

Support Material for Agenda Item No. 3

Commuter Rail and Transit Committee

January 14, 2016

9:00 a.m.

Location:

SANBAG

First Floor Lobby

Santa Fe Depot, 1170 W. 3rd Street
San Bernardino, CA

DISCUSSION CALENDAR

Administrative Matters

3. Title VI Program, including the Public Participation Plan and Language Assistance Plan

That the Commuter Rail and Transit Committee recommend the Board approve the Title VI Program, including the Public Participation Plan and Language Assistance Plan in compliance with Federal Transit Administration (FTA) requirements.

Duane Baker

The following information is being provided separately for your review:

Title VI Program

- Attachment A - Title VI Vital Documents
- Attachment B - (Spanish) Title VI Vital Documents
- Attachment C - SANBAG Public Participation Plan
- Attachment D - SANBAG Language Assistance Plan

San Bernardino Associated Governments Title VI Program

Prepared for the Federal Transit Administration
In accordance with FTA Circular 4702.1B

Board of Directors Approved on



1170 W. 3rd Street, 2nd Floor
San Bernardino, CA 92410-1715

This document was prepared by AMMA Transit Planning on behalf of San Bernardino Associated Governments. This Title VI Program complies with Title VI of the Civil Rights Act of 1964, including new provisions detailed in U.S. Department of Transportation's FTA Circular 4702.1B, "Title VI Requirement and Guidelines for Federal Transit Administration Recipients."

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- Attachment B: Spanish Title VI Vital Documents
- Attachment C: SANBAG Public Participation Plan
- Attachment D: SANBAG Language Assistance Plan

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Introduction and Purpose

Title VI of the Civil Rights Act of 1964 protects persons in the United States from being excluded from participation in, denied the benefits of, or subjected to discrimination on the basis of race, color, or national origin in any program or activity receiving federal financial assistance. The Federal Transit Administration (FTA), under the Federal Department of Transportation, requires recipients to adopt a Title VI Program pursuant to FTA Circular 4702.1B, *Title VI Requirements and Guidelines for Federal Transit Administration Recipients*.

A recipient of FTA funds, San Bernardino Associated Governments (SANBAG) is committed to ensuring that its services are delivered and implemented in accordance with Title VI and other non-discriminatory regulations. SANBAG also complies with non-discriminatory regulations at the state level and ensures that its programs and services comply with Title VI, whether federally-funded or not.

The Circular has general requirements for all recipients and additional guidelines for Fixed Route Transit Providers, States, and Metropolitan Planning Organizations (MPOs). As the Regional Transportation Planning Agency (RTPA), County Transportation Commission (CTC), and Council of Governments (COG) for San Bernardino County, only the general requirements and guidelines are applicable to SANBAG, and are as follows:

- 1) Title VI Notice to the Public
- 2) Title VI Complaint Procedures
- 3) Title VI Complaint Form
- 4) List of transit-related Title VI investigations, complaints, or lawsuits
- 5) Public Participation Plan
- 6) Language Assistance Plan
- 7) A table depicting the membership on non-elected committees broken down by race
- 8) Monitoring procedures for Subrecipients
- 9) Title VI equity analysis for the site and location of facilities
- 10) Documentation that the governing board has reviewed and approved the Title VI Program

The following sections of this report document how SANBAG is in compliance with each requirement.

Background of SANBAG

San Bernardino Associated Governments was formed in 1973 as a subregional council of governments under a Joint Powers Agreement (JPA). The JPA currently includes 24 cities with the county and the County of San Bernardino Board of Supervisors. SANBAG's Mission Statement adopted in 1993 and reaffirmed in 1996 outlines the agency's objectives, which are to enhance the quality of life for all residents in San Bernardino County by:

- Improving cooperative regional planning
- Developing an accessible, efficient, multi-modal transportation system

- Strengthening economic development efforts
- Exerting leadership in creative problem solving
- Fostering enhanced relationships among all its stakeholders while adding to the value of local governments

In 1976 SANBAG was designated as the **County Transportation Commission (CTC)** for San Bernardino County. CTCs were created by California State Assembly Bill 1246 to coordinate county Transportation Improvement Programs (TIP) and to coordinate mass transit. The most important of the CTCs functions is preparation of the bi-annual six year State Transportation Improvement Program (STIP) for state highways, preparation of the TIP for San Bernardino County, and the advocacy of local projects before the California Transportation Commission. SANBAG also allocates millions of dollars in federal and state highway and transit categorical funds within the County.

SANBAG became the **Service Authority for Freeway Emergencies (SAFE)** for San Bernardino County in 1986. The SAFE is responsible for the implementation and operation of a motorist aid callbox system on state freeways and highways in the County.

In 1986 with the passage of Measure I, the voter-approved half-cent sales tax for transportation improvements, SANBAG became the **County Transportation Authority**. As such, SANBAG oversees the nearly \$2.9 billion, twenty-year transportation improvement program Measure I funds. The Authority also administers a one billion-dollar Valley program of major projects, including funding for major state freeway and highway construction, commuter rail services, elderly and handicapped services, and traffic management and environmental enhancement efforts. In 2004 Measure I sales tax was approved to be extended through 2040.

SANBAG became the **Congestion Management Agency (CMA)** in 1990 as required by AB 1971 and is responsible for the development and implementation of the Congestion Management Plan (CMP) for all of San Bernardino County.

In 1991, SANBAG participated in the development of the **Southern California Regional Rail Authority (SCRAA) JPA**, which was established to develop and monitor the five-county commuter rail service called Metrolink. SANBAG continues to be an active member of SCRAA.

SANBAG exists within the larger six-county Southern California Association of Governments (SCAG) framework and maintains a close relationship with that agency. Planning studies and several financial management programs are jointly performed. SANBAG participates in SCAG's Overall Work Program and receives a modest amount of funding from that source.

Title VI Notice to the Public

Recipients must notify beneficiaries of protections under Title VI by posting a notice in public locations that confirms that the recipient complies with Title VI and provides instructions on how to file a Title VI complaint to SANBAG and directly to the FTA.

The following Notice to the Public is available on SANBAG's website and at the front desk of SANBAG's offices at 1170 West 3rd Street, San Bernardino, CA 92410.

The notice is considered a vital document and is available in Spanish, consistent with DOT limited-English proficient (LEP) guidance and SANBAG's Language Assistance Plan (LAP). The Spanish translation is also available on the website and at SANBAG's front desk. The translated Notice is provided in Attachment B.

SANBAG Title VI Notice



San Bernardino Associated Governments

TITLE VI NOTICE

In accordance with the requirements of Title VI of the Civil Rights Act of 1964 and Title II of the Americans with Disabilities Act of 1990 ("ADA"), San Bernardino Associated Governments (SANBAG) will not discriminate or exclude individuals on the basis of race, color or national origin in admission to its programs, services, or activities, in access to them, in treatment of, or in any aspect of operations.

SANBAG will not tolerate discrimination by a SANBAG employee or recipients of Federal funds such as cities, counties, contractors, consultants, suppliers, planning agencies and any other recipients of federal-aid highway funds.

Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with SANBAG. For more information on SANBAG's Title VI program, and the procedures to file a complaint, contact:

San Bernardino Associated Governments
Tim Watkins, Public Information Officer
1170 W. 3rd Street, Second Floor
San Bernardino, CA 92410-1715
Phone: (909) 884-8276
California Relay Service 7-1-1 (for TTY users)

Or visit SANBAG's website sanbag.ca.gov

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

Anyone who requires an auxiliary aid or translating service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of SANBAG, should contact SANBAG at (909) 884-8276. Requests must be received no later than 72 hours before the schedule event. SANBAG will take reasonable steps to ensure that all individuals have meaningful access to programs, services, and information free of charge.

Title VI Complaint Procedures and Complaint Form

Recipients are required to 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 and make this form available.

SANBAG's Complaint Procedures and Complaint Form are provided in Attachment A.

These documents are available on SANBAG's website and at the front desk of SANBAG's offices at 1170 West 3rd Street, San Bernardino, CA 92410. In addition to the Public Notice, the Complaint Procedures and Complaint Form are considered vital documents and are, therefore, available in Spanish, consistent with the DOT LEP Guidance and SANBAG's LAP. The Spanish version of these forms are provided in Attachment B.

List of Transit-Related Title VI Investigations, Complaints, or Lawsuits

FTA requires that files of investigations, complaints, or lawsuits that pertain to allegations of discrimination on the basis of race, color, or national origin in transit-related activities and programs be maintained for three years and a list of cases be held for five years. That listed should be reported in the Title VI Program.

SANBAG has not received any transit-related Title VI complaints, nor has it been involved in any transit-related Title VI investigations or lawsuits.

Public Participation Plan

Recipients are required to promote inclusive public participation and seek out and consider the needs and input of the general public, including interested parties and those traditionally underserved by existing transportation systems, such as minority and LEP persons.

The Public Participation Plan is the established process or plan that describes the proactive strategies, procedures, and desired outcomes of a recipient's public participation activities. Consistent with federal guidelines, SANBAG developed its Public Participation Plan by undertaking a demographic analysis of the population(s) affected, the type of plan, program, and/or service under consideration, and the resources available to the Commission.

The Public Participation Plan is provided in Attachment C.

Language Assistance Plan

Recipients are required to take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of its programs or activities for LEP populations. FTA Circular 4702.1B details the components of the Language Assistance Plan, including the Four Factor Analysis, which provides a careful analysis of LEP persons that the recipient may encounter to determine the specific language services that are appropriate to provide.

SANBAG undertook the Four Factor Analysis and developed appropriate language assistance planning and services based on the results. The resultant Language Assistance Plan will assist SANBAG in effectively implementing the requirements and communicating with LEP individuals.

The Language Assistance Plan is provided in Attachment D.

Membership of Non-Elected Committees and Councils

Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, in which the membership is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees or councils. SANBAG has one transit-related committee that is applicable to this requirement: PASTACC, the Public and Specialized Transportation Advisory Coordination Council.

PASTACC functions as San Bernardino County's *Social Services Transportation Advisory Council* and was formed in response to the 1979 Social Services Transportation Improvement Act (AB 120), codified as the requirements of the Social Services Transportation Advisory Council mandated by TDA Article 3 §99238. PASTACC's statutory purposes include participation in the annual Unmet Needs Hearing Process, including reviewing and approving recommended actions. Beyond that, PASTACC participates in various federal grant processes.

The TDA allows stipulates the membership of this body:

- 1) One representative of a potential transit user 60 years of age and older;
- 2) One representative of a potential transit user who is disabled;
- 3) Two representatives of the social service providers for seniors;
- 4) Two representatives of the social service providers for the disabled, including one representative of a social service transportation provider, if one exists;
- 5) One representative of a social service provider for persons of limited means; and
- 6) Two representatives of a Consolidated Transportation Service Agency(s) designated as such pursuant to subdivision (a) of Section 15975 of the Government Code, including one representative from an operator, if one exists.

PASTACC Membership

PASTACC's membership structure is comprised of two tiers of members:

- 1) Appointed Members with voting authority
- 2) Invited, voluntary non-voting participants

This form of membership ensures PASTACC has authority to support its recommendations while maintaining its commitment to open dialogue, coordination and exchange of information.

Appointed Members

PASTACC appointments will be consistent with requirements mandated for social service transportation advisory committees as detailed in TDA Article 3 §99238. PASTACC's thirteen appointed members will include two categories:

1) Eight Standing Members (Transit Providers and the CTSA):

- Barstow Area
- Morongo Basin Transit Authority
- Mountain Area Regional Transit Authority
- Needles Area Transit
- Omnitrans
- San Bernardino County Public Works
- VTrans (San Bernardino Valley CTSA)
- Victor Valley Transit Authority

The public transit providers are organizational representatives—the general manager or a designee—expected to be standing and continuing representatives.

2) Five At-Large Members voted on by existing PASTACC membership and approved by the SANBAG Commuter Rail and Transit Committee.

- At-Large Members will include human and social service agencies serving the target population
- It is recommended that two to three At-Large Members have a county-wide focus to their mission, with the remaining appointees having a local, community-level focus.
- There may be instances where an individual, who is not affiliated with an organization but has a long-standing advocacy or knowledge-based role in PASTACC, will be appointed an At-Large membership

Racial diversity, as well as diversity of clientele, and areas of the County are considered when considering at-large membership appointments.

Non-Voting Participants

Non-Voting Members, or invited participants, represent a voluntary, participatory "sustaining" body that will support the Appointed Members. This form of membership is open to all other public, private, and

non-profit transit providers, transportation agencies, public, private and non-profit social services agencies, county and municipalities, and other organizations serving individuals with disabilities, with limited means, and/or seniors. Such interested agencies will retain membership through a mailing list and will be invited to regularly scheduled meetings to attend at their convenience and availability.

Racial Breakdown

The racial breakdown for the PASTACC appointed Membership is as follows:

Committee / Body	African American	Asian American	Caucasian	Latino	Native American	Other
PASTACC	14%	7%	65%	14%	--	--

Subrecipient Compliance

If a recipient is a primary recipient, which means any FTA recipient that extends federal financial assistance to a subrecipient, then it is required to ensure that subrecipients are complying with Title VI, including the submittal of a subrecipient’s Title VI documents.

As SANBAG does not have any subrecipients, this requirement is not applicable.

Title VI Equity Analysis for Determining the Site or Location of Facilities

This requirement stipulates that recipients should complete a Title VI equity analysis during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. The equity analysis must include:

- Outreach to persons potentially impacted by the siting of facilities.
- Comparison of the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site.

The purpose of completing a Title VI analysis during the project development stage is to determine if a project will have disparate impacts on the basis of race, color, or national origin. If such impacts exist then the project may move forward with the proposed location if there is substantial legitimate justification for locating the project there, and there are no alternative locations that would have a less adverse impact on members of a group protected under Title VI.

For purposes of this requirement, the Circular states that “facilities” does not include bus shelters, as they are transit amenities and are covered under the additional requirements for fixed route transit operators, nor does it include transit stations, power substations, etc., as those are evaluated during

project development and the National Environmental Policy Act (NEPA) process. Facilities included in this provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc.

SANBAG does have two maintenance facilities: the East Maintenance Facility (EMF) and the Inland Empire Maintenance Facility (IEMF). However, as detailed below, the Equity Analysis requirement does not apply.

East Maintenance Facility

Metrolink is the commuter rail service operated by the Southern California Regional Rail Authority (SCRRA) and serving Los Angeles, Orange, Riverside, San Bernardino, Ventura, and North San Diego counties. The SCRRA is a joint powers authority made up of an 11-member board representing the transportation commissions of Los Angeles, Orange, Riverside, San Bernardino and Ventura counties, governs the service. As one of these members, SANBAG partners with Metrolink on various infrastructure projects. Full build-out, Phases 1 through 3, of the Eastern Maintenance Facility (EMF), a train storage and rolling stock maintenance facility in Colton, California, was initially studied and approved by SCRRA. Additionally, SCRRA constructed Phase 1. This planning and initial clearing occurred prior to the publication of FTA Circular 4702.1B.

In 2011, SANBAG took over delivery of Phase 3 of the previously approved and partially constructed EMF project and began construction in 2012. Of importance to the Title VI Equity Analysis, the Phase 3 upgrades (the construction undertaken by SANBAG) were originally covered under a Categorical Exclusion (CE) issued by FTA in March 2004 (CA-90-Y267). In December 2011, FTA provided its concurrence that the 2004 CE remained valid for the construction of Phase 3 (23 CFR 771.129(c)). For these reason, a Title VI Equity Analysis was not undertaken.

While the above demonstrates that Title VI Equity Analysis does not apply to the East Maintenance Facility, the table below details alternatives considered for SANBAG's two maintenance facilities.

Inland Empire Maintenance Facility

The second relevant facility, Inland Empire Maintenance Facility (IEMF), includes repurposing an existing maintenance facility, as described in the table below. Once complete, the IEMF will serve the Downtown San Bernardino Passenger Rail Project. This project Extends Metrolink service one-mile from the Santa Fe Depot to the multi-modal San Bernardino Transit Center and will provide a link to additional transit options in San Bernardino, Redlands and Loma Linda. Construction for this project broke ground on February 25, 2014 and its completion is anticipated in the summer of 2016.

The IEMF will remain in its existing location and will only be repurposed to accommodate a different service and different vehicle. As such, a Title VI Equity was not undertaken. However, all required studies and analyses were conducted and are available on the project webpage: <http://www.sanbag.ca.gov/projects/san-bernardino-transit.html>.

Alternatives considered for the EMF and IEMF

Project	Preferred Alternative	Design Option 1	Design Option 2
Redlands Passenger Rail Project	California Street Layover	Waterman Avenue Layover	Use of Existing Layover (EMF and IEMF)
Downtown San Bernardino Passenger Rail Project	No new layover proposed; just re-purposing of IEMF (and continued use of EMF). EJ issues considered in Section 4.5 of Revised EA/ Final EIR.		

*Each of these alternatives was considered in the EJ analysis included in Section 3.18 of the Final EIS/EIR.

Approval of the Title VI Program

All recipients are required to provide documentation such as meeting minutes, resolution, or other appropriate documentation showing that the governing body reviewed and approved the Title VI Program prior to submission to FTA.

Attachments:

Attachment A: Title VI Vital Documents

Attachment B: Spanish Title VI Vital Documents

Attachment C: SANBAG Public Participation Plan

Attachment D: SANBAG Language Assistance Plan

Attachment A: Title VI Vital Documents



San Bernardino Associated Governments

TITLE VI NOTICE

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SANBAG will not tolerate discrimination by a SANBAG employee or recipients of Federal funds such as cities, counties, contractors, consultants, suppliers, planning agencies and any other recipients of federal-aid highway funds.

Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with SANBAG. For more information on SANBAG's Title VI program, and the procedures to file a complaint, contact:

San Bernardino Associated Governments
Tim Watkins, Public Information Officer
1170 W. 3rd Street, Second Floor
San Bernardino, CA 92410-1715
Phone: (909) 884-8276
California Relay Service 7-1-1 (for TTY users)

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Anyone who requires an auxiliary aid or translating service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of SANBAG, should contact SANBAG at (909) 884-8276. Requests must be received no later than 72 hours before the schedule event. SANBAG will take reasonable steps to ensure that all individuals have meaningful access to programs, services, and information free of charge.



San Bernardino Associated Governments

TITLE VI COMPLAINT PROCEDURE

This Complaint Procedure is established to meet the requirements of and Title VI of the Civil Rights Act of 1964. It may be used by any individual, group of individuals or entity that believes they have been subjected to discrimination on the basis of race, color, national origin in the provision of services, activities, programs, or benefits by San Bernardino Associated Governments (SANBAG). SANBAG strongly prohibits retaliation on the basis of any grievance filed under this policy.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. A form is available on SANBAG's website, sanbag.ca.gov, or at the SANBAG offices at 1170 W. 3rd Street, Second Floor San Bernardino, CA 92410. Alternative means of filing complaints, such as personal interviews, computer disk, audiotape or in Braille will be made available for persons with disabilities upon request.

The complaint should be submitted as soon as possible but no later than 180 calendar days after the alleged violation to:

San Bernardino Associated Governments
Tim Watkins, Public Information Officer
1170 W. 3rd Street, Second Floor
San Bernardino, CA 92410-1715
Phone: (909) 884-8276
California Relay Service 7-1-1 (for TTY users)

Within 15 calendar days after receipt of the complaint, the Public Information Officer or designee will discuss with the complainant the complaint and possible resolutions. Within 15 calendar days of the discussion, the Public Information Officer or designee will respond in writing, and where appropriate, in a format accessible to the complainant. The response will explain the position of SANBAG and offer options for resolution of the complaint.

If the response by the Public Information Officer or designee does not satisfactorily resolve the issue, the decision may be appealed within 15 calendar days after receipt of the response, to the Executive Director or designee.

Within 15 calendar days after receipt of the appeal, the Executive Director or designee will discuss with the complainant the complaint and possible resolutions. Within 15 calendar days after the meeting, the Executive Director or designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the Public Information Officer or designee, appeals to the Executive Director or designee, and responses from these two offices will be retained by the Department of Management Services for at least three years.



Title VI Complaint Form

When completed, submit the original signed form or letter in person or by mail to:

Tim Watkins, Public Information Officer
San Bernardino Associated Governments
1170 W. 3rd Street, Second Floor
San Bernardino, CA 92410-1715

Questions?

Phone: (909) 884-8276
California Relay Service 7-1-1 (for TTY users)

1. Contact Information

Complainant's Name: _____
Address: _____
City, State, and Zip Code: _____
Home Telephone: _____ Work Telephone: _____

What are the most convenient days and times for us to contact you about this complaint?

2. Basis of Discriminatory Action(s):

Check all categories below that apply to the act(s) of discrimination.

a	<input type="checkbox"/>	Race
b	<input type="checkbox"/>	Color
C	<input type="checkbox"/>	National Origin (Please indicate your national origin.):

3. Date and place of alleged discriminatory action(s).

Include the earliest date of discrimination and the most recent date of discrimination:

Date: _____ Location: _____
Date: _____ Location: _____

4. How were you discriminated against?

Describe the nature of the action, decision, or conditions of the alleged discrimination. Explain as clearly as possible what happened and why you believe your protected status (basis) was a factor in the discrimination. Include how other persons were treated differently from you. (Attach additional page(s), if necessary).



Title VI Complaint Form

6. Names of individuals responsible for the discriminatory action(s):

7. Names of individuals (witnesses, fellow employees, supervisors, or others) whom we may contact for additional information to support or clarify your complaint.

(Attach additional page(s), if necessary).

	Name	Address	Phone Number
1.			
2.			

9. Has this complaint been filed with any other Federal, State, or local investigative agency?

No Yes If "yes," please provide the following information:

Agency: _____

Contact Person: _____

Address: _____

Telephone Number: _____

Date Filed: _____

10. Please provide any additional information that you believe would assist in the investigation:

Please sign and date this form ▼.

Signature of Complainant

Date

Attachment B: Spanish Title VI Vital Documents



Gobiernos Asociados de San Bernardino

AVISO SOBRE EL TÍTULO VI

Conforme a los requisitos del Título VI de la Ley de Derechos Civiles de 1964 y el Título II de la Ley sobre Estadounidenses con Discapacidades de 1990 ("ADA"), los Gobiernos Asociados de San Bernardino (SANBAG) no discriminarán ni excluirán a los individuos sobre la base de raza, color u origen nacional en la admisión a sus programas, servicios o actividades, en el acceso a éstos, en el tratamiento de los individuos ni en cualquier aspecto de sus operaciones.

SANBAG no tolerará la discriminación de parte de un empleado de SANBAG o de recipientes de los Fondos Federales tales como ciudades, condados, contratistas, consejeros, proveedores, agencias de planificación y cualquier otros destinatario de los fondos de ayuda federal para autopistas.

Cualquier persona que cree que él o ella ha sido agraviado (a) por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja con SANBAG. Para más información sobre el programa de Título VI de SANBAG y acerca de los procedimientos para presentar una queja, comuníquese con:

Gobiernos Asociados de San Bernardino
Tim Watkins, Oficial de Información Pública
1170 w. 3rd Street, segundo piso
San Bernardino, CA 92410-1715
Teléfono: (909) 884-8276
Servicio de Transmisión de California 7-1-1 (para los usuarios de TTY)

O visite el sitio web de SANBAG sanbag.ca.gov.

El demandante puede presentar una queja directamente ante la Administración Federal de Tránsito por medio de la presentación de la queja con la Oficina de Derechos Civiles, atención: Coordinador del programa de Título VI, edificio este, 5to piso – TCR, 1200 New Jersey Avenue., SE, Washington, DC 20590.

Cualquier persona que necesite una ayuda auxiliar o servicio de traducción para la comunicación efectiva, o una modificación de las políticas o procedimientos para participar en un programa, servicio o actividad de SANBAG, debe de comunicarse con SANBAG al (909) 884-8276. Las solicitudes deben ser recibidas no más tarde de 72 horas antes del evento programado. SANBAG tomará las medidas razonables para asegurar que todos los individuos tengan un acceso significativo a los programas, servicios e información de forma gratuita.



Gobiernos Asociados de San Bernardino

PROCEDIMIENTO DE QUEJAS DE TÍTULO VI

Este procedimiento de queja se establece para satisfacer a los requisitos del Título VI de la Ley de Derechos Civiles de 1964. Será utilizado por cualquier persona, grupo de personas o entidad que cree que ha sido sujeto a la discriminación por los Gobiernos Asociados de San Bernardino (SANBAG) por los motivos de raza, color, origen nacional en la prestación de servicios, actividades, programas o beneficios. SANBAG absolutamente prohíbe represalias sobre la base de cualquier queja sometida bajo esta política.

La queja debe ser presentada por escrito y contener la información acerca de la presunta discriminación tal como el nombre, domicilio, número de teléfono del demandante, así como el lugar, fecha y descripción del problema. Un formulario está disponible en la página Web de SANBAG, sanbag.ca.gov, o en las oficinas de SANBAG, localizadas en 1170 W. 3rd Street, segundo piso, San Bernardino, CA 92410. Los medios alternativos de la presentación de quejas, tales como las entrevistas personales, disco de computadora, audio o en Braille serán disponibles para las personas con incapacidad a su petición.

La queja debe ser presentada lo más pronto posible, pero no más tarde de 180 días calendarios después de la presunta violación a:

Gobiernos Asociados de San Bernardino
Tim Watkins, Oficial de Información Pública
1170 w. 3rd Street, segundo piso
San Bernardino, CA 92410-1715
Teléfono: (909) 884-8276
Servicio de Transmisión de California 7-1-1 (para los usuarios de TTY)

Dentro de 15 días calendarios después de recibir la queja, el Oficial de Información Pública o su designado discutirá con el demandante la queja y sus posibles resoluciones. Dentro de 15 días calendarios después de recibir la queja, el Oficial de Información Pública o su designado responderá por escrito y, cuando sea apropiado, en un formato accesible al demandante. La respuesta explicará la posición de SANBAG y se le ofrecerán las opciones para la resolución de la queja.

Si la respuesta del Oficial de Información Pública o del designado no resuelve satisfactoriamente el problema, la decisión puede ser apelada con el Director Ejecutivo o con su designado dentro de 15 días calendarios después de recibir la respuesta.

Dentro de 15 días calendarios después de recibir la apelación, el Director Ejecutivo o su designado discutirá la queja con el demandante, así como las posibles resoluciones de la queja. Dentro de 15 días calendarios después de la reunión, el Director Ejecutivo o su designado responderán por escrito y, cuando sea apropiado, en un formato accesible al demandante, con una resolución definitiva de la queja.

Todas las quejas por escrito recibidas por el Oficial de Información Pública o su designado, las apelaciones al Director Ejecutivo o a su designado, así como las respuestas de estas dos oficinas serán retenidas por el Departamento de Servicios de Administración por lo menos por tres años.



Formulario de quejas de Titulo VI

Al llenar el formulario, someta el original firmado o la carta en persona o por correo a:

Tim Watkins, Oficial de Información Publica
Gobiernos Asociados de San Bernardino
1170 W. 3rd Street, Second Floor
San Bernardino, CA 92410-1715

¿Preguntas?

Teléfono: (909) 884-8276
Servicio de Transmisión de California 7-1-1
(para los usuarios TTY)

1. Información de Contacto

Nombre del Demandante: _____
Domicilio: _____
Ciudad, Estado y Código Postal: _____
Teléfono de casa: _____ Teléfono de trabajo: _____

¿Cuáles son los días y las horas más convenientes para que nos comuniquemos con Usted acerca de su queja?

2. Base de la(s) acción(es) discriminatoria (s):

Marque abajo todas las categorías que aplican al hecho(s) de la discriminación.

a	<input type="checkbox"/>	Raza
b	<input type="checkbox"/>	Color
c	<input type="checkbox"/>	Origen Nacional (Favor de indicar su origen nacional.):

3. Fecha y lugar de la(s) acción(es) presunta (s).

Incluya la fecha más temprana de la discriminación y la fecha más reciente de la discriminación:

Fecha: _____ Lugar: _____
Fecha: _____ Lugar: _____

4. ¿Cómo ha sido discriminado Usted?

Describa la naturaleza de la acción, decisión, o las condiciones de la presunta discriminación. Explique lo más claramente posible qué ha sucedido y porqué Usted cree que su estado (base) protegido (a) fue un factor en su discriminación. Incluya cómo el trato que otras personas han recibido fue diferente a su trato. (Si necesite, adjunte página (s) adicional (es)).



Formulario de quejas de Título VI

6. Nombres de los individuos responsables por la(s) acción (es) discriminatoria (s):

7. Nombres de los individuos (testigos, empleados compañeros, supervisores u otros) a quienes les podamos contactar para una información adicional para apoyar o clarificar su queja.

(Si necesite, adjunte página (s) adicional (es)).

Nombre	Domicilio	Numero de Teléfono
1.		
2.		

9. ¿Ha sido presentada esta queja con cualquier otra agencia de investigación Federal, Estatal o local?

No Sí Si "sí", favor de proveer la información siguiente:

Agencia: _____

Persona de Contacto: _____

Domicilio: _____

Numero de teléfono: _____

Fecha de Presentación: _____

10. Favor de proveer cualquier otra información adicional que Usted piensa que asistiría en la investigación:

Favor de firmar y fechar este formulario ▼.

Firma del demandante Fecha

San Bernardino Associated Governments Public Participation Plan

Prepared for the Federal Transit Administration (FTA)
in accordance with FTA Circular 4702.1B

Board of Directors Approved on



1170 W. 3rd Street, 2nd Floor
San Bernardino, CA 92410-1715

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I. Introduction

Background of SANBAG

The San Bernardino Associated Governments (SANBAG) is a council of governments formed in 1973 by joint powers agreement of the 24 cities and the five supervisorial districts within San Bernardino County. SANBAG is governed by a Board of Directors consisting of a mayor or designated council member from each of the 24 cities in San Bernardino County and the five members of the San Bernardino County Board of Supervisors.

In addition to SANBAG, the composition of the SANBAG Board of Directors also serves as the governing board for several separate legal entities listed below:

The San Bernardino County Transportation Commission, which is responsible for short and long range transportation planning within San Bernardino County, including coordination and approval of all public mass transit service, approval of all capital development projects for public transit and highway projects, and determination of staging and scheduling of construction relative to all transportation improvement projects in the Transportation Improvement Program.

The San Bernardino County Transportation Authority, which is responsible for administration of the voter-approved half-cent transportation transactions and use tax levied in the County of San Bernardino.

The Service Authority for Freeway Emergencies, which is responsible for the administration and operation of a motorist aid system of call boxes on State freeways and highways within San Bernardino County.

The Congestion Management Agency, which analyzes the performance level of the regional transportation system in a manner which ensures consideration of the impacts from new development and promotes air quality through implementation of strategies in the adopted air quality plans.

As a **Subregional Planning Agency**, SANBAG represents the San Bernardino County subregion and assists the Southern California Association of Governments (SCAG) in carrying out its functions as the metropolitan planning organization. SANBAG performs studies and develops consensus relative to regional growth forecasts, regional transportation plans, and mobile source components of the air quality plans.

SANBAG's objectives are to enhance the quality of life for all residents in San Bernardino County by:

- Improving cooperative regional planning;
- Developing an accessible, efficient, multi-modal transportation system;
- Strengthening economic development efforts;

- Exerting leadership in creative problem solving; and
- Fostering enhanced relationships among all of its stakeholders while adding to the value of local governments.

Purposes of This Plan

This Public Participation Plan is intended to satisfy Title VI requirements as expressed in the Federal Transit Administration (FTA) Circular 4702.1B. Recipients are required to promote inclusive public participation and seek out and consider the needs and input of the general public, including interested parties and those traditionally underserved by existing transportation systems, such as minority and Limited English Proficient (LEP) persons.

The Public Participation Plan is the established process or plan that describes the proactive strategies, procedures, and desired outcomes of a recipient's public participation activities. This Plan will provide direction for the Commission's public processes, allowing public input for the planning process and for SANBAG's programs, projects, and activities to all members of San Bernardino County, including citizens, organizations, and public agencies. Finally, it will develop specific strategies inclusive of low-income, minority, LEP, and underrepresented individuals. This Plan will augment and enrich existing outreach documents such as the General Outreach Plan (Appendix A) and the Short Range Transit Plan (S RTP) Public Participation Plan (Appendix B).

SANBAG developed its Public Participation Plan by considering the demographic analysis of the population(s) affected; the type of plan, program, and/or service under consideration; and the resources available to the Commission.

Desired Outcomes

This Plan details SANBAG's public participation goals, as well as strategies that will be implemented to assist meeting these goals. From these efforts, SANBAG anticipates the following outcomes:

- Delivery of quality transportation projects and trustworthy, accurate, and timely public information.
- Implementation of proactive strategies to bring enhanced awareness and increased access for minority individuals, LEP individuals, low-income individuals and additional underrepresented and underserved individuals.
- Participation and representation from a diverse range or perspectives in the transportation planning process.

Federal and State Requirements

Title VI and Federal Authority

Title VI of the Civil Rights Act of 1964 protects persons in the United States from being excluded from participation in, denied the benefits of, or subjected to discrimination on the basis of race, color, or national origin in any program or activity receiving federal financial assistance. Under the Department of Transportation (DOT), the FTA requirements for implementing Title VI include the adoption of a Title VI Program report pursuant to FTA Circular 4702.1B, *Title VI Requirements and Guidelines for Federal Transit Administration Recipients*. As a recipient of FTA funds under the federal DOT, SANBAG has developed its own Public Participation Plan in compliance with FTA Circular 4702.1B.

Public Participation Background

SANBAG undertakes public outreach for its capital projects and some transit-related projects.

For capital projects, general outreach efforts are undertaken by the Office of Legislative and Public Affairs with assistance by assigned subcontractors for each project. A General Outreach Plan was developed by the Office of Legislative and Public Affairs to outline outreach needs to be provided by all Construction Management - Public Relations subcontractors. The General Outreach Plan is included as Appendix A.

Using the General Outreach Plan as a baseline, a specialized Public Participation Plan is designed for each project by the assigned subcontractor and/or SANBAG's Office of Legislative and Public Affairs. This Public Participation Plan provides strategies and techniques to supplement the General Outreach Plan, specifically techniques to engage low-income, minority, LEP, and underrepresented individuals.

Current and recently completed SANBAG projects the public may recognize include:

- Interstate 215 Widening - San Bernardino
- Interstate 10 Westbound Lane Addition Project - Yucaipa to Redlands
- Interstate 215 Improvements - San Bernardino, Riverside
- Interstate 10 Corridor - Ontario to Redlands
- Interstate 10: Riverside Avenue Interchange (Rialto)
- Route 210 Muscoy Bridge Retrofit
- State Route 210 - Foothill Freeway - Upland, Rancho Cucamonga, Fontana, Rialto, San Bernardino
- State Route 60 Widening and Carpool Lanes - Chino, Ontario
- State Route 71 - Chino Valley Freeway - Chino, Chino Hills
- Interstate 10 Truck-Climbing Lane - Redlands, Yucaipa
- Interstate 10 Carpool Lanes - Ontario, Montclair
- Interstate 10 Widening - Redlands

- State Route 60 Sound Wall - Chino

Like capital projects, outreach for transit projects traditionally is undertaken by or in conjunction with a subcontractor; often a firm specializing in transit-related public participation. Transit-related projects that involve public participation may include the:

- Coordination Plan Process
- Public and Specialized Transit Advisory Committee Council (PASTACC).
- Annual Transit Needs Hearing
- Short Range Transit Plan (SRTP)

As the CTC, SANBAG develops the regional SRTP to guide the development of transit services, evaluate existing services, and identify proposed new services by SANBAG and the County's transit operators over a five-year period. A specific SRTP Public Participation Plan (see Appendix B) was developed in 2014 to guide the outreach needed to fulfill SRTP requirements. This document will enhance that plan, ensuring minority, LEP, and other traditionally underserved populations are included in the planning process.

II. San Bernardino County Demographics

San Bernardino County is the largest county in the contiguous United States, covering over 20,000 square miles of land and with 24 cities in the county and multiple unincorporated areas. The County is diverse in both geography and populations. It has the fifth most populous county in California with 2,056,915 individuals as of the 2013 American Community Survey (ACS) 5-Year Estimates. This section reports on demographics of particular interest to SANBAG's Title VI and public participation requirements: minority and LEP populations.

Minority Individuals

San Bernardino County is racially and ethnically diverse. According to the 2013 ACS 5-Year Estimates, 50% (or 1,026,596) of individuals are Latino, who may be of any race. Of the remaining non-Latino residents, 32% are White, 8% are Black or African American, 7% are Asian or Pacific Islander, 0.4% are American Indian or Alaskan Native, and 2% report two or more races.

SANBAG reviewed the minority populations for each region in San Bernardino County to understand where these communities are located throughout the County. This analysis was done at the Census Tract and Block Group levels using 2013 American Community Survey 5-year estimates, the most reliable and current Census source providing minority information at the Census Tract and Block Group levels. Minority population count tabulations were developed for each County census tract. These were derived by subtracting the Caucasian population from each tract to arrive at the non-white, minority population counts. FTA Title VI guidance defines minority person as an individual of any of the following

groups: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian or Other Pacific Islanders.

These demographic maps are provided in Appendix C. A summary of findings is provided below.

- In the Barstow Area, there are large populations of minority individuals throughout the City and region. The highest concentrations of minority individuals are found near Fort Irwin and South of the City of Barstow along Highway 247.
- The High Desert area of San Bernardino is home to many minority populations, with the largest concentrations located in Apple Valley, Victorville. The minority populations there make up 23% to 59% of the respective populations.
- In the Yucca Valley, there are small pockets of minority populations throughout the region. The largest concentrations of minority populations of nearly 23% of their respective populations are found in the cities of Twentynine Palms and Yucca Valley. Throughout the region there are pockets with nearly 12% of the population comprised of minorities.
- There are many minority populations within the Valley region of San Bernardino County. As demonstrated by the map in Appendix C, each city within the Valley has pockets of minority populations comprising at least 12% up to over 60% of the population.

Limited English Proficient (LEP) Individuals

As documented in SANBAG's Language Assistance Plan, there are several LEP groups in San Bernardino County that meet the Department of Justice's Safe Harbor Provision. The Safe Harbor Provision stipulates that written translation of vital documents for each eligible LEP language group that constitutes 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 obligation. SANBAG's Language Assistance Plan details how SANBAG will provide language assistance to these populations. This information is included here to further detail the diverse populations that comprise San Bernardino County.

Table 1 below provides information from the 2013 ACS 5-Year Estimates; the most reliable and current census source for accessing LEP information. 316,401 individuals—nearly 17% of the County's total population—are LEP individuals. Table 1 demonstrates the 10 groups in San Bernardino County with populations of 1,000 or more persons. The largest group of LEP individuals is Spanish-speakers, who comprise 13.8% (or 262,092 individuals) of the County's population.

Attachment C

A thorough analysis of LEP populations in the County was conducted to develop SANBAG's Language Assistance Plan, consistent with FTA Title VI requirements. This analysis found that Spanish-speaking LEP individuals are the LEP population most frequently contacting SANBAG and accessing SANBAG's programs and services.

Table 1, San Bernardino County LEP Populations meeting the Safe Harbor Provision

B16001: LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER - Universe: Population 5 years and over	San Bernardino County, California		
2009-2013 American Community Survey 5-Year Estimates	Estimate	Percent of Total Population	Margin of Error
Total Population	1,899,465	100%	*****
Total LEP Population	316,401	16.7%	*****
Spanish or Spanish Creole: Speak English less than "very well"	262,092	13.80%	+/-4,750
Other Indic languages: Speak English less than "very well"	1,013	0.05%	+/-349
Chinese: Speak English less than "very well"	12,453	0.66%	+/-1,209
Korean: Speak English less than "very well"	6,252	0.33%	+/-900
Mon-Khmer, Cambodian: Speak English less than "very well"	1,564	0.08%	+/-521
Thai: Speak English less than "very well"	1,231	0.06%	+/-310
Vietnamese: Speak English less than "very well"	6,333	0.33%	+/-655
Tagalog: Speak English less than "very well"	7,598	0.40%	+/-890
Other Pacific Island languages: Speak English less than "very well"	3,266	0.17%	+/-556
Arabic: Speak English less than "very well"	4,019	0.21%	+/-831

The LEP population for each member City of the SANBAG Board of Directors was also reviewed. Appendix C provides maps that demonstrate the LEP populations over 5% of the populations for each of the County's regions. Finally, SANBAG analyzed the LEP population for each City that is a member of the SANBAG Board. A detailed list of all the LEP populations is provided in Appendix C. A summary is provided here. The majority of these 24 cities have LEP populations over 5%. The City of Fontana has the largest LEP population with 27.5% of the City's population comprised by LEP individuals.

Table 2, LEP Population of Each SANBAG Board Member City

City (SANBAG Board Members)	Percent of City Population that is LEP Speakers
Adelanto	16.23%
Apple Valley	4.54%
Barstow	8.95%
Big Bear Lake	7.90%
Chino	15.08%
Chino Hills	14.01%
Colton	20.64%
Fontana	27.51%
Grand Terrace	6.44%
Hesperia	10.82%
Highland	17.27%
Loma Linda	9.45%
Montclair	30.24%
Needles	3.70%
Ontario	26.13%
Rancho Cucamonga	10.10%
Redlands	7.52%
Rialto	25.10%
San Bernardino	21.55%
Twentynine Palms	2.40%
Upland	11.49%
Victorville	13.07%
Yucaipa	5.37%
Yucca Valley	4.78%

III. Public Participation Strategies and Tools

Public Participation Goals and Strategies

This section details SANBAG's public participation goals and strategies for achieving each goal. Selected strategies may be used according to specific project needs.

Goal 1: Provide all interested parties and stakeholders early and multiple opportunities for involvement in the transportation planning process.

Strategies

- Provide adequate public notice of public participation opportunities and activities, and time for public review of regionally significant plans and documents.
- Utilize all channels of outreach for promoting public participation opportunities including but not limited to the SANBAG website, PASTACC, Southern California Associated Governments (SCAG), transit providers, VTrans, and social media.
- Evaluate plans, programs, and projects to determine the most appropriate and effective tools and strategies for public and agency involvement and outreach.
- Provide opportunities to comment on draft planning documents to affected agencies and parties.
- Make transportation planning documents available for viewing on the SANBAG website and at key locations throughout the County, as appropriate.
- During the transportation planning process, SANBAG shall conduct open public meetings in accordance with the Brown Act (CGC Sec.54950 et seq).

Goal 2: Ensure access to the transportation planning process and transit information for all members of the community; ensure that a wide range of perspectives will be heard so that planning outcomes reflect the needs of the region's diverse communities.

Strategies

- Develop information materials that are easily understood and translated for appropriate audiences and make them accessible at meetings and on the SANBAG website.
- Make notices and announcements attractive and eye-catching.
- Plan workshops and/or public hearings at convenient venues and times across the region; ensure venues are accessible to the public.
- When appropriate provide information on regionally significant plans and projects to the local media for distribution and promotion.
- Maintain the SANBAG website with current transportation planning activities, including reports, plans, agendas, and minutes for SANBAG Board of Directors meetings.

- When appropriate, present information about specific plans and projects at public forums, such as City Council and Board of Supervisors meetings for increased public and governmental awareness.
- When identifying locations for community outreach activities, prioritize locations that are accessible by public transit.
- Make every effort to accommodate requests for accessibility opportunities, including physical accessibility to public meetings as well as accessibility to information in LEP languages and alternative formats.
- Encourage early involvement in the transportation planning process by providing timely notification and access to information.
- Utilize citizen and/or agency advisory groups as a means of providing input to the transportation planning process.
- Identify key individuals, organizations, and community organizations that may be interested in or affected by a plan or program; include this list in any mail or email distribution.
- Collaborate with San Bernardino County transit providers to facilitate and promote public participation opportunities.
- Maintain the Transportation Network, a list of key stakeholders updated on an annual basis, through a mail survey and e-survey. The agencies and organizations on the Network include non-profits, human and social services, private transportation companies, public agencies, and specialized transit providers.

Goal 3: Engage with and increase opportunities for participation for those traditionally underrepresented and or underserved, including low-income, minority, persons with disabilities, and LEP populations.

Strategies

- Make commenting on plans convenient and accessible to the public and stakeholders; enable comments to be made at public meetings and workshops, via email or online commenting forms, or by telephone.
- Offer vital information, such as notices and announcements, in alternative languages as appropriate and feasible. When considering translation and interpretation needs, the SANBAG Language Assistance Plan will be consulted for strategies and procedures. Translated information shall be made available on the SANBAG or project-specific website(s), at public meetings and workshops, and at key locations across the county as appropriate and feasible.
- Translated notices, announcements, and other vital information should be posted on San Bernardino County transit operators' buses and at transfer centers, as appropriate and feasible.
- When appropriate, utilize alternative media outlets that may target minority, LEP, or underserved segments of the community.
- Continue expanding the contact list with agencies, organizations and stakeholders that work with LEP communities.

Updating the Public Participation Plan

SANBAG's public participation goals and strategies will be reviewed as necessary and results will be considered in preparation of the three-year Title VI Plan adoption. Based on the effectiveness of strategies and the potential changes to San Bernardino County's demographics and outreach resources, strategies may be modified and new strategies may be added to enhance the public participation process.

The following indicators may be used in reviewing and determining the effectiveness of these goals and strategies.

- Number of newspaper ads and public notices
- Number of press releases, public service announcements, and new articles
- Number of public meetings and workshops
- Number and demographics of participants at public meetings and workshops
- Number of hits to the SANBAG website and project-specific websites
- Number of comments received during the public comment period for projects and programs
- Number of requests for translated materials
- Number and content of materials translation
- Revisions to plans or projects based on public and agency input; how comments influenced the planning process

IV. Summary of Public Participation Activities

FTA Title VI guidance requires a summary of outreach efforts made since the last Title VI Program submission. As this is SANBAG's first Title VI Program submission, we have provided the following summary of capital project- and transit-related public outreach in recent months.

Capital Projects Public Participation

Project-specific outreach efforts (Construction):

- Groundbreaking/Ribbon-cutting events – these events are open-to-the-public and feature outreach materials about the project, presentations by elected officials, and media interviews.
 - I-215 Widening Project (San Bernardino)
 - La Mesa/Nisqualli Interchange
 - Rancho Road Interchange

- Lenwood Road Grade Separation
- Citrus/Cherry Interchange
- I-10 Tippecanoe Interchange
- Hunts Lane Grade Separation
- I-15 Base Line Road Interchange
- Downtown San Bernardino Passenger Rail Project/SB Transit Center
- Project-related public meetings (construction) – open house style meetings with project personnel providing information about the expected construction activities (display material, handouts, one-on-one dialogue)
 - I-15 Base Line Road
 - La Mesa/Nisqualli Interchange
 - I-10 Tippecanoe Interchange
 - Hunts Lane Grade Separation
 - Downtown San Bernardino Passenger Rail Project
- Project-specific public notices
 - Traffic information for all active projects
 - Community impact mitigation notices
 - Hunts Lane, I-10 Tippecanoe, I-15 Base Line Road, La Mesa/Nisqualli, Lenwood Road, 215 Widening, Downtown San Bernardino Passenger Rail Project
 - Project newsletter
 - 215 Widening
 - Video series (web-based)
 - 215 in 2:15 (25 episodes)

Project-specific outreach efforts (Pre-construction):

- I-10/I-15 Corridor Projects
 - Open house public outreach w/ presentations (multiple)
 - Special presentations
 - Special events (information booth)
 - Board updates
 - Board of Directors, Subcommittee
 - Media interviews
- Redlands Passenger Rail Project
 - Open house public outreach w/ presentations (multiple)
 - Redlands Bike Classic - special events (information booth)
 - Media interviews

Transit-Related Public Participation

San Bernardino County Transportation Network

The Transportation Network is a list of key stakeholders concerned with public transit and other mobility needs of older adults, persons with disabilities, persons of limited means, and Veterans. These entities are non-profits, human and social services, private transportation companies, public agencies, and specialized transit providers that work with a diverse range of clients throughout San Bernardino County. The Network is updated on an annual basis, through a mail survey and e-survey. Transit-related information, notices and announcements—particularly public participation opportunities—are sent to this Network via emails and physical mail, when those addresses exist.

Public and Specialized Transportation Advisory and Coordinating Council

The Public and Specialized Transportation Advisory and Coordinating Council, or PASTACC, serves as SANBAG's Social Services Transportation Advisory Council (SSTAC) assisting SANBAG in complying with Transportation Development Act (TDA) Section 99238. The TDA provides direction for administering both the Local Transportation Fund and State Transit Assistance funds for bus and commuter rail services. This funding promotes transportation service improvements and enhancements that support the mobility of older adults, persons with disabilities, and persons of limited means. In accordance with TDA regulations, PASTACC members represent older adults, persons with disabilities, persons of low-income and transit providers and social service transit providers. Additionally, non-voting members include nearly 30 San Bernardino County non-profits and human and social services agencies that have an interest in the county's mobility.

One role of members is to establish an effective communication exchange among San Bernardino's County's public transit operators, its specialized transportation providers, and representatives of its transit dependent population regarding matters of mutual concern. At the bi-monthly PASTACC meetings transit information, news and updates are regularly shared between members. Members then take this information back to their constituents and clients.

Annual Public Hearing on Transit Needs in San Bernardino County

As required by Section 99238.5 of the California Public Utilities Code, SANBAG holds annual public hearings to solicit the input of transit-dependent and transit-disadvantaged persons. Written and oral comments provided at the hearing are used by SANBAG and the County's transit operators to identify transit needs for preparation of transportation plans and programs, including the Regional Transportation Plan (RTP) and Short Range Transit Plan (SRTP). The comments are also shared with transit and paratransit operators as they relate to operating issues and needs. Additionally, comments are shared with other agencies that provide transportation services to transit dependent populations.

2014's public hearings were held on September 15, 2014, in Hesperia covering the upper desert region, and on September 25, 2014, in Joshua Tree covering the lower desert region. The governing bodies of

the Victor Valley Transit Authority (VVTA) and the Morongo Basin Transit Authority (MBTA) served as the hearing boards.

The Unmet Needs Hearings were advertised by SANBAG, County transit providers, and through the Transportation Network.

Coordination Plan 2011 Outreach

During the Coordination Planning process six workshops were held in February 2011 in the various areas of San Bernardino County:

- Loma Linda for the East Valley
- Rancho Cucamonga for the West Valley
- Barstow
- Crestline for the Mountain Area region
- Victorville for the Victor Valley

The workshop included inviting comments regarding transportation needs from transit users and potential transit users, agency staff working with the target populations, and the general public. The workshops were promoted through flyers and half-sheet seat drop flyers, in both English and Spanish. Flyers were posted in buses across many of the County's transit routes. They were also distributed through an email blast to the Transportation Network.

SANBAG Program Public Participation (not project-specific)

- Business to Business Expo
 - Presentations and booths about contracting opportunities
- League of California Cities Annual Conference
 - Information booth about projects and programs
- Mobility 21 Annual Conference
 - Information booth about projects and Business to Business Expo
- High Desert Opportunity
 - Information booth about High Desert related projects
- Railroad Days
 - Information booth for rail/transit projects
- Rialto State of the Women Event
 - Information on I-10/I-15 Corridor projects

SANBAG Website

The SANBAG website is kept up-to-date with current information and notices for all projects and activities. Website information is provided on all printed materials.

Attachment C

SANBAG also maintains Twitter, Facebook, YouTube and Instagram accounts to enhance public outreach. These accounts share information regarding road closures, project updates, and public participation activities, among other notices.

V. Contact Information

SANBAG will post the Public Participation Plan on its website at www.sanbag.ca.gov. Copies of the Public Participation Plan will be provided to any person or agency requesting a copy. LEP persons may obtain copies/translations of the Public Participation Plan upon request.

Any questions or comments regarding this Plan should be directed to:

San Bernardino Associated Governments
Tim Watkins, Chief of Legislative and Public Affairs
1170 W. 3rd Street, 2nd Floor
San Bernardino, CA 92410-1715
twatkins@sanbag.ca.gov
909.884.8276

VI. Appendices

Appendix A: General Outreach Plan

Appendix B: Short Range Transit Plan Public Participation Plan

Appendix C: San Bernardino County Demographic Maps

Appendix D: LEP Populations for SANBAG Board Member Cities

General Public Outreach Plan – Major Projects

Our primary goal is to assure the public that SANBAG is a public agency that delivers quality transportation projects and trustworthy, accurate and timely public information.

SANBAG will provide the primary outreach effort with supplemental support as requested from CONSULTANT. This will be a targeted approach with incremental outreach based on construction schedule and staging. The primary target audiences identified for this project include, but are not limited to:

- LOCAL AGENCY
- SANBAG Board
- LOCAL AGENCY and area Emergency Service Providers
- School Transportation Coordinator(s)
- Local Business Community
 - Specific businesses with expanding priority based on proximity to work zone and detours
 - Chamber of Commerce
- Commuters
- Recreational Travelers
- Trucking Industry
- Local media
 - Print
 - Radio
 - Television

In the weeks prior to the selection of a construction contractor, SANBAG will coordinate an Emergency Responders Project Briefing to highlight the project details and possible access challenges for consideration by the project team.

Following the emergency responders briefing, SANBAG will coordinate a Chamber of Commerce Project Briefing to highlight the project benefits, possible construction schedule and traffic management plan.

Prior to construction, SANBAG, the LOCAL AGENCY and CONSULTANT will put on an Open House Community Meeting to highlight the project details to the general public. Information about project schedule, construction staging, detours, funding, etc. will be highlighted at this meeting. Project team members will be present to help field questions about the project.

Just prior to the selection of a construction contractor, SANBAG and CONSULTANT (includes all PR subs) will coordinate a groundbreaking media event with the LOCAL AGENCY to ceremoniously open the project. CONSULTANT will be called up on to develop (with input from SANBAG) and maintain a task list of deliverables for this event. CONSULTANT will acquire the necessary items authorized for the event. CONSULTANT will be responsible for set up and breakdown of the event site.

Prior to construction beginning, SANBAG and CONSULTANT will coordinate a community meeting to share project information, construction scheduling, detour information and expected challenges with the general public. CONSULTANT will be called up on to develop (with input from SANBAG) and maintain a task list of deliverables for this event. CONSULTANT will acquire the necessary items authorized for the event. CONSULTANT will be responsible for set up and breakdown of the event site. Staffing this event will be determined based on availability.

Near the completion of the construction project, SANBAG and CONSULTANT will coordinate a ribbon-cutting media event. CONSULTANT will be called upon in a similar fashion to the groundbreaking event.

At various stages throughout the project, SANBAG will request support from CONSULTANT for the following items:

- Establish and maintain stakeholder and/or 'interested parties' list(s) – used for sharing project updates during project. May need to be filtered to specific audiences (i.e. emergency responders, city government, etc.)
- Development of a project fact sheet (include project description, project budget, project schedule, SANBAG contact information, LOCAL AGENCY contact information, photos, logos, etc.)
- Weekly media advisories (use SANBAG template). CONSULTANT (or sub) will make weekly contact with project team to establish what road or lane closures (and associated detours if applicable) will be taking place, develop the advisory, send to SANBAG Public Information Office for approval, submit to webmaster for posting, distribute to appropriate media and stakeholder list.
- Emergency notices – when needed.
- Develop web content for project tab on SANBAG website. This page should include same elements of fact sheet with expanded detail when possible. If the information is dynamic, please provide updates to SANBAG Public Information Office for approval prior to submitting to webmaster.

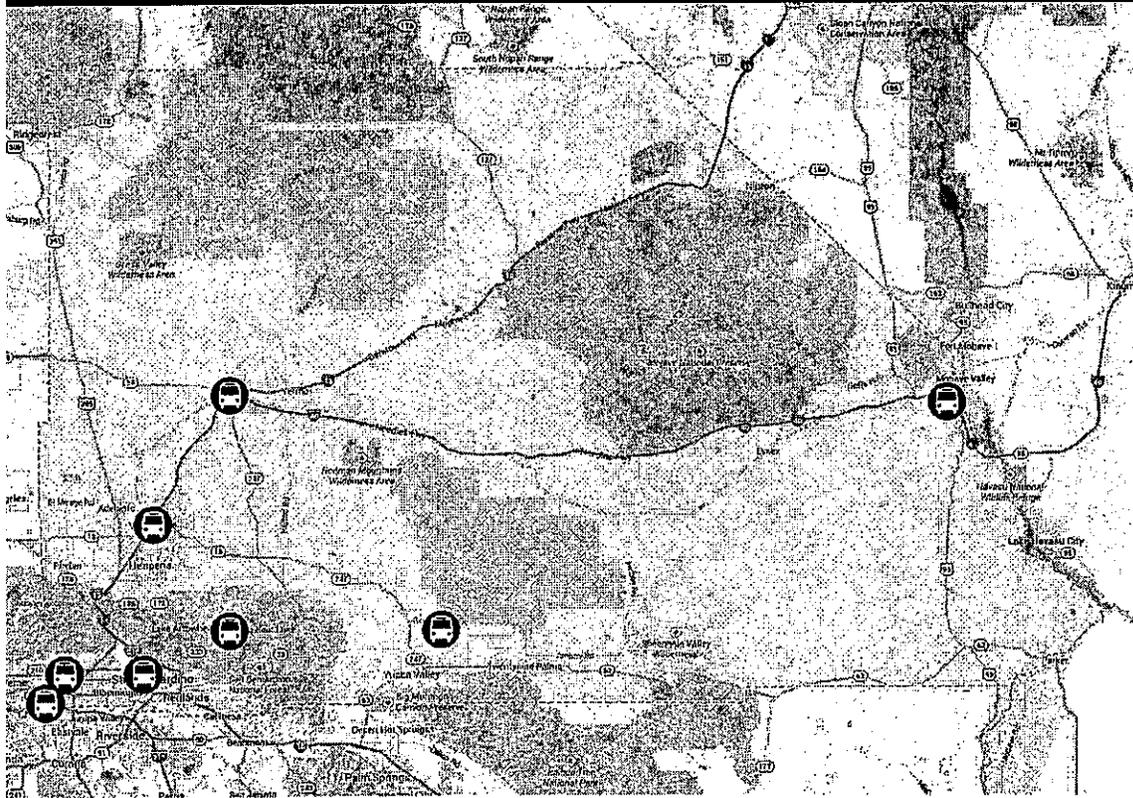
Noteworthy:

All requests for speaking to government councils, boards, chambers of commerce or similar business or social groups shall be directed to the SANBAG Public Information Office before agreeing to appear.

All media inquiries shall be directed to the SANBAG Public Information Office.

Prepared for
Governments
SANBAG
Working Together

Short Range Transit Plan (SRTTP) Public Participation Plan



Prepared by:



Presented by:

**PARSONS
BRINCKERHOFF**

OCTOBER 2014

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I. Introduction

San Bernardino Associated Governments (SANBAG) is the council of governments and transportation planning agency for San Bernardino County. SANBAG is responsible for cooperative regional planning and furthering an efficient multi-modal transportation system countywide. As the County Transportation Commission, SANBAG is seeking to develop a regional Short Range Transit Plan (SRTP) covering SANBAG's and the transit operators' services and capital projects for the County over a five-year period. An SRTP provides a plan to guide the development of transit services and includes the evaluation of existing services and the identification of proposed new services. The SRTP is a blueprint that will guide daily operations, planning, financing and management of transit services. SANBAG envisions this SRTP to serve as a transit countywide vision guided by a set of goals, objectives and policies.

To help support these efforts, this Public Participation Plan (PPP) was developed to outline the public outreach necessary to garner input on the goals, objectives, policies, and service needs for a regional SRTP. The outreach efforts conducted by other local transit agencies (see Appendix A) supported those agencies' short-range transit planning efforts and validate the need for a focused public participation strategy for SANBAG's countywide SRTP. As such, this PPP sets forth the public involvement strategies that will serve as the blueprint for the outreach program during the development of SANBAG's SRTP. The document provides an overview of the outreach implementation strategies and schedule for conducting successful community outreach. This PPP is designed to promote an open discussion with the project stakeholders that educates, informs, engages and builds towards a shared countywide vision for transit services.

SANBAG and Parsons Brinkerhoff as the lead consultant will perform outreach activities with support from Arellano Associates (AA). AA has developed this PPP based on their strong understanding of the local transit agencies and their individual SRTP outreach efforts.

II. Local Transit Agencies and Communities

Given the wide geographic area covered by the County's transit operators, the table below provides an overview of transit services and communities that are serviced by each of the transit agencies.

Transit Agency	Transit Services	Communities
SANBAG	As the County Transportation Commission, SANBAG distributes many of the funds for public transit service and is responsible for oversight of all transit service in San Bernardino County. SANBAG does not currently operate transit services but has plans to do so in the future with the implementation of	The Redlands Passenger Rail Project proposes rail service between the new Downtown San Bernardino Transit Center and the University of Redlands, including five new rail stations in the cities of San Bernardino and Redlands.

	the Redlands Passenger Rail Project.	
Barstow Area Transit	City of Barstow's transportation service offers services on three fixed routes and community dial-a-ride services	Services are offered for the City of Barstow and the surrounding areas, including: Hinkley, Lenwood, Grandview, Yermo, Harvard, Daggett and Newberry Springs
Morongo Basin Transit Authority (MBTA)	Operates 24 vehicles on inter-city, deviated fixed-route, dial-a-ride and commuter services	Joshua Tree, Twentynine Palms, Yucca Valley, Morongo Valley and Landers, with commuter service to Palm Springs
Mountain Transit (Mountain Area Regional Transit Authority, MARTA)	Operates 20 vehicles that offer local fixed-route and Dial-a-Ride bus service and "Off the Mountain" commuter service	Big Bear Valley, Running Springs, Lake Arrowhead, Crestline and Off-the-Mountain service to San Bernardino
Needles Area Transit (NAT)	Provides transit services on a single deviated fixed route within Needles, as well as a Dial-a-Ride program for seniors and persons with disabilities and a Dial-a-Ride Medical Transport service to medical facilities nearby in Arizona.	Services provided within Needles on a deviated fixed-route and a senior/disabled dial-a-ride service, and between Needles and Bullhead City, Arizona, for non-emergency medical appointments for the general public.
Omnitrans	Operates 185 fixed route vehicles and 106 direct access vehicles in 15 cities and portions of the unincorporated areas in the San Bernardino Valley area of San Bernardino County.	Alta Loma, Bloomington, Calimesa, Chino, Chino Hills, Claremont, Colton, Fontana, Grand Terrace, Highland, Highgrove, Loma Linda, Mentone, Montclair, Muscoy, Ontario, Pomona, Rancho Cucamonga, Redlands, Rialto, Riverside, San Bernardino, Upland, and Yucaipa
Southern California Regional Rail Authority (Metrolink)	Provides commuter rail services in the five member-agency counties on seven different routes including the San Bernardino Line and the Inland Empire/Orange County Line in San Bernardino County	Los Angeles, Orange, Riverside, San Bernardino, and Ventura Counties, plus Oceanside in northern San Diego County
Valley Transportation Services, Inc. (VTrans)	Serves as a Consolidated Transportation Services Agency in the San Bernardino Valley area for special needs populations including persons with disabilities, seniors, and low income individuals	Serves the cities of Chino, Chino Hills, Colton, Fontana, Grand Terrace, Highland, Montclair, Loma Linda, Ontario, Rancho Cucamonga, Redlands, Rialto, San Bernardino, Upland and Yucaipa. Non-CTSA services are provided in rural areas of the County.
Victor Valley Transit Authority	Operates 61 fixed-route buses and 35 direct access vehicles including fixed-	Services Adelanto, Apple Valley, Hesperia, Victorville and other

(VVTA)	route, deviated fixed-route, ADA paratransit, commuter, and inter-city services	communities in San Bernardino County. Also serves Barstow, the City of San Bernardino, and the National Training Center (NTC) at Fort Irwin.
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III. Communication Elements and Tools

The following communication elements and tools are set forth to support SANBAG's SRTP development process. These elements and tools can be tailored, as needed, to fit the needs of the project with SANBAG's input.

A. STAKEHOLDER DATABASE

SANBAG's existing stakeholder database will serve as the primary resource for conducting public notification of meetings and other public involvement opportunities. The database will also be used as a tool to document and track meeting attendance and public input. All comments received during the course of the project will be incorporated into the database and attached to the contact submitting the comment.

B. COMMUNICATION ELEMENTS

1. **Key Messages** – Creating clear and understandable key messages will be imperative to the SRTP's success. AA will use input from previous studies to develop a set of key messages to address the SRTP's need and objective. A core set of messages will be developed, updated, and enhanced as the SRTP proceeds. These key messages will continue to provide focus for the collateral materials, media relations and community presentations. Messages will be developed in close consultation with SANBAG and Parsons Brinckerhoff.
2. **Languages** – Materials will be developed in both English and Spanish. Upon request, other non-English speaking venues will be identified for targeted distribution of project materials.
3. **Distribution Plan** – Distribution strategies may involve both hard copy and electronic methods. Hard copy materials can be handed out at meetings and placed on counters at strategic venues. Electronic versions of these materials can also be created and placed on the project website, uploaded in social media sites and used in PowerPoint presentations. The following highlights the distribution channels that will be explored to disseminate project materials and project information:
 - o Electronic messages (e-blasts)
 - o Newspaper advertisements in local newspapers
 - o SANBAG website, social media, and links to other agencies
 - o Helpline messages
 - o Meeting handouts

- Presentation materials
- Coordination with city and transit agency communiqués

C. COMMUNICATION TOOLS

All materials and communication tools will be developed collaboratively with SANBAG and Parsons Brinckerhoff; however, SANBAG will have full control over the design standards and protocols and oversee message management. The following outlines the materials needed to support this effort.

1. **Collateral Materials** – A set of easy to understand, and in some cases multi-lingual, collateral materials are important communication tools for most public outreach efforts. Materials will range from hand-outs to presentation boards and may include such pieces as a project brochure, fact sheets, frequently-asked-questions (FAQ), PowerPoint presentations and public comment cards, etc. These materials can be disseminated via local transit agency offices and vehicles (buses, shuttles, etc.), posted on-line on SANBAG’s project webpage and social media sites, handed out at public meetings, briefings, and special events. All materials are designed to be used in conjunction with the full scope of public outreach activities, including for marketing social media and internet project tools.
 - a. **Project Fact Sheet** – The project fact sheet will be designed to have a long “shelf-life” and not require frequent updates during the Project.
 - b. **Topical Fact Sheets** – Topical fact sheets may be developed to address common issues and project components that the community and stakeholders need to further understand. Frequently Asked Questions (FAQ) and other topical sheets can also be developed and updated, as needed, to ensure the latest project developments.
 - c. **Meeting Notices and Meeting Support Materials** – In support of all public outreach meetings, a set of notification and meeting materials will be developed. Meeting notices can be designed for both direct mail and electronic distribution. Sign-in sheets, agendas, speaker cards and public comment cards will be designed and printed as support material during meetings and will feature the project logo and tagline.
2. **Website and Social Media** – San Bernardino County is the largest county in the United States by area which has the potential to make the communication efforts a challenge. As such, the website and social media components of the PPP are a critical part of making sure that the target audience is receiving accurate, consistent and easily accessible communication throughout the SRTP development process. In close collaboration with SANBAG and Parsons Brinckerhoff, AA will develop and implement an effective online program to reach all of the SRTP communities.
 - a. **Website** – AA will develop content and coordinate with SANBAG’s website coordinator to develop a project-specific webpage on SANBAG’s website. The website will serve as a main portal to provide access to SRTP information and encourage community input. AA will work with SANBAG staff and Parsons Brinckerhoff to ensure materials, content and

functionality of the website supports the SRTP and the needs of the community. Approved content will be provided to SANBAG's website coordinator for upload on the project webpage.

Recommended website content includes:

- Main landing page with an overview of the SRTP that highlights significance to the region as well as to each transit area
- SRTP timeline/schedule of meetings
- Detailed page for each transit agency, highlighting specific details for their service areas, as they pertain to the development of a SANBAG region-wide SRTP
- News/press releases
- Public meetings page
- Collateral materials and reports available for download
- Comment/feedback form
- Links to social media accounts
- "Contact us" page

- b. Social Media* – Social media is a key component of an effective PPP. As such, social media tools must be developed to augment traditional media and effectively conduct outreach to stakeholders within and beyond the project area in a very cost effective manner. SANBAG's existing Twitter handle (@SANBAG news) will allow access to its existing followers. A project specific Facebook page can also be easily set up for posting the latest project information, meeting notices, and generating public input.

Coordination with the other local transit agencies' social media accounts would enable access to their online audiences. To assist with these efforts, AA can prepare a summary project page that can be shared with agencies interested in posting project information. This will ensure that the project information is consistent and accurate. Additionally, these agencies will be asked to include a link to SANBAG's SRTP website. All social media tools would also be listed on any printed materials.

IV. Meetings and Other Public Input Opportunities

It is anticipated that the stakeholder meetings will incorporate a range of formats to address the needs of the SRTP. There is a range of stakeholder engagement methods available to ensure adequate public participation and buy-in to the overall objective of the SRTP. Meetings can be defined as both ad-hoc meetings as well as defined milestone related meetings needed to vet a countywide vision for proposed transit services and follow the refinement of the goals, objectives, and policies to help achieve that

orient the audience on the content being exhibited, followed by opportunities for attendees to ask questions or provide input either one-on-one or in a group setting, depending on the size of the audience.

B. BRIEFINGS

1. **Briefings for Elected Officials and Government Agencies** – In addition to SANBAG Board Members, it is important that elected officials and government agencies are always kept abreast of the latest information. As needed, SANBAG staff will conduct briefings for elected officials to ensure they are well informed of the newest developments and ongoing outreach activities, preparing them to respond to questions and comments that may arise from their constituents. The Project Factsheets will be very useful in this regard.
2. **Key Stakeholder Briefings** –As the project moves forward, SANBAG will conduct briefings for additional stakeholder groups, as needed. Below are the types of briefings that may be conducted for the SRTP.
 - a. **Transit Agency Coordination Meetings** –Briefings for each of the agencies’ boards and/or pertinent committees can be arranged, including:
 - Barstow Area Transit
 - Morongo Basin Transit Authority (MBTA)
 - Mountain Transit (formerly MARTA)
 - Needles Area Transit (NAT)
 - Omnitrans
 - Valley Transportation Services, Inc. (VTrans)
 - Victor Valley Transit Authority (VVTA)
 - b. **PASTACC Meeting** – This periodic meeting of all the transit agencies offers an ideal opportunity to brief the senior agency staffs regarding the SRTP and its proposed goals and objectives.

C. SANBAG BOARD AND COMMUTER RAIL AND TRANSIT COMMITTEE

The draft SRTP goals, objectives, and policies as well as community outreach efforts and input will be presented to SANBAG’s Commuter Rail & Transit Committee and Board Members. The draft SRTP goals, objectives, and policies will be refined to reflect community input and then presented to the Committee Members for their review and input. Their feedback will help refine the draft goals, objectives, and policies before they are presented to the full SANBAG Board. This process will ensure that the draft SRTP goals, objectives, and policies are fully vetted prior to reaching the full Board.

D. LOGISTICS

SANBAG will coordinate all meeting logistics with support from Parsons Brinckerhoff. This includes arrangement and securing all facilities, preparation of agenda and materials, staffing and support as well as taking notes and documentation and follow-up.

1. **Meeting Presentation Material** – Over the course of the outreach program, there will be a variety of meetings and briefings across a wide spectrum of stakeholders. To support this outreach, clear and concise presentation materials are needed. The following highlights the use of these materials:
 - *PowerPoint Presentations* – Use of PowerPoint presentations at meetings is important to visually illustrate the project components and issues and keep the audience engaged in the process. AA understands how to develop a PowerPoint presentation that is appropriate for each audience. We will work with SANBAG and Parsons Brinckerhoff to provide drafts and edit PowerPoint presentations needed to support the outreach. This includes creating animation, simplifying text, providing graphics and other resources to accommodate the needs of the Project.
 - *Display Boards* – In addition to PowerPoint slides, display boards will also be needed to feature key graphic elements of the project, including maps, the project schedule, environmental considerations, project purpose and need, project partners, funding sources, project process, project findings, etc. AA will work with SANBAG and Parsons Brinckerhoff to develop these boards for use during public meetings and presentations.

F. PROJECT TIMELINE

The table below illustrates the sequence of outreach events for the anticipated Public Participation Program. Over the first month, AA will assist with identifying the major themes and messages for the SRTP public outreach program and will develop the Fact Sheets, Powerpoint presentations, public meeting notices, and other support materials. At the same time, briefings with local agencies and elected officials will be conducted by SANBAG staff as needed prior to the first round community meetings. Next, four community meetings will be conducted in January 2015 to present and generate input on service needs and the preliminary draft SRTP goals and objectives. In March 2015, the preliminary SRTP goals and objectives will be updated with stakeholder input and presented to SANBAG's Commuter Rail and Transit Committee. With their input, the SRTP will be updated and presented to the SANBAG Board by April 2015.

The table below, however, does not include the development of collateral materials and the establishment of other stakeholder communication tools and resources. These are anticipated to be implemented starting in late 2014. A comprehensive outreach tasks timeline is included in Appendix A.

Schedule – Stakeholder Engagement Program		
Outreach	Logistics	Purpose
Community Meetings	<ul style="list-style-type: none"> Four meetings <i>Date: Jan. 2015 (Dates TBD)</i> <i>Locations: West Valley, East Valley, Victor Valley, and Morongo Basin (exact location TBD)</i> 	<ul style="list-style-type: none"> Present preliminary SRTP goals, objectives and policies Garner stakeholder input on goals, objectives, policies, and regional service needs, and answer questions Review next steps and anticipated schedule
SANBAG Commuter Rail & Transit Committee	<ul style="list-style-type: none"> One presentation to the Committee (SANBAG and Parsons Brinckerhoff Staff, supported by AA) <i>Date: Mar. 2015 (Date TBD)</i> <i>Location: SANBAG Headquarters</i> 	<ul style="list-style-type: none"> Present preliminary SRTP goals, objectives and policies as well as stakeholder input Garner the CRT Committee's input and answer questions Review next steps and anticipated schedule
SANBAG Board	<ul style="list-style-type: none"> One presentation to the Board (SANBAG and Parsons Brinckerhoff staff, supported by AA) <i>Date: Apr. 2015 (Date TBD)</i> <i>Location: SANBAG Headquarters</i> 	<ul style="list-style-type: none"> Present preliminary SRTP goals, objectives and policies as well as input from stakeholders and the CRT Committee Garner the Board's input and answer questions Review next steps / anticipated schedule

V. Stakeholder Issues, Research and Analysis

AA understands the importance of documenting and tracking stakeholder issues throughout the duration of the project. Since several local agencies have conducted outreach for their respective SRTP efforts, AA will review any issues identified to date and understand any concerns expressed by the community. AA will also review any comments that may have been documented that pertain to regional transit needs and issues as a basis to begin identifying key issues by region (West Valley, East Valley, and Mountain/Desert) and capture the comments by category, including but not limited to, transit service concerns (connectivity, access, safety, etc.). An issues matrix/report will be developed and submitted to SANBAG and Parsons Brinckerhoff monthly and as needed.

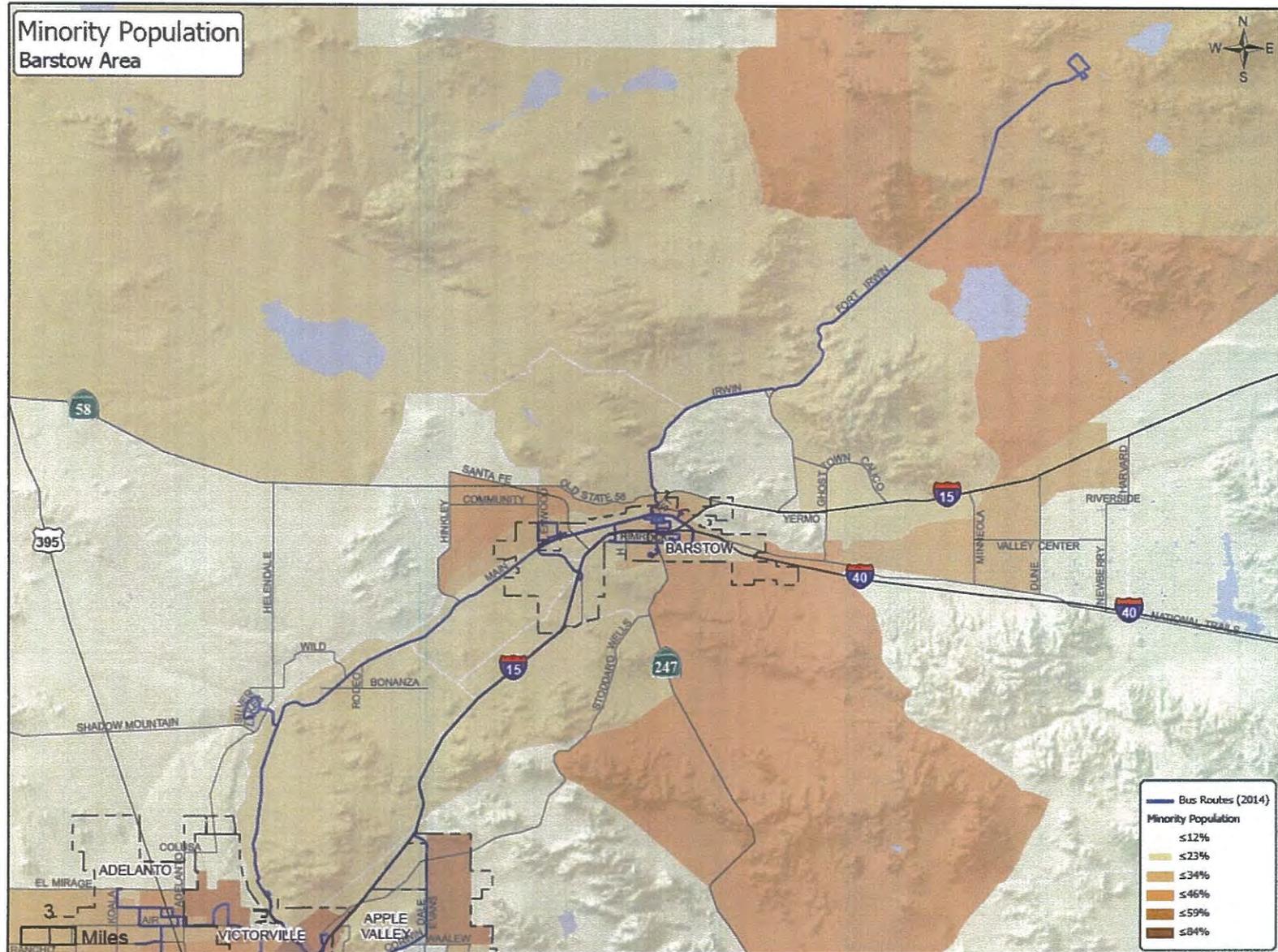
In addition, the AA team will follow and track any community and stakeholder issues that may require attention and/or a response from SANBAG and Parsons Brinckerhoff.

VI. Media Relations Support

Due to the vast range of interests and varied demographics, media will be a critical tool for disseminating project information and notification of public meetings. This Plan assumes that SANBAG staff will want to take the lead in all media relations; however, AA will provide media support and strategic thinking. Media coordination will include news releases and placement of advertisements in local and regional newspapers that provide strong coverage to the project area cities. SANBAG will take the lead in preparing all news releases and advertisements; however, AA will coordinate the placement of ads, as needed.

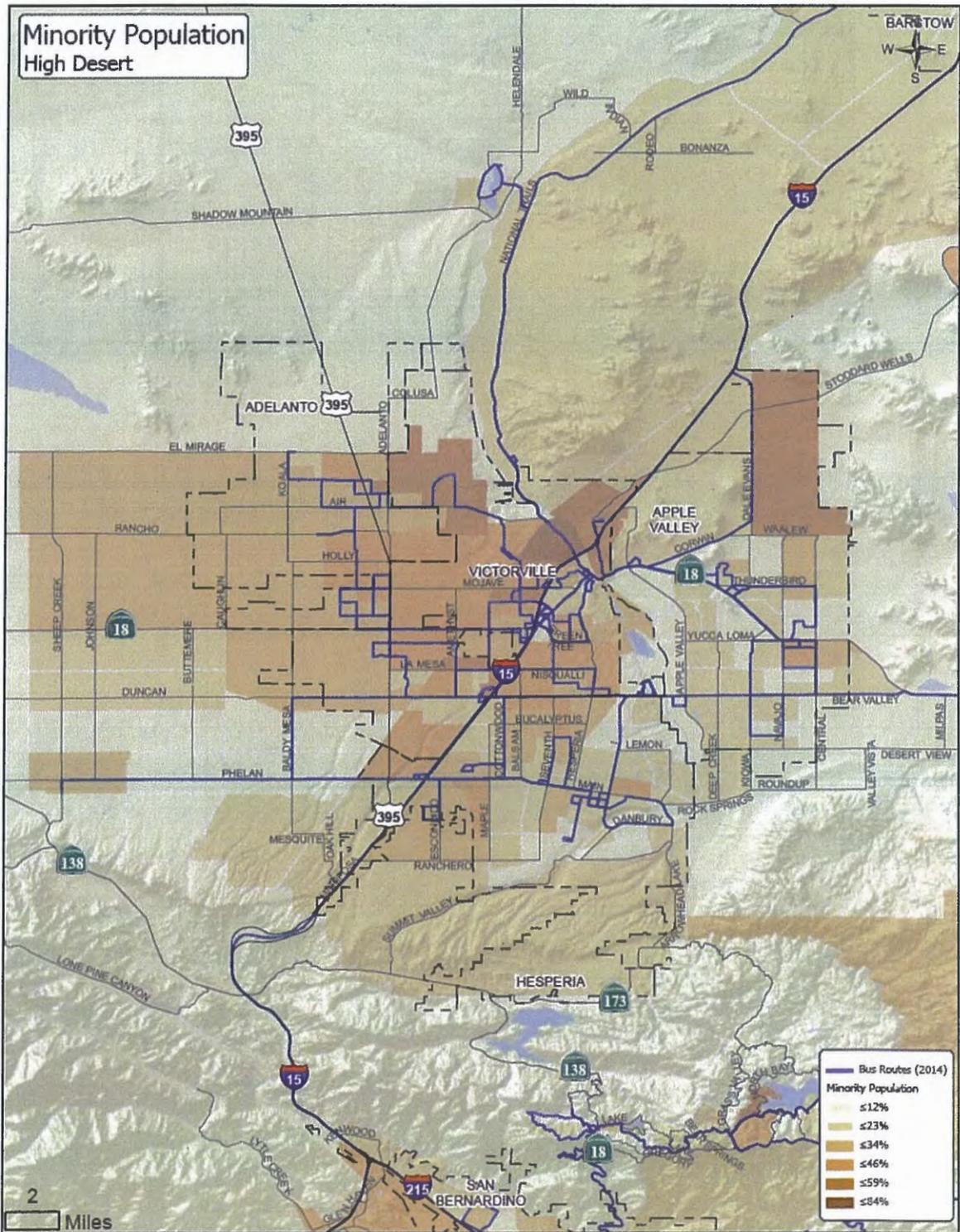
Appendix C: San Bernardino County Demographic Maps

Minority Population: Barstow Area



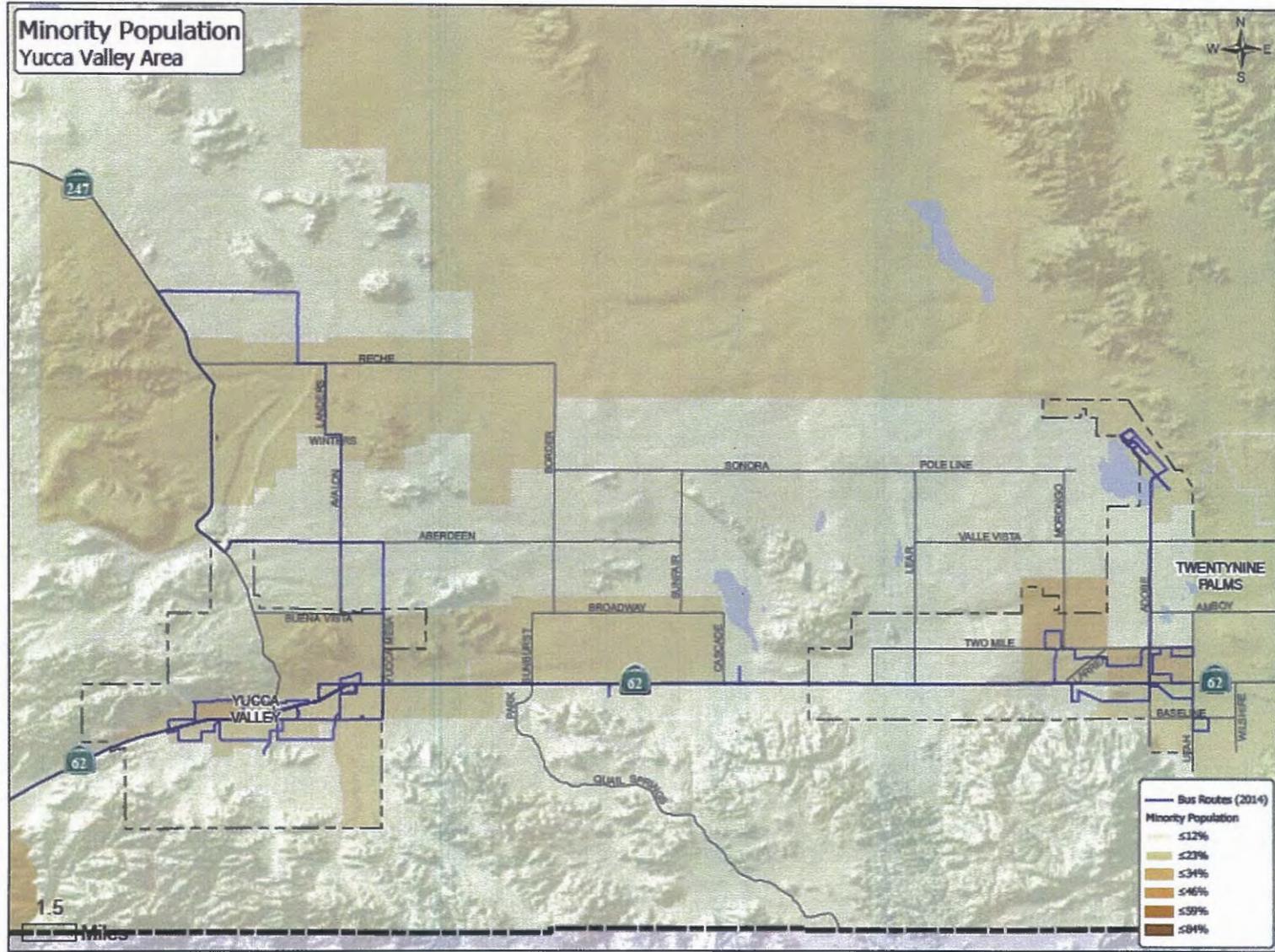
Appendix C: San Bernardino County Demographic Maps

Minority Population: High Desert



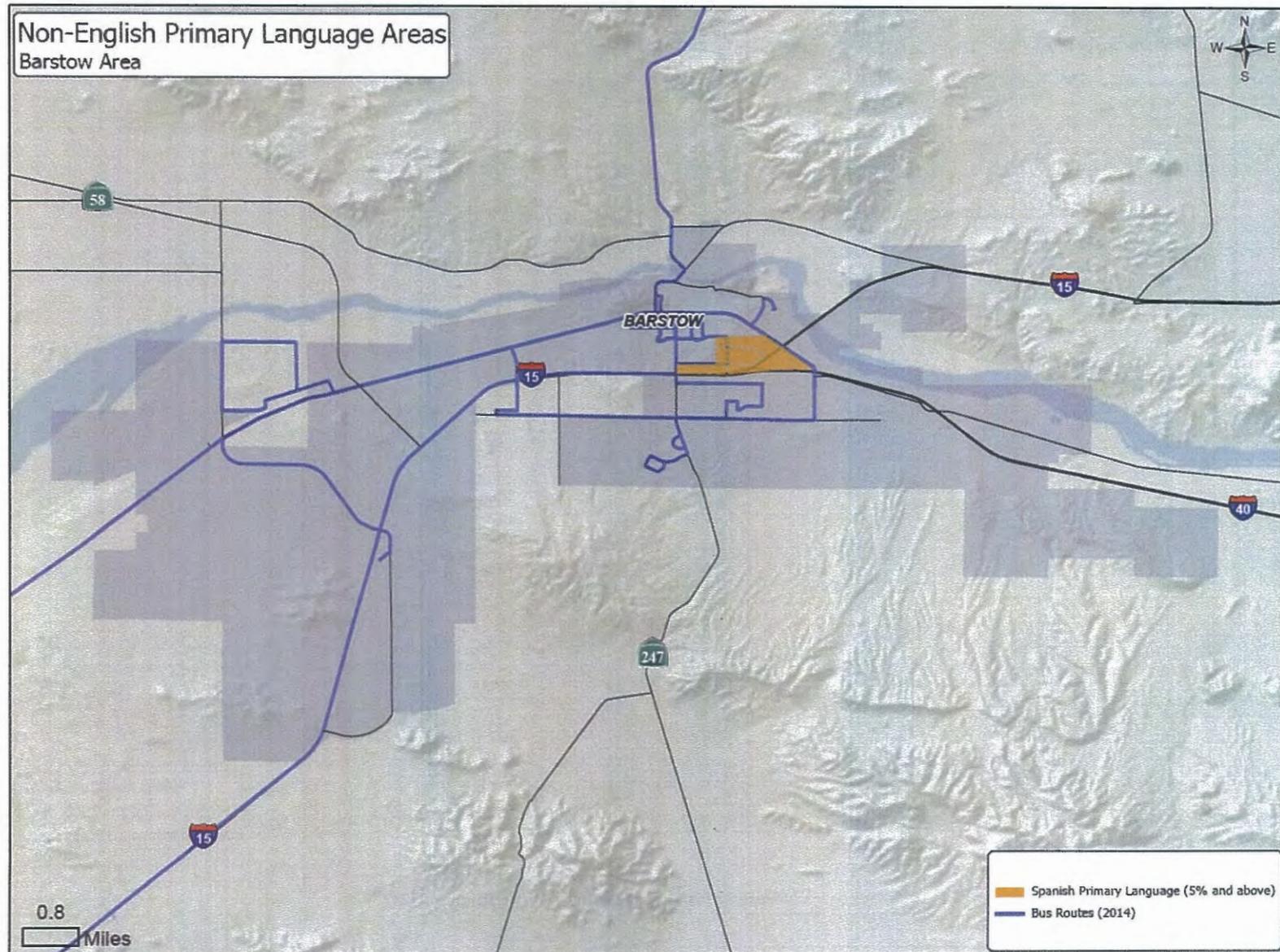
Appendix C: San Bernardino County Demographic Maps

Minority Population: Yucca Valley



Appendix C: San Bernardino County Demographic Maps

LEP Populations over 5% of Total Population: Barstow Area

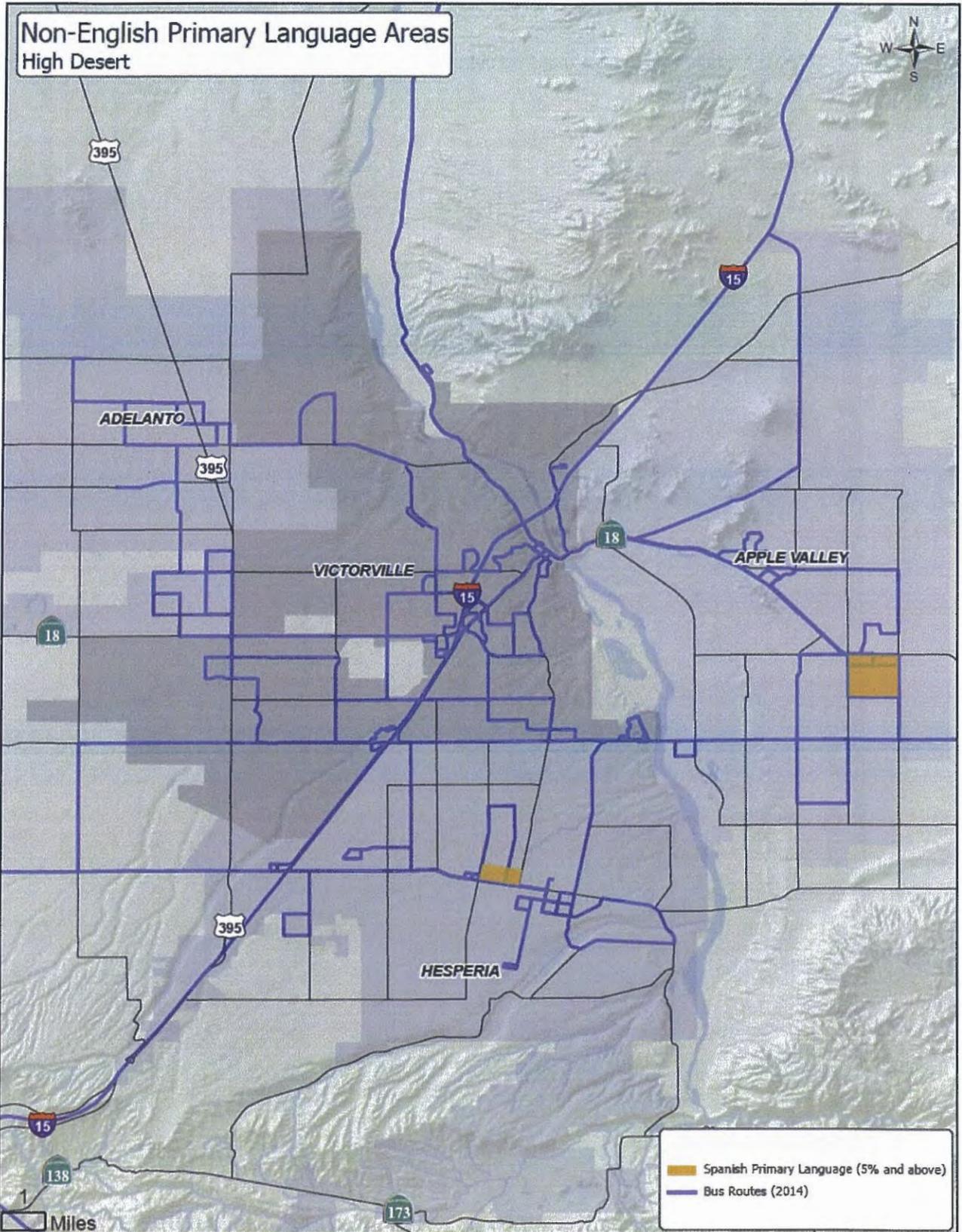


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Source: 2013 Block Group Census Data

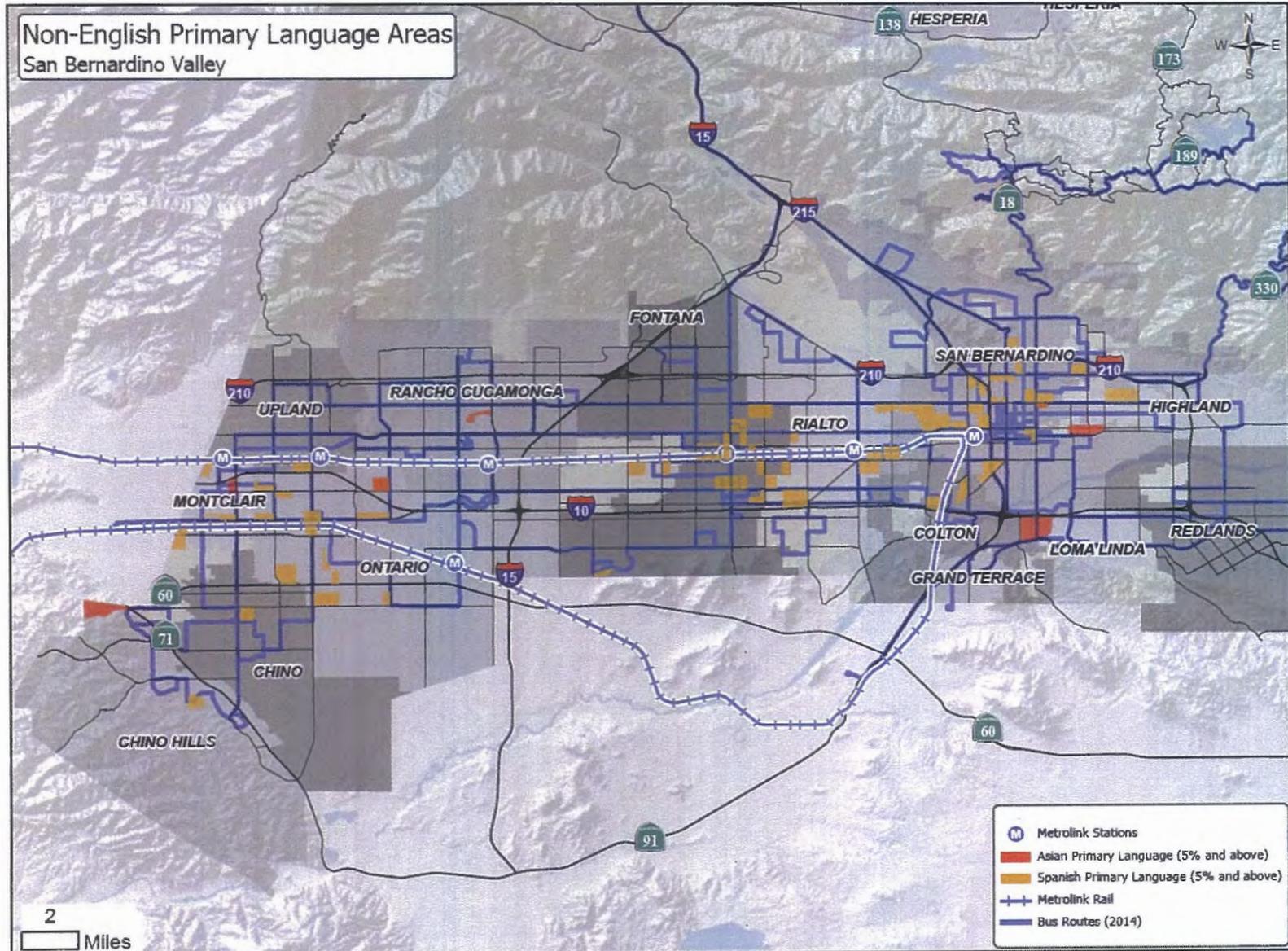
Appendix C: San Bernardino County Demographic Maps

LEP Populations over 5% of Total Population: High Desert



Appendix C: San Bernardino County Demographic Maps

LEP Populations over 5% of Total Population: Valley Area



Appendix D: LEP Populations for SANBAG Board Member Cities

Appendix D

City	Total Population	LEP Population(s)	LEP Speakers	Percent of Total Population		
Adelanto	27,637	Spanish	4,169	15.08%		
		Armenian	15	0.05%		
		Vietnamese	107	0.39%		
		Persian	18	0.07%		
		Korean	12	0.04%		
		Tagalog	83	0.30%		
		Other Pacific Islander Languages	43	0.16%		
		Arabic	18	0.07%		
		Other and unspecified languages	21	0.08%		
		Apple Valley	64,581	Spanish or Spanish Creole	2,392	3.70%
French (Patois, Cajun)	10			0.02%		
Italian	13			0.02%		
Portuguese	17			0.03%		
German	40			0.06%		
Russian	20			0.03%		
Serbo-Croatian	25			0.04%		
Persian	9			0.01%		
Other Indic Languages	13			0.02%		
Chinese	79			0.12%		
Japanese	24			0.04%		
Korean	141			0.22%		
Thai	30			0.05%		
Vietnamese	10			0.02%		
Tagalog	64			0.10%		
Other Pacific Island languages	7			0.01%		
Other Native North American languages	18			0.03%		
Hungarian	18			0.03%		
Barstow	20,629			Spanish or Spanish Creole	1,473	7.14%
				French (Patois, Cajun)	44	0.21%
		Other Slavic languages	21	0.10%		
		Armenian	28	0.14%		
		Chinese	74	0.36%		
		Japanese	38	0.18%		
		Korean	98	0.48%		
		Vietnamese	8	0.04%		
		Tagalog	5	0.02%		
		Navajo	33	0.16%		
		Arabic	25	0.12%		

Appendix D: LEP Populations for SANBAG Board Member Cities

City	Total Population	LEP Population(s)	LEP Speakers	Percent of Total Population
Big Bear Lake	4,835	Spanish or Spanish Creole	324	6.70%
		Russian	36	0.74%
		Arabic	22	0.46%
Chino	73,982	Spanish or Spanish Creole	7,842	10.60%
		French (incl. Patois, Cajun)	15	0.02%
		Italian	14	0.02%
		Portuguese or Portuguese Creole	203	0.27%
		German	28	0.04%
		Other West Germanic languages	41	0.06%
		Greek	9	0.01%
		Armenian	101	0.14%
		Gujarati	195	0.26%
		Hindi	51	0.07%
		Other Indo-European languages	16	0.02%
		Chinese	1,276	1.72%
		Korean	399	0.54%
		Thai	30	0.04%
		Vietnamese	129	0.17%
		Other Asian languages	74	0.10%
		Tagalog	563	0.76%
		Other Pacific Island languages	85	0.11%
		Arabic	86	0.12%
		Chino Hills	71,083	Spanish or Spanish Creole
French (incl. Patois, Cajun)	8			0.01%
Italian	46			0.06%
Portuguese or Portuguese Creole	7			0.01%
Other West Germanic languages	33			0.05%
Gujarati	246			0.35%
Hindi	37			0.05%
Urdu	15			0.02%
Other Indic languages	74			0.10%
Other Indo-European languages	16			0.02%

Appendix D: LEP Populations for SANBAG Board Member Cities

City	Total Population	LEP Population(s)	LEP Speakers	Percent of Total Population
Chino Hills, Continued	71,083	Chinese	3,403	4.79%
		Japanese	84	0.12%
		Korean	1,276	1.80%
		Mon-Khmer, Cambodian	8	0.01%
		Thai	59	0.08%
		Laotian	41	0.06%
		Vietnamese	274	0.39%
		Tagalog	734	1.03%
		Other Pacific island languages	153	0.22%
		Arabic	166	0.23%
		African languages	28	0.04%
Colton	47,934	Spanish or Spanish Creole	9,239	19.27%
		German	13	0.03%
		Other West Germanic languages	6	0.01%
		Urdu	24	0.05%
		Other Indo-European languages	21	0.04%
		Chinese	47	0.10%
		Japanese	16	0.03%
		Korean	33	0.07%
		Mon-Khmer, Cambodian	52	0.11%
		Thai	5	0.01%
		Vietnamese	142	0.30%
		Tagalog	121	0.25%
		Other Pacific Island languages	108	0.23%
		Arabic	67	0.14%
Fontana	182,601	Spanish or Spanish Creole	45,168	24.74%
		French (incl. Patois, Cajun)	66	0.04%
		Italian	21	0.01%
		Portuguese or Portuguese Creole	32	0.02%
		German	7	0.00%
		Russian	21	0.01%
		Serbo-Croatian	18	0.01%
		Armenian	8	0.00%
		Persian	111	0.06%
		Gujarati	65	0.04%

Appendix D: LEP Populations for SANBAG Board Member Cities

City	Total Population	LEP Population(s)	LEP Speakers	Percent of Total Population
Fontana	182,601	Urdu	62	0.03%
		Other Indic languages	162	0.09%
		Other Indo-European languages	21	0.01%
		Chinese	891	0.49%
		Japanese	81	0.04%
		Korean	450	0.25%
		Mon-Khmer, Cambodian	307	0.17%
		Thai	153	0.08%
		Laotian	16	0.01%
		Vietnamese	514	0.28%
		Other Asian languages	11	0.01%
		Tagalog	1,149	0.63%
		Other Pacific Island languages	174	0.10%
		Arabic	467	0.26%
		African languages	180	0.10%
		Other and unspecified languages	80	0.04%
Grand Terrace	11,509	Spanish or Spanish Creole	511	4.44%
		Chinese	19	0.17%
		Korean	26	0.23%
		Vietnamese	43	0.37%
		Tagalog	60	0.52%
		Other Pacific Island languages	44	0.38%
		Arabic	38	0.33%
Hesperia	83,401	Spanish or Spanish Creole	8,053	9.66%
		French (incl. Patois, Cajun)	7	0.01%
		Portuguese or Portuguese Creole	12	0.01%
		German	9	0.01%
		Other West Germanic languages	25	0.03%
		Russian	215	0.26%
		Other Slavic languages	8	0.01%
		Urdu	30	0.04%
		Other Indic languages	42	0.05%
		Chinese	68	0.08%
		Japanese	25	0.03%
		Korean	24	0.03%

Appendix D: LEP Populations for SANBAG Board Member Cities

City	Total Population	LEP Population(s)	LEP Speakers	Percent of Total Population
Hesperia, Continued	83,401	Thai	33	0.04%
		Vietnamese	134	0.16%
		Other Asian languages	10	0.01%
		Tagalog	153	0.18%
		Other Pacific Island languages	20	0.02%
		Arabic	111	0.13%
		African languages	44	0.05%
Highland	49,510	Spanish or Spanish Creole	6,577	13.28%
		Portuguese or Portuguese Creole	14	0.03%
		Other West Germanic languages	28	0.06%
		Scandinavian languages	16	0.03%
		Russian	73	0.15%
		Armenian	53	0.11%
		Persian	3	0.01%
		Gujarati	10	0.02%
		Hindi	12	0.02%
		Urdu	1	0.00%
		Other Indic languages	38	0.08%
		Chinese	168	0.34%
		Japanese	49	0.10%
		Korean	40	0.08%
		Mon-Khmer, Cambodian	102	0.21%
		Thai	28	0.06%
		Laotian	92	0.19%
		Vietnamese	660	1.33%
		Tagalog	144	0.29%
		Other Pacific Island languages	367	0.74%
Arabic	74	0.15%		
Loma Linda	22,052	Spanish or Spanish Creole:	993	4.50%
		French (incl. Patois, Cajun)	92	0.42%
		Italian	19	0.09%
		Portuguese or Portuguese Creole:	53	0.24%
		German	27	0.12%
		Russian	17	0.08%
		Other Slavic languages	96	0.44%
		Armenian	37	0.17%

Appendix D: LEP Populations for SANBAG Board Member Cities

City	Total Population	LEP Population(s)	LEP Speakers	Percent of Total Population
Loma Linda, Continued	22,052	Hindi	80	0.36%
		Other Indic languages	47	0.21%
		Other Indo-European languages	163	0.74%
		Chinese	348	1.58%
		Japanese	31	0.14%
		Korean	391	1.77%
		Mon-Khmer, Cambodian	92	0.42%
		Thai	142	0.64%
		Vietnamese	31	0.14%
		Other Asian languages	27	0.12%
		Tagalog	352	1.60%
		Other Pacific Island languages	334	1.51%
		Arabic	12	0.05%
		African languages	34	0.15%
Montclair	34,320	Spanish or Spanish Creole	8,279	24.12%
		Gujarati	27	0.08%
		Chinese	654	1.91%
		Japanese:	11	0.03%
		Mon-Khmer, Cambodian	22	0.06%
		Vietnamese	1,080	3.15%
		Tagalog	204	0.59%
		Other Pacific Island languages	58	0.17%
		Arabic	22	0.06%
		African languages	21	0.06%
Needles	4,538	Spanish or Spanish Creole	112	2.47%
		Other Indic languages	28	0.62%
		Chinese	21	0.46%
		Other Native North American languages	7	0.15%
Ontario	153,681	Spanish or Spanish Creole	37,002	24.08%
		French (incl. Patois, Cajun)	35	0.02%
		Italian	6	0.00%
		Portuguese or Portuguese Creole	167	0.11%
		Other West Germanic languages	44	0.03%
		Scandinavian languages	17	0.01%

Appendix D: LEP Populations for SANBAG Board Member Cities

City	Total Population	LEP Population(s)	LEP Speakers	Percent of Total Population
Ontario, Continued	153,681	Greek	7	0.00%
		Russian	20	0.01%
		Polish	43	0.03%
		Persian	16	0.01%
		Gujarati	27	0.02%
		Hindi	3	0.00%
		Urdu	109	0.07%
		Other Indic languages	54	0.04%
		Other Indo-European languages	46	0.03%
		Chinese	590	0.38%
		Japanese	43	0.03%
		Korean	190	0.12%
		Mon-Khmer, Cambodian	45	0.03%
		Thai	37	0.02%
		Vietnamese	742	0.48%
		Other Asian languages	28	0.02%
		Tagalog	514	0.33%
		Other Pacific Island languages	212	0.14%
		Hungarian	26	0.02%
		Arabic	67	0.04%
African languages	74	0.05%		
Rancho Cucamonga	157,095	Spanish or Spanish Creole	8,834	5.62%
		French (incl. Patois, Cajun)	25	0.02%
		Italian	70	0.04%
		Portuguese or Portuguese Creole	72	0.05%
		German	81	0.05%
		Russian	11	0.01%
		Polish	21	0.01%
		Armenian	71	0.05%
		Persian	147	0.09%
		Gujarati	137	0.09%
		Hindi	181	0.12%
		Urdu	94	0.06%
		Other Indic languages	173	0.11%
		Other Indo-European	13	0.01%
		Chinese	2,383	1.52%
		Japanese	20	0.01%
		Mon-Khmer, Cambodian	277	0.18%
		Thai	272	0.17%

Appendix D: LEP Populations for SANBAG Board Member Cities

City	Total Population	LEP Population(s)	LEP Speakers	Percent of Total
Rancho Cucamonga, Continued	157,095	Vietnamese	368	0.23%
		Other Asian languages	286	0.18%
		Tagalog	985	0.63%
		Other Pacific Island	255	0.16%
		Hungarian	16	0.01%
		Arabic	1,033	0.66%
		African languages	11	0.01%
		Other and unspecified	25	0.02%
Redlands	64,867	Spanish or Spanish Creole	2,849	4.39%
		French (incl. Patois, Cajun)	51	0.08%
		Italian	17	0.03%
		German	59	0.09%
		Other West Germanic languages	11	0.02%
		Scandinavian languages	31	0.05%
		Greek	12	0.02%
		Russian	67	0.10%
		Persian	86	0.13%
		Hindi	29	0.04%
		Urdu	45	0.07%
		Other Indic languages	27	0.04%
		Other Indo-European languages	21	0.03%
		Chinese	275	0.42%
		Japanese	26	0.04%
		Korean	120	0.18%
		Mon-Khmer, Cambodian	67	0.10%
		Thai	46	0.07%
		Vietnamese	157	0.24%
		Other Asian languages	81	0.12%
		Tagalog	214	0.33%
		Other Pacific Island languages	190	0.29%
		Hungarian	10	0.02%
		Arabic	360	0.55%
		African languages	27	0.04%

Appendix D: LEP Populations for SANBAG Board Member Cities

City	Total Population	LEP Population(s)	LEP Speakers	Percent of Total Population
Rialto	91,751	Spanish or Spanish Creole	21,584	23.52%
		French Creole	51	0.06%
		Portuguese or Portuguese Creole	60	0.07%
		German	7	0.01%
		Persian	84	0.09%
		Other Indic languages	92	0.10%
		Other Indo-European languages	66	0.07%
		Chinese	107	0.12%
		Japanese	27	0.03%
		Korean	68	0.07%
		Mon-Khmer, Cambodian	110	0.12%
		Thai	1	0.00%
		Laotian	145	0.16%
		Vietnamese	55	0.06%
		Tagalog	95	0.10%
		Other Pacific Island languages	243	0.26%
		Arabic	175	0.19%
		African languages	62	0.07%
San Bernardino	193,859	Spanish or Spanish Creole	36,897	19.03%
		French (incl. Patois, Cajun)	111	0.06%
		Italian	15	0.01%
		Portuguese or Portuguese Creole	2	0.00%
		German	58	0.03%
		Other Slavic languages	7	0.00%
		Armenian	19	0.01%
		Persian	21	0.01%
		Urdu	58	0.03%
		Other Indic languages	155	0.08%
		Other Indo-European languages	140	0.07%
		Chinese	497	0.26%
		Japanese	160	0.08%
		Korean	357	0.18%
		Mon-Khmer, Cambodian	359	0.19%
		Hmong	58	0.03%
		Thai	144	0.07%

Appendix D: LEP Populations for SANBAG Board Member Cities

City	Total Population	LEP Population(s)	LEP Speakers	Percent of Total Population
San Bernardino, Continued	193,859	Vietnamese	702	0.36%
		Tagalog	858	0.44%
		Other Pacific Island languages	444	0.23%
		Hungarian	4	0.00%
		Arabic	544	0.28%
		African languages	164	0.08%
		Other and unspecified languages	6	0.00%
		Twentynine Palms	22,328	Spanish or Spanish Creole
Other West Germanic languages	8			0.04%
Russian	9			0.04%
Hindi	27			0.12%
Other Indic languages	10			0.04%
Japanese	44			0.20%
Korean	10			0.04%
Vietnamese	14			0.06%
Tagalog	126			0.56%
Other Pacific Island languages	47			0.21%
Upland	69,962			Spanish or Spanish Creole
		French (incl. Patois, Cajun)	18	0.03%
		Italian	19	0.03%
		Portuguese or Portuguese Creole	35	0.05%
		German	12	0.02%
		Greek	14	0.02%
		Polish	14	0.02%
		Serbo-Croatian	13	0.02%
		Armenian	43	0.06%
		Persian	189	0.27%
		Gujarati	27	0.04%
		Other Indic languages	60	0.09%
		Other Indo-European languages	37	0.05%
		Chinese	819	1.17%
		Japanese	59	0.08%
		Korean	417	0.60%
		Thai	41	0.06%

Appendix D: LEP Populations for SANBAG Board Member Cities

City	Total Population	LEP Population(s)	LEP Speakers	Percent of Total Population
Upland, Continued	69,962	Vietnamese	344	0.49%
		Tagalog	329	0.47%
		Other Pacific Island languages	143	0.20%
		Arabic	201	0.29%
		African languages	33	0.05%
Victorville	107,361	Spanish or Spanish Creole	12,304	11.46%
		German	26	0.02%
		Russian	41	0.04%
		Persian	28	0.03%
		Gujarati	8	0.01%
		Hindi	3	0.00%
		Urdu	18	0.02%
		Other Indic languages	38	0.04%
		Chinese	77	0.07%
		Japanese	93	0.09%
		Korean	189	0.18%
		Mon-Khmer, Cambodian	14	0.01%
		Hmong	98	0.09%
		Thai	64	0.06%
		Vietnamese	200	0.19%
		Other Asian languages	21	0.02%
		Tagalog	446	0.42%
		Other Pacific Island languages	97	0.09%
		Other Native North American languages	20	0.02%
		Hungarian	17	0.02%
		Arabic	139	0.13%
		African languages	28	0.03%
Other and unspecified languages	63	0.06%		
Yucaipa	48,555	Spanish or Spanish Creole	2,357	4.85%
		French (incl. Patois, Cajun)	68	0.14%
		Italian	14	0.03%
		Portuguese or Portuguese Creole	9	0.02%
		German	15	0.03%
		Persian	68	0.14%
		Hindi	75	0.15%

Appendix D: LEP Populations for SANBAG Board Member Cities

City	Total Population	LEP Population(s)	LEP Speakers	Percent of Total Population
Yucca Valley	19,555	Other Indo-European languages	105	0.22%
		Chinese	42	0.09%
		Korean	54	0.11%
		Vietnamese	86	0.18%
		Tagalog	18	0.04%
		Other Pacific Island languages	38	0.08%
		African languages	31	0.06%
		Spanish or Spanish Creole	264	1.35%
		Other West Germanic languages	14	0.07%
		Other Indo-European languages	35	0.18%
		Chinese	30	0.15%
		Korean	44	0.23%
		Hmong	25	0.13%
		Vietnamese	51	0.26%
		Hungarian	10	0.05%
		Arabic	43	0.22%
		African languages	44	0.23%

SAN BERNARDINO ASSOCIATED GOVERNMENTS Language Assistance Plan

Prepared for the Federal Transit Administration
In accordance with Circular 4702.1B

Board of Directors Approved on



San Bernardino Associated Governments
1170 W. 3rd Street, 2nd Floor
San Bernardino, CA 92410

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I. Introduction

Background of SANBAG

San Bernardino Associated Governments (SANBAG) is a council of governments formed in 1973 by joint powers agreement of the cities and the County of San Bernardino. SANBAG is governed by a Board of Directors consisting of a mayor or designated council member from each of the twenty four cities in San Bernardino County and the five members of the San Bernardino County Board of Supervisors.

In addition to SANBAG, the composition of the SANBAG Board of Directors also serves as the governing board for several separate legal entities listed below:

The San Bernardino County Transportation Commission, which is responsible for short and long range transportation planning within San Bernardino County, including coordination and approval of all public mass transit service, approval of all capital development projects for public transit and highway projects, and determination of staging and scheduling of construction relative to all transportation improvement projects in the Transportation Improvement Program.

The San Bernardino County Transportation Authority is responsible for administration of the voter-approved half-cent transportation transactions and use tax levied in the County of San Bernardino.

The Service Authority for Freeway Emergencies is responsible for the administration and operation of a motorist aid system of call boxes on State freeways and highways within San Bernardino County.

The Congestion Management Agency analyzes the performance level of the regional transportation system in a manner which ensures consideration of the impacts from new development and promotes air quality through implementation of strategies in the adopted air quality plans.

As a **Subregional Planning Agency**, SANBAG represents the San Bernardino County subregion and assists the Southern California Association of Governments in carrying out its functions as the metropolitan planning organization. SANBAG performs studies and develops consensus relative to regional growth forecasts, regional transportation plans, and mobile source components of the air quality plans.

SANBAG's objectives are to enhance the quality of life for all residents in San Bernardino County by:

- Improving cooperative regional planning
- Developing an accessible, efficient, multi-modal transportation system
- Strengthening economic development efforts
- Exerting leadership in creative problem solving
- Fostering enhanced relationships among all of its stakeholders while adding to the value of local governments

Purposes of This Plan

SANBAG is committed to ensuring that its projects and services are delivered and implemented in a non-discriminatory manner and has taken a number of steps to assist LEP individuals to access its programs and services. This Plan details the process by which SANBAG will provide access to LEP individuals and the larger community.

FTA Circular 4702.1B states that “recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are limited English proficient (LEP).” LEP refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all.

This Language Assistance Plan will guide SANBAG staff’s interaction with LEP and other individuals, provide guidance in training staff to provide meaningful access to LEP individuals, and ensure SANBAG continues to provide meaningful access to its services and programs.

SANBAG developed this Language Assistance Plan in compliance with FTA Circular 4702.1B and through consultation with The FTA’s Office of Civil Rights’ LEP Guidance Handbook: *The FTA’s Office of Civil Rights’ Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers* (April 13, 2007).

Title VI and Federal Authority

Title VI of the Civil Rights Act of 1964 protects persons in the United States from being excluded from participation in, denied the benefits of, or subjected to discrimination on the basis of race, color, or national origin in any program or activity receiving federal financial assistance. Under the Department of Transportation (DOT), the Federal Transit Administration (FTA) requirements for implementing Title VI include the adoption of a Title VI Program report pursuant to FTA Circular 4702.1B, *Title VI Requirements and Guidelines for Federal Transit Administration Recipients*. As a recipient of FTA Funds, SANBAG complies with Title VI and all applicable state and federal regulations.

II. Four Factor Analysis

Recipients are required to take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of its programs or activities for persons who are limited-English proficient (LEP). FTA Circular 4702.1B details the components of the Language Assistance Plan, including the Four Factor Analysis, which provides a careful analysis of LEPs SANBAG may encounter to determine the specific language services that are appropriate to provide.

The Four Factor Analysis balances the following factors:

- Factor One: The Number and proportions of LEP persons in the jurisdiction;
- Factor Two: How often LEPs come into contact with SANBAG services;
- Factor Three: How important SANBAG's services are to LEPs lives;
- Factor Four: The resources available to SANBAG for LEP outreach that can reasonably be provided.

The results of the Four Factor Analysis are used to determine the target LEP populations and the best methods of engaging with the public. SANBAG undertook the Four Factor Analysis in order to develop an appropriate and effective Language Assistance Plan.

Factor One: The number or proportion of LEP persons eligible to be served or likely to be encountered

SANBAG's service area includes all of San Bernardino County, which has a total population of 1,899,465 individuals according to American Community Survey (ACS) 2013 5-year estimates. ACS Census data was used for this analysis as it provides the most current and reliable information about Limited English Proficient individuals. The Department of Justice's Safe Harbor Provision, which was accepted by the FTA, stipulates that written translation of vital documents for each eligible LEP language group that constitutes 5% or 1,000 person, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, will be considered strong evidence of compliance with the recipient's written translation obligation. This LEP analysis was conducted in accordance with this Safe Harbor Provision, and as such, identifies LEP populations that number 1,000 persons and constitute 5% of the population.

Table 1 below provides information from the 2013 American Community Survey 5-year Estimates demonstrating the 37 LEP populations in San Bernardino County. 316,401 LEP individuals—or 17% of the total population—are limited English Proficient. The largest group of LEP individuals is Spanish-speakers, who comprise 13.8% of the County's population and number 262,092 individuals. Although, no other LEP group reaches 5% of the population, 9 additional LEP groups number over 1,000 persons. These are: Other Indic languages, Chinese, Korean, Thai, Vietnamese, Tagalog, Other Pacific Island languages,

Vietnamese, Arabic, and Cambodian. Each of these groups comprises less than 1% of the County's total population.

Table 1, San Bernardino County LEP Populations

B16001: LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER - Universe: Population 5 years and over 2009-2013 American Community Survey 5-Year Estimates	San Bernardino County, California		
	Estimate	Percent of Total Population	Margin of Error
Total County Population	1,899,465	100%	*****
Total LEP Population	316,401	17%	
Spanish or Spanish Creole: Speak English less than "very well"	262,092	13.80%	+/-4,750
Other Indic languages: Speak English less than "very well"	1,013	0.05%	+/-349
Chinese: Speak English less than "very well"	12,458	0.66%	+/-1,209
Korean: Speak English less than "very well"	6,252	0.33%	+/-900
Mon-Khmer, Cambodian: Speak English less than "very well"	1,564	0.08%	+/-521
Thai: Speak English less than "very well"	1,231	0.06%	+/-310
Vietnamese: Speak English less than "very well"	6,333	0.33%	+/-655
Tagalog: Speak English less than "very well"	7,598	0.40%	+/-890
Other Pacific Island languages: Speak English less than "very well"	3,266	0.17%	+/-556
Arabic: Speak English less than "very well"	4,019	0.21%	+/-831
African languages: Speak English less than "very well"	867	0.05%	+/-266
Other and unspecified languages: Speak English less than "very well"	245	0.01%	+/-136
French (incl. Patois, Cajun): Speak English less than "very well"	603	0.03%	+/-185
French Creole: Speak English less than "very well"	51	0.00%	+/-67
Italian: Speak English less than "very well"	254	0.01%	+/-96
Portuguese or Portuguese Creole: Speak English less than "very well"	774	0.04%	+/-231
German: Speak English less than "very well"	468	0.02%	+/-191
Other West Germanic languages: Speak English less than "very well"	226	0.01%	+/-91
Scandinavian languages: Speak English less than "very well"	94	0.00%	+/-63
Greek: Speak English less than "very well"	55	0.00%	+/-41
Russian: Speak English less than "very well"	548	0.03%	+/-282
Polish: Speak English less than "very well"	136	0.01%	+/-94
Serbo-Croatian: Speak English less than "very well"	56	0.00%	+/-50
Other Slavic languages: Speak English less than "very well"	132	0.01%	+/-126
Armenian: Speak English less than "very well"	445	0.02%	+/-225
Persian: Speak English less than "very well"	843	0.04%	+/-278
Gujarati: Speak English less than "very well"	752	0.04%	+/-320
Hindi: Speak English less than "very well"	557	0.03%	+/-335
Urdu: Speak English less than "very well"	466	0.02%	+/-183
Other Indo-European languages: Speak English less than "very well"	774	0.04%	+/-286
Japanese: Speak English less than "very well"	999	0.05%	+/-215
Hmong: Speak English less than "very well"	198	0.01%	+/-174
Laotian: Speak English less than "very well"	303	0.02%	+/-185
Other Asian languages: Speak English less than "very well"	538	0.03%	+/-244
Navajo: Speak English less than "very well"	33	0.00%	+/-37
Other Native North American languages: Speak English less than "very well"	45	0.00%	+/-48
Hungarian: Speak English less than "very well"	118	0.01%	+/-63

Factor Two: The frequency with which LEP persons come into contact with the program

SANBAG used two methods to identify and analyze the frequency with which LEPs come into contact with these programs: a staff survey and a review of requests for translation at the Call Boxes it operates

Staff Survey

SANBAG distributed a survey to staff who regularly interact with members of the public. The survey asked staff members about their past experience with LEP individuals including how frequently they interacted with LEPs, what languages the LEP individuals spoke, how successfully they communicated and what information LEPs were seeking. Results of the staff survey are provided below.

Interaction with LEPs:

33 staff members who regularly interact with the public completed the survey. 13 reported having some past interaction with Limited English Proficient Speakers and 20 staff members reported having no previous interaction with LEP individuals.

When asked to identify how often they interact with LEPs, the following was reported, demonstrating that many employees are interacting with LEPs infrequently or rarely.

Table 2, SANBAG Staff past interaction with LEPs

Interaction with LEPs	Number of Times Reported
Daily	0
1- 3 times per week	0
Once per month	2
Infrequently/Rarely	10
Never	20
Only Once	1

Languages Spoken:

Some staff members were able to identify the languages spoken by LEP individuals. The following languages (or language groups) were reported. Spanish was reported most frequently, consistent with Census information.

Table 3, Languages Staff Encountered

Language	Number of Times Reported
Spanish	12
Korean	1

Information Requested by LEPs:

The following topics were reported as asked by LEPs:

Table 4, Information Requested by LEPs

Topic	Number of Times Reported
Specific projects	5
Closures: access to business and residences	4
SANBAG programs	3
Metrolink	3
Amtrak	1
Public meetings	1

One staff member also noted that most interactions with LEP individuals occur at public meetings.

Communication with LEPs:

Several employees expressed that they were able to successfully communicate with LEPs some or all of the time with help from the techniques detailed below.

Employees reported using the following methods to communicate with LEP riders:

Table 5, Communication Methods

Method of Communication	Number of Times Reported
Bilingual staff member translated	6
Employee spoke Spanish or knew enough to communicate	4
LEP spoke some limited English	2
Gestures	1
Assistance from translator	1
LEP's child translated	1

Call Box Translation Requests

As the County Service Authority for Freeway Emergencies (SAFE), SANBAG operates a number of Call Boxes on Freeways throughout the County. SANBAG contracts an answering center to answer and respond to calls from motorists. The answering center subcontracts a translation services to provide simultaneous translation as needed.

SANBAG reviewed translation requests for a four-month period to provide a deeper understanding of the LEP groups accessing SANBAG's services. Table 6 provides a detailed list of translation provided from January until March in 2015. As demonstrated in Table 6, in this four-month period, 87% (or 138) of the

157 translation requests were for Spanish. Nine additional languages were requested one to three times during this period.

Table 6, Call Box Translation Provided January – March 2015

January 2015 – 37 Calls	35 – Spanish 1 – Mandarin 1 – Vietnamese
February 2015– 31 Calls	26 – Spanish 1 – Vietnamese 2 – Russian 1 – Korean 1 – Portuguese
March 2015– 42 Calls	36 – Spanish 1 – Arabic 2 – Mandarin 1 – Korean 1 – French 1 – Cantonese
April 2015 – 47 Calls	41 – Spanish 1 – Farsi 1 – Vietnamese 1 – Mandarin 2 – Portuguese 1 – Korean
Totals: 157 calls	Arabic – 1 Cantonese – 1 Farsi – 1 French – 1 Korean – 3 Mandarin – 4 Portuguese – 3 Russian – 2 Spanish – 138 Vietnamese – 3

In conclusion, Factor Two identified that SANBAG does not frequently come into contact with LEP individuals. LEP individuals that do access SANBAG services and programs are most likely to speak Spanish. As demonstrated in Table 4, the information most frequently requested by LEP individuals related to specific projects and their impacts. To ensure LEP individuals have full access to SANBAG’s project information oral interpretation is provided at public meetings and project information is translated into language appropriate for specific project location. More details about SANBAG’s language service provision is provided in the following Section III: Implementation Plan and in SANBAG’s Public Participation Plan.

Factor Three: The nature and importance of the program, activity, or service to people's lives

The County of San Bernardino has the largest land area of any county in the contiguous 48 states and SANBAG serves the 2.1 million residents of San Bernardino County.

Since its creation as a Council of Governments in 1973, SANBAG has been statutorily designated to serve in the following capacities:

- County Transportation Commission (1976), which allocates and programs State and Federal funds for regional transportation projects throughout the county.
- Service Authority for Freeway Emergencies (1986), which manages the system of call boxes on major highways throughout the county.
- County Transportation Authority (1989), which administers the voter-approved half-cent transportation sales tax and provides major transportation improvements within the county.
- Congestion Management Agency (1990), which implements the plan for addressing congestion and air quality related to transportation facilities throughout the county.

SANBAG's mission is to enhance the quality of life for all residents in San Bernardino County by:

- Improving cooperative regional planning
- Developing an accessible, efficient, multi-modal transportation system
- Strengthening economic development efforts
- Exerting leadership in creative problem solving

Factor Four: The resources available to the recipient for LEP outreach

SANBAG has numerous resources available to ensure it provides meaningful access to LEP individuals. These include existing community partners and utilization of its own resources. These resources are detailed below:

- SANBAG contracts with Language Line Personal Interpreter Service to provide simultaneous translation for LEP individuals.
- Bilingual employees provide written and oral translations.
- "I Speak" language identification cards are used at the front desk and at public meetings.
- Language assistance information is provided on agendas and meeting notices.
- Public notices are translated into LEP languages and distributed by various newspapers.
- SANBAG contracts various public outreach firms that can provide language assistance as needed.
- Public Transit Network: This database ensures agencies and organizations that work with LEP individuals are provided information and notices to distribute to their clients.

- PASTACC- Many members of the PASTACC represent underrepresented and minority groups and are a useful resource for outreach to LEP individuals.
- San Bernardino County Transit Operators: SANBAG may partner with transit operators to post vital information on buses and at transfer locations.
- SCAG's LEP Plan, Public Participation Plan, and existing translated resources can provide materials for LEP outreach and communication
- SANBAG translates Title VI vital documents and project-specific vital information into Spanish.
- SANBAG's Twitter and Facebook social media accounts are useful outreach resources for some segments of the population.

Discussion of Results

Census data analyzed in Factor One was consistent with the experience of SANBAG staff members analyzed in Factor Two: Spanish-speaking LEPs are the largest and most frequent LEP group that accesses SANBAG's services and programs. As these individuals comprise 13% of Riverside County's population, it will be important for SANBAG to continue providing vital documents in Spanish. Additional LEP groups are very small populations (less than 1% of the population), not yet identified (Other Pacific Islander Languages, for example), and do not frequently access SANBAG's services or programs. Therefore, documents will be translated as requested or as is appropriate for a specific project. Details of SANBAG's language assistance services are provided in the following Implementation Plan.

III. Implementation Plan

Language Service Provision

SANBAG will provide the following language assistance measures to ensure LEP individuals have full access to SANBAG's services, programs, and activities:

Callers and Visitors

- Front desk staff have "I Speak" language identification cards available to assist LEP individuals.
- Several employees are bilingual and can help callers or visitors that speak Spanish, Cantonese and Mandarin
- SANBAG contracts with Language Line Personal Interpreter Service, a language service provider to provide simultaneous translation as needed.

Translation of Vital Documents

FTA C 4702.1B defines vital documents as, "documents that provide access to essential services." The Commission will use this definition when assessing what documents should be translated.

Title VI Documents are vital documents. The complaint form and procedures and Title VI notices are available in English and Spanish, the LEP language the SANBAG is most likely to encounter and is 5% of San Bernardino County's population. Vital documents are available on SANBAG's website and at the front desk. Information about the availability of free language assistance is available on posted notices and agendas in Spanish.

Spanish-Language Translation: SANBAG already provides project notices and announcements in Spanish and will continue to do so, as the Spanish-speaking LEP population represents a significant portion of San Bernardino County's populations. Documents that will be translated include: notices and announcements about public meetings and forums and public participation opportunities, key information distributed at project meetings, and any vital project-specific meetings for most projects. Title VI vital documents are translated into Spanish and are available on SANBAG's website or at the SANBAG offices.

Other LEP Languages Translation: The additional LEP languages represent very small communities and vital information will be translated as requested and as is appropriate, with decisions made on a project-by-project basis. For example, if a project takes place in a community with a large LEP population, key information for that project will be translated into that LEP language.

Oral interpretation: Oral interpretation will be provided at public meetings as requested and appropriate. Decisions will be made on a project-by-project basis. Notices of public meetings and forums include information about how to request oral interpretation.

Outreach/Notice of Availability of Language Assistance SANBAG's Title VI Notice to the Public publicizes its language assistance services. Additionally, all notices that include information about language assistance in the target LEP languages are providing notice of the availability of language assistance. This information is also available on SANBAG's website with its Title VI Program information.

Staff Training

Front desk, outreach, and other staff that interact with the public are trained in assisting LEP individuals, including identifying language and using the language service provider interpretation system. Training is provided for new employees and reviewed as necessary.

LEP training includes:

- A summary of SANBAG's language assistance requirements
- A summary of the SANBAG's language assistance plan; including interacting with LEPs
- A summary of San Bernardino County demographics, including LEP individuals living in the County and the frequency of contact between LEP populations and the SANBAG
- A description of the SANBAG's non-discrimination policies and practices
- The Title VI Complaint Form and Procedures for investigating complaints

IV. Monitoring, Evaluating, and Updating the LAP

A thorough review of this Language Assistance Plan (LAP) will be undertaken every three years, or as necessary. At that time, the LEP population will be reassessed to ensure all significant LEP languages are included in SANBAG's language assistance efforts. The following reoccurring reporting and evaluation measures will be used to update the Language Assistance Plan:

1. SANBAG will regularly assess the effectiveness of how it communicates with LEP individuals by working with community stakeholders, such as the PASTACC, the Public and Specialized Transit Network, County transit operators, non-profit agencies, among others.
2. SANBAG staff will track its language assistance efforts, which may include:
 - Tracking front desk staff interaction with LEPs.
 - Internal surveys of staff who are likely to engage with the public

- Number of downloaded documents in other languages
- Reports and updates from the language service provider
- Requests for translation and interpretation

V. Contact information

SANBAG will post the Language Assistance Plan on its website at www.SANBAG.org. Copies of the LAP plan will be provided to any person or agency requesting a copy. LEP persons may obtain copies/translations of the Language Assistance Plan upon request.

Any questions or comments regarding this Plan should be directed to:

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