persons.

When financial resources are available, Spanish language training is provided to interested staff through local Spanish tutoring organizations.

## **Providing Notice to LEP Persons**

LEP persons are notified of the availability of language assistance through the following approaches:

- following our Title VI policy statement included on our vital documents.
- on our website, with links to translations of vital documents
- through signs posted on our vehicles
- through ongoing outreach efforts to community organizations, schools, and religious organizations noted in Jaunt 's Public Participation Plan.
- use of an automated telephone menu system in the most common languages encountered.
- sending translated news releases and public service announcements about the availability of translated information to newspapers and broadcast media that target local LEP communities.

LEP persons will also be included in all community outreach efforts related to service.

## **Monitoring/updating the plan**

This plan will be updated on a periodic basis (at least every three years), based on feedback, updated demographic data, and resource availability.

As part of ongoing outreach to community organizations, Jaunt will solicit feedback on the effectiveness of language assistance provided and unmet needs. In addition, we will conduct periodic surveys of staff to understand which languages they encounter, review language line assistance and languages provided, and feedback through the Public Participation Plan of the adequacy and quality of the language assistance provided and determine changes to LEP needs.

In preparing the triennial update of this plan, Jaunt will conduct an internal assessment using the Language Assistance Monitoring Checklist provided in the FTA's "Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers." [This checklist is attached at the end of this plan.]

Based on the feedback received from community members and agency employees, Jaunt will make incremental changes to the type of written and oral language assistance provided as well as to their staff training and community outreach programs. The cost of proposed changes and the available resources will affect the enhancements that can be made, and therefore Jaunt will attempt to identify the most cost-effective approaches.

As the community grows and new LEP groups emerge, Jaunt will strive to address the needs for additional language assistance.

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

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

Jaunt has one board, the Board of Directors, for which membership is appointed.

1. Jaunt, 's Board of Directors is appointed by the governing localities it serves. Their appointment process requires residents to submit applications for City Council or Board of Supervisor approval.
2. See Appendix E – Table of Minority Representation on Committees by Race

# IX. REQUIREMENTS OF TRANSIT PROVIDERS

## REQUIREMENTS AND GUIDELINES FOR FIXED ROUTE TRANSIT PROVIDERS

The requirements apply to all providers of fixed route public transportation (also referred to as transit providers) that receive Federal financial assistance, inclusive of States, local and regional entities, and public and private entities.

Transit providers that are sub-recipients will submit the information to their primary recipient (the entity from whom they directly receive transit funds) every three years on a schedule determined by the primary recipient. The requirements are scaled based on the size of the fixed route transit provider.

### **REQUIRED: Service Standards and Policies**

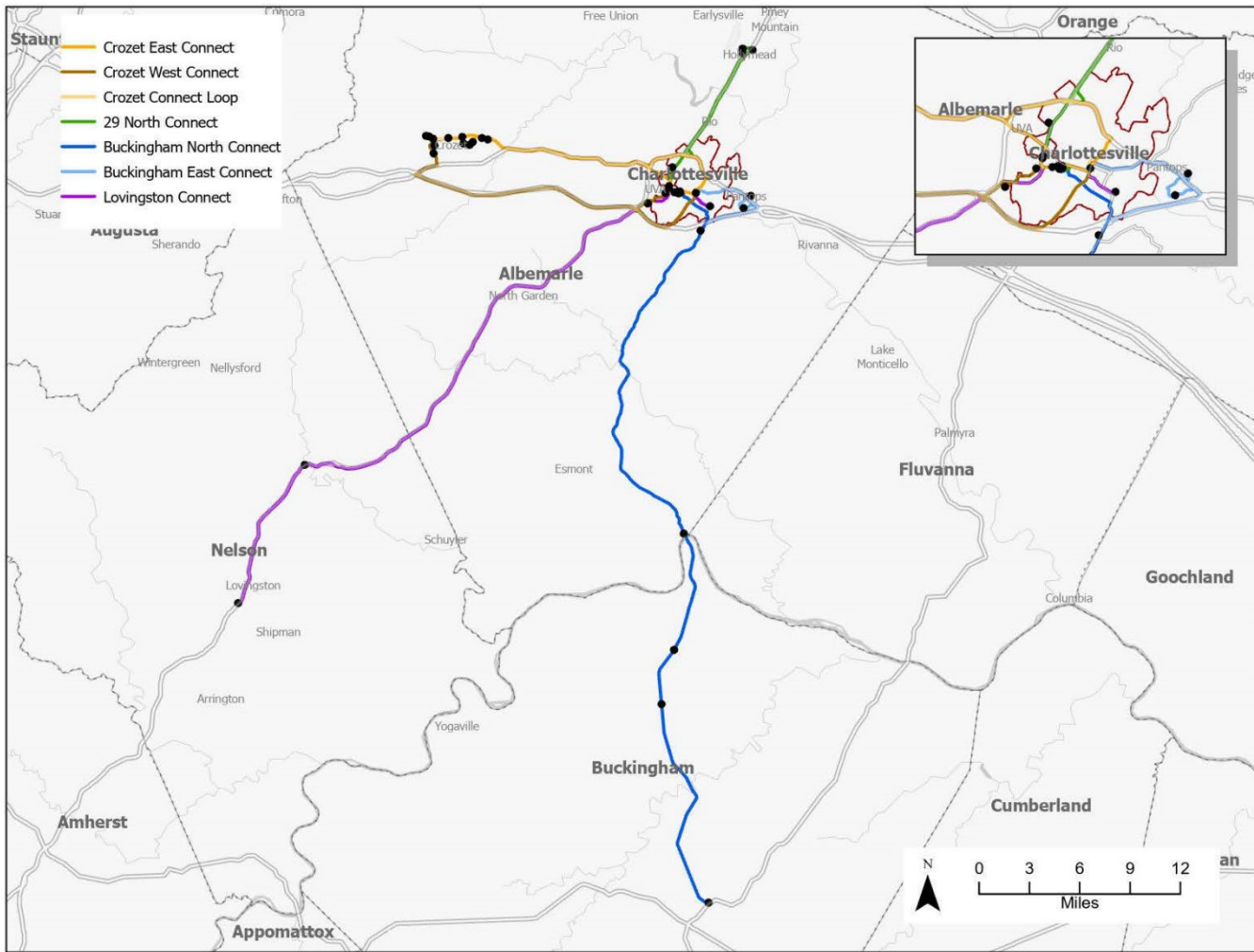
- Service Standards
  - Vehicle load, Vehicle headway, On-time performance, Service availability
- Service Policies
  - Transit amenities, Vehicle assignment

Jaunt is required to plan and deliver transportation services in an equitable manner. This means the distribution of service levels and quality is to be equitable between minority and low-income populations and the overall population. Jaunt has reviewed its services and policies to ensure that those services and benefits are provided in an equitable manner to all persons.

### **Service Standards**

The agency has set standards and policies that address how services are distributed across the transit system service area to ensure that the distribution affords users equitable access to these services. As shown in the following maps, the agency's regional connections afford the opportunity for rural citizens to access important resources in the City of Charlottesville such as, work, healthcare, and day programs for seniors and people with disabilities. The agency's demand response services are available to all callers on a first-come first-served basis, without regard for race, color or national origin. The following system-wide service standards are used to guard against service design or operations decisions from having disparate impacts. All of Jaunt, 's services meet the agency's established standards; thus, it is judged that services are provided equitably to all persons in the service area, regardless of race, color or national origin.





- Vehicle load** -Vehicle load is expressed as the ratio of passengers to the total number of seats on a vehicle at its maximum load point. The standard for maximum vehicle load is 1, all of Jaunt’s services meet these standards

Jaunt operates only a single mode – Bus:

Vehicle	Capacity	Load Factor	Standees
Ford Transit Van	4	1	0
Ford BOC	13	1	0
Chevy BOC	18	1	0
Chevy BOC	15	1	0
Ford BOC	15	1	0
Ford BOC	18	1	0
Ford F550	28	1	0
ARBOC	23	1	0

Load standards are thresholds of the ratio of passengers on board to seats available.

- **Vehicle headway** -Vehicle headway is the amount of time between two vehicles traveling in the same direction on a given route. A shorter headway corresponds to more frequent service. The standard for vehicle headways is 45 minutes, all of Jaunt’s services meet this standard.
- **On-time performance** -On-time performance is a measure of runs completed as scheduled. This criterion first must define what is “on time.” The standard for on-time performance is 80%, all of Jaunt ’s services meet this standard.
- **Service availability** - Service availability is a general measure of the distribution of routes within a transit provider’s service area or the span of service. Jaunt designed its routes to meet community needs. Riders may meet the bus at a variety of locations within the service area which maximizes ridership with consideration of convenience. All of Jaunt’s services meet this standard.

## Service and Operating Policies

The Jaunt’s service and operating policies also ensure that operational practices do not result in discrimination based on race, color, or national origin.

- **Distribution and Siting of Transit Amenities** -Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. Jaunt has a policy to ensure the equitable distribution of transit amenities across the system. This policy applies to seating (i.e., benches, seats), bus shelters and canopies, (c) provision of information, Intelligent Transportation Systems (ITS), waste receptacles (including trash and recycling). Jaunt’s regional routes have limited stops and therefore limited amenities.
- **Vehicle assignment** - Vehicle assignment refers to the process by which transit vehicles are placed into service and on routes throughout the system. Jaunt assigns vehicles with the goal of providing equitable benefits to minority and low income populations. Vehicles are assigned regarding service type (fixed-route, demand-response, or a hybrid type) and ridership demand patterns (routes with greater numbers of passengers need vehicles with larger capacities). For each type of assignment, newer vehicles are rotated to ensure that no single route or service always has the same vehicle. The Operations Supervisor reviews vehicle assignments monthly to ensure that vehicles are indeed being rotated and that no single route or service always has the old or new vehicles.
  - Vehicles are assigned to have the capacity to meet the demand of the route. Jaunt ’s fleet is assessed on an annual basis. Any vehicle that has reached 100,000 miles or has aged 5 years is identified for replacement. Jaunt purchases new vehicles each year. ALL of Jaunt’s fleet is completely wheelchair accessible.

## Monitoring Title VI Complaints

As part of the complaint handling procedure, the Title VI Manager investigates possible inequities in service delivery for the route(s) or service(s) about which the complaint was filed. Depending on the nature of the complaint, the review examines span of service (days and hours), frequency, routing directness, interconnectivity with other routes and/ or fare policy. If inequities are discovered during this review, options for reducing the disparity are explored, and service or fare changes are planned if needed.

In addition to the investigation following an individual complaint, the Title VI Manager periodically reviews all complaints received to determine if there may be a pattern. At a minimum, this review is conducted as part of preparing the Annual Report and Update for submission to DRPT.



## **Fare and Service Changes**

Jaunt follows its adopted written policy for the public comment process for major service reductions and fare increases. With each proposed service or fare change, Jaunt considers the relative impacts on, and benefits to, minority and low-income populations, including LEP populations. All planning efforts for changes to existing services or fares, as well as new services, have a goal of providing equitable service. This analysis is also conducted for service and fare changes planned for in Jaunt's Transportation Development Plan also include this equity analysis.

# APPENDIX A

## **TITLE VI NOTICE TO THE PUBLIC, LIST OF LOCATIONS**

To ensure Jaunt has provided adequate notice to the public regarding its Title VI plan and policies the following are the locations the notice is posted:

- On Jaunt's website
- All Jaunt revenue service vehicles
- Jaunt main headquarters where the public has access (reception area, conference room, and driver's workspace)



YOUR RIGHTS UNDER

# TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

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).

Jaunt Inc is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transportation services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1B. If you feel you are being discriminated against in any way, please contact us.

## CONTACT US:

Title VI Officer  
104 Keystone Place  
Charlottesville, VA 22902

(434) 296-3184  
(800) 365-2868

[Title6@ridejaunt.org](mailto:Title6@ridejaunt.org)  
[www.ridejaunt.org](http://www.ridejaunt.org)





SUS DERECHOS BAJO

# TITLE VI DE LA LEY DE DERECHOS CIVILES DE 1964

Jaunt garantiza el derecho de participación en los programas y servicios que ofrecemos. Todos los pasajeros que utilicen los servicios de Jaunt serán excluidos de participar, negársele los beneficios de, o ser sujetos a discriminación bajo cualquier programa o actividad financiada con fondos federales por motivos de RAZA, COLOR O NACIONALIDAD, tal como se especifica en el Título VI de la Ley de Derechos Civiles de 1964.

Cualquier persona que cree que el/ella ha sufrido discriminación PUEDE PRESENTAR UNA QUEJA dentro de los ciento ochenta (180) días siguientes a la fecha del acto discriminatorio alegado. La queja debe incluir una descripción de la acción alegada, el nombre del afectado, dirección y número de teléfono.

## PRESENTA SU QUEJA:

### Por Escrito:

Title VI Officer  
104 Keystone Place  
Charlottesville, VA 22902

### Por Teléfono:

(434) 296-3184  
(800) 365-2868

### Por medio de correo electrónico:

[Title6@ridejaunt.org](mailto:Title6@ridejaunt.org)

Para mas información sobre el Título VI, visite nuestro sitio de web: [www.ridejaunt.org](http://www.ridejaunt.org)



# APPENDIX B

## TITLE VI COMPLAINT FORM

Please provide the following information to process your complaint. Assistance is available upon request. Complete this form and mail or deliver to:

Title VI Compliance Officer, Jaunt 104 Keystone Place Charlottesville, VA 22902

You can reach our office Monday-Friday from 8:00 am to 4:30 pm at 434.296.3184, or you can email the Title VI Compliance Officer at [Title6@rideJaunt.org](mailto:Title6@rideJaunt.org).

**Complainant's Name:** \_\_\_\_\_

**Complete Address:** \_\_\_\_\_

**Telephone Number (home):** \_\_\_\_\_ **(business):** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**Person Discriminated Against** (if other than complainant): \_\_\_\_\_

**Complete Address:** \_\_\_\_\_

**Telephone Number:** \_\_\_\_\_

**The name and address of the agency, institution, or department you believe discriminated against you.**

**Name:** \_\_\_\_\_ **Date of incident:** \_\_\_\_\_

**Complete Address:** \_\_\_\_\_

**Identify the category of discrimination:**

Race

Color

National Origin

**Describe how you were discriminated against.** What happened and who was responsible? If additional space is required, please attach extra sheets to form:

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**Does this complaint involve a specific individual(s) associated with Jaunt, ?** If yes, please provide the name(s) of the individual(s), if known:

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**Where did the incident take place:** \_\_\_\_\_

**Are there any witnesses? If so, please provide their contact information:**  Yes  No

**Name:** \_\_\_\_\_ **Telephone Number:** \_\_\_\_\_

**Complete Address:** \_\_\_\_\_

**Name:** \_\_\_\_\_ **Telephone Number:** \_\_\_\_\_

**Complete Address:** \_\_\_\_\_

**Did you file this complaint with another federal, state or local agency, or with a federal or state court?**

Yes  No

**If answer is Yes, check each agency complaint was filed with:**

Federal Agency  State Agency  Local Agency  
 Federal Court  State Court  Other

**Please provide contact person information for the agency you also filed the complaint with:**

**Name:** \_\_\_\_\_ **Telephone Number:** \_\_\_\_\_

**Complete Address:** \_\_\_\_\_

**Sign the complaint in the space below. Attach any documents you believe support your complaint.**

**Complainant's Signature:** \_\_\_\_\_ **Date** \_\_\_\_\_



# APPENDIX C

## INVESTIGATIONS, LAWSUITS, AND COMPLAINTS DOCUMENT

	<b>DATE</b> (month, date, year)	<b>SUMMARY</b> (include basis of complaint: race, color or national origin)	<b>STATUS</b>	<b>ACTION(S) TAKEN</b>
Investigations				
Lawsuits				
Complaints				

2015 complaints – zero (0)

2016 complaints – zero (0)

2017 complaints – zero (0)

2018 complaints – zero (0)

2019 complaints – zero (0)

2020 complaints – zero (0)

2021 complaints – zero (0)

2022 complaints – zero (0)

2023 complaints – zero (0)

# APPENDIX D

## SUMMARY OF OUTREACH EFFORTS

MEETING / AUDIENCE	DATE	LOCATION	AGENCY (i.e. single, joint)
Buckingham Route Change outreach / Ridership, General public	August – September 2024	On-line and paper survey, riding route and talking with riders, Social media posts, website post.	Jaunt
Rural Transit Needs Assessment stakeholder meetings	Kickoff, Sept 12, 2023 Meeting 2, Dec 12, 2023 Meeting 3, Mar 26, 2024 Final, Jun 27, 2024	Virtual video conferencing, announcements via email, website, and social media.	Jaunt and North Dakota State University
Charlottesville High School / young adults with special needs/disabilities	Aug 19, 2024	Charlottesville High School, Charlottesville, VA.	Jaunt, CHS
Nelson Health Fair / general public	Jul 20, 20204	In-person booth for public outreach, Nelson County community center.	Jaunt / BRHD
Louisa County Public Schools Resource Expo / general public	June 1, 2023	In-person booth for public outreach, Louisa High School, Mineral, VA.	Jaunt / LCPS
One Stop Shop for those 50+ (resource expo)	April 27, 2024	Carver Recreation Center, Jefferson School City Center, Charlottesville, VA	Jaunt, BRHD, CAA
Transit Development Plan (TDP) Rider Survey / riders	Aug 29 to Oct 12, 2022	1,250 physical copies handed out on busses. On-line companion survey. Email, website announcements and social media posts to promote.	Jaunt / KFH Group
TDP Stakeholder Interviews / general public and public sector staff	Aug 29 to Oct 12, 2022	Video conference, phone calls, in-person.	Jaunt / KFH Group
TDP Community Survey / general public	Sept 12 – Oct 12, 2022	On-line and hard copies of survey. Email, website announcements and social media posts to promote.	Jaunt / KFH Group
Greene County Transit Rider Survey / Riders and general public	June 2022	Email and direct mail survey to registered Greene County Riders and clients. On-line form and paper.	Jaunt
Crozet Connect Ridership Survey / Riders and general public	March-April 2022	Email and direct mail survey to registered Greene County Riders and clients. On-line form and paper.	Jaunt



# APPENDIX E

**TABLE – MINORITY REPRESENTATION ON COMMITTEES BY RACE**

Jaunt has one board, the Board of Directors, for which membership is appointed. Jaunt, 's Board of Directors is appointed by the governing localities it serves. Their appointment process requires residents to submit applications for City Council or Board of Supervisor approval.

COMMITTEE	BLACK OR AFRICAN AMERICAN	WHITE / CAUCASIAN	LATINO / HISPANIC	AMERICAN INDIAN OR ALASKA NATIVE	ASIAN	NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER	OTHER	TOTALS
Jaunt Board of Directors	1	11	1	0	0	0	0	13
% of Board of Directors	7%	86%	7%	0	0	0	0	100%
Availability in service area	13%	74.2%	5%	0.2%	3.8%	0%	3.7%	

# APPENDIX F

## THE LANGUAGE ASSISTANCE MONITORING CHECKLIST PROVIDED IN THE FTA'S "IMPLEMENTING THE DEPARTMENT OF TRANSPORTATION'S POLICY GUIDANCE CONCERNING RECIPIENTS' RESPONSIBILITIES TO LIMITED ENGLISH PROFICIENT (LEP) PERSONS: A HANDBOOK FOR PUBLIC TRANSPORTATION PROVIDERS"

### Language Assistance Monitoring Checklist

Periodic monitoring of language assistance measures that have been implemented can help an agency determine if assistance is being provided competently and effectively. Agencies can use the following checklist to monitor their services. Actual monitoring should be tailored to what services the agency has implemented. Depending on the language assistance provided, the following questions could be answered by periodic monitoring:

#### Stations

- Are translated instructions on how to make fare payments available?
- Are translated schedules, route maps, or information on how to use the system available?
- Has the information been placed in a visible location?
- How many units of the material have been distributed?
- If such information is available, are station managers aware that they have this information?
- Are announcements audible?
- Are any announcements, such as security awareness announcements, made in languages other than English?
- Does the station display information or instructions using pictographs?
- Can a person who speaks limited English or another language receive assistance from a station manager when asking for directions? How is this assistance provided?

#### Vehicles

- Are translated instructions on how to make fare payments available?
- Are translated schedules, route maps, or information on how to use the system available?
- Has the information been placed in a visible location?
- How many units of the material have been distributed?
- If such information is available, are vehicle operators aware that they have this information?
- Are announcements audible?
- Are any announcements, such as security awareness announcements, made in languages other than English?
- Can a person who speaks limited English or another language receive assistance from a bus operator when asking about the destination of the vehicle? How is this assistance provided?

## **Customer Service**

- Is the customer service telephone line equipped to handle callers speaking languages other than English?
- Can customer service representatives describe to callers what language assistance the agency provides and how to obtain translated information or oral interpretation?
- Can a person speaking limited English or a language other than English request information from a customer service representative?

## **Community Outreach**

- Are translators present at community meetings?
- Are translated versions of any written materials that are handed out at a meeting provided?
- Can members of the public provide oral as well as written comments?

## **Press/Public Relations**

- Are meeting notices, press releases, and public service announcements translated into languages other than English?
- Does the agency website have a link to translated information on its home page?