

# ITEM 10: 2022 TITLE VI CIVIL RIGHTS PROGRAM UPDATE

PRESENTATION TO THE GCTD BOARD OF DIRECTORS

April 6, 2022



# What is Title VI

- Title VI of the **Civil Rights Act of 1964**, prohibits discrimination on the basis of **race, color, or national origin** in any program or activity that receives Federal funds or other Federal financial assistance.
- The 2022 Title VI Program documents GCTD's policies and processes including:
  - **GCTD's Title VI Complaint Process**
  - **Public Participation Plan**
  - **Limited English Proficient (LEP) Population Outreach**
  - **Service Standards**



# GCTD's Commitment to Civil Rights

- No person or group of persons will be discriminated against with regard to fares, routing, scheduling, or quality of transportation service that GCTD furnishes, on the basis of race, color, or national origin.
- Frequency of service, age and quality of vehicles assigned to routes, quality of bus stops and location of routes will not be determined on the basis of race, color or national origin.



# Title VI Complaint Process

All complaints alleging discrimination based on race, color or national origin in a transit service or benefit provided by GCTD will be investigated promptly.

**1. Acknowledgement of The Complaint** - GCTD will acknowledge in writing the receipt of the complaint within ten (10) working days.

**2. Investigation of The Complaint** - Based upon the receipt of all information required, the investigation will normally be completed with ninety (90) days of receipt.

**3. Findings-** The General Manager will provide a final written response to the complainant, including notification of rights to appeal.

**4. Appealing Findings** - The individual may appeal to the FTA Office of Civil Rights.

## How We've Done Since 2019

- One public transportation related Title VI investigation initiated and completed with no findings of a violation of civil rights
- No Title VI or Civil Rights lawsuits filed against GCTD since last report



# Public Participation Plan

- Provides opportunities for the public to discuss their views and provide input on the plans, projects or policies of GCTD
- Ensure meaningful access to benefits, services, and information, for individuals who are Limited English Proficient (LEP)



# LEP Population & Outreach

Limited English Proficient person is defined by the U.S. DOT as someone **“whom English is not their primary language and who have a limited ability to read, write, speak, or understand English.”**

## GCTD Service Area

- **Spanish: 18.9% (66,245)**
- Tagalog: 0.79% (2,772)

## Outreach to LEP Population:

- Translate all vital documents to Spanish (schedules, maps, fare info. Title VI Notice/Complaint Procedure, service alerts, etc.)
- GCTD Customer Service staff are bilingual in Spanish & One staff member is trilingual – English, Spanish, & Mixteco
- Bilingual staff present at all In-Person public outreach events
- Virtual Public Outreach Events in English & Spanish



# CAMBIOS de SERVICIO 23 de ENERO de 2022



## ¿Preguntas o Comentarios?

Correo electrónico: [planning@gctd.org](mailto:planning@gctd.org)

Llame al Centro de Servicio al Cliente:  
805-487-4222

Deje su Comentario en Redes Sociales:

Facebook: @gctransit

Twitter: @goldcoastbus

Instagram: @goldcoasttransit

Sitio Web:

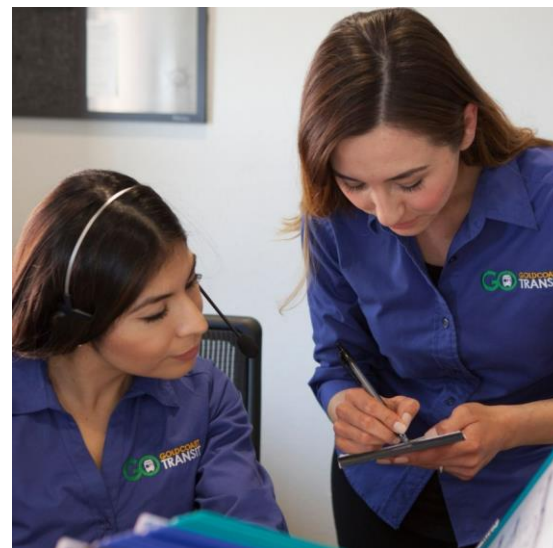
[www.GCTD.org](http://www.GCTD.org)

Un comentario Facebook,  
Twitter, Instagram, aquí tiene



Ojai | Oxnard | Port Hueneme | Ventura | County of Ventura

GOLD COAST TRANSIT DISTRICT



## ¡Si necesita un viaje después del trabajo, este es el servicio para usted!

Reserve un viaje entre las horas de 8pm a 11pm y un vehículo del servicio Viajes Seguros Nocturnos se reunirá con usted. Viaje dentro del área de servicio de GCTD.



## WHAT'S NEW?

### NEW WEEKDAY SERVICE SCHEDULES

#### Route 6

NEW weekday schedule with 20 minute frequency & NEW weekend schedule with 30 minute frequency

#### Minor Schedule Adjustments:

1A, 1B, 2, 3, 4A, 4B, 5, 8, 15, 17, 21, 23

#### No Changes:

7, 10, 11, 16, 19

#### Route 4A

NEW weekday & weekend schedules

#### Route 15

NEW weekday & weekend schedules

### FREE RIDE

*To your vaccine!*

Call 805-485-2319

## ¿QUE HAY DE NUEVO?

### NUEVOS HORARIOS DE SERVICIO DE LUNES A VIERNES

#### Ruta 6

NUEVO horario de lunes a viernes con frecuencia de 20 minutos y NUEVO horario de fin de semana con frecuencia de 30 minutos

#### Ruta 15

NUEVO horario de lunes a viernes, y de fin de semana

#### Ajustes menores de horario:

1A, 1B, 2, 3, 4A, 4B, 5, 8, 15, 17, 21, 23

#### Ruta 4A

NUEVO horario de lunes a viernes, y de fin de semana

Sin cambios: 7, 10, 11, 16, 19

# Service Standards



There are several transit service standards and policies considered by FTA to be significant to monitor a public transit system's compliance with Title VI:

- Vehicle Load**
- Vehicle Headway**
- On-time Performance**
- Service Availability**
- Transit Amenities Distribution**
- Vehicle Assignment**

GCTD regularly monitors these aspects of its service and conducts regular surveys of passengers to ensure service equity.





# Recommendation:

*It is recommended that the Board of Directors approve this update of the GCTD Title VI – Civil Rights Program for submission to the Federal Transit Administration.*



# QUESTIONS?

