



**WESTERN CONTRA COSTA TRANSIT AUTHORITY**

**TITLE VI PROGRAM UPDATE**

**March 2016**



# **Title VI Program Update**

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## **TITLE VI PROGRAM UPDATE**

Western Contra Costa Transit Authority (WCCTA) has prepared this Title VI Compliance Document in accordance with Circular C 4702.1B in order to comply with all elements of the Title VI of the Civil Rights Act of 1964, which protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance.

WCCTA has provided an annual Title VI Certification as part of its Certification and Assurances submission to FTA. A Title VI assurance shall be collected from any subrecipient prior to passing through FTA funds and these assurances will be submitted as part of a standard list of assurances as provided to subrecipient's direct recipient(s).

### **Title VI Notice to the Public**

WCCTA publically notifies the general public that the Agency complies with Title VI, and informs members of the public of the protections against discrimination afforded them by Title VI (*Appendix i*). This notice is displayed on the agency website and on printed schedules published by WCCTA. It contains the following:

- A statement that WCCTA operates programs without regard to race, color, and national origin.
- A description of the procedures that members of the public should follow to request additional information on the recipient's nondiscrimination obligations.
- A description that details the procedures that members of the public may follow in order to file a discrimination complaint against WCCTA.

### **Title VI Complaint Procedure and Complaint Form**

WCCTA displays both the Complaint form and complaint procedures for the general public on the agency website (*Appendix ii*). The complaint form is also available from WCCTA's administration offices.

### **Complaints and Title VI Investigations**

WCCTA has not been named in any Title VI complaint and investigation during the three years that this Plan covers. WCCTA's process for investigating complaints or allegations of discrimination on the basis of race, color, or national origin, is to record the date that the investigation, lawsuit or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit or complaint; and actions taken by the recipient or subrecipient in response to the matter.

WCCTA has not been named in any lawsuit which alleges discrimination on the basis of race, color, or national origin with respect to service or other transit benefits.

### **Public Participation and Language Assistance Plan**

WCCTA is taking responsible steps to ensure meaningful access to benefits, services, information and other important portions of its programs and activities for individuals who are Limited English Proficient. A copy of WCCTA's Language Assistance Plan (LAP) is attached as *Appendix iv*. WCCTA's Public Outreach and Public Participation Plan is included as part of the Language Assistance Plan.

WCCTA's public hearings policy is to convene hearings before any service change that increases fares or reduces the amount of service hours by 10% or more in any neighborhood. The agency has not conducted any public hearings since 2012, with the exception of its monthly board meetings. To ensure equitable board meeting access to all residents of the region, the agency maintains a roster of translation volunteers who agree to be available for translation of community meetings at the request of local residents. Volunteers are given free transit passes in exchange for their assistance.

### **Make up of Transit Related, None Elected Advisory Committees**

WCCTA and its contractor jointly hold quarterly meetings of the WCCTA Riders Committee. This group is made up of riders, and staff from both the Agency and its contractor participates in the meetings. Regular outreach occurs to encourage active riders of the system to participate in these meetings (*Appendix v*).

### **Subrecipient Monitoring**

WCCTA has no current subrecipients who receive Federal funds

### **Facility Site Equity Analysis**

WCCTA has no undertaken any construction.

### **Systemwide Standards and Systemwide Policies**

FTA requires all fixed route transit providers of public transportation to develop *quantitative* standards for certain key service indicators. WCCTA has evaluated the demands for transit within the area it serves, and has tailored the standards to fit local conditions, rather than adopting general standards or benchmarks developed for use in the broader transit industry. See *Appendix vii*

## Appendix i

### NOTICE OF RIGHTS UNDER TITLE VI

- Western Contra Costa Transit Authority (WCCTA) operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by and unlawful discriminatory practice under Title VI may file a complaint with WCCTA.
- For more information on WCCTA's Civil Rights Program, and the procedures to file a complaint, contact, 1-510-724-3331, email [info@westcat.org](mailto:info@westcat.org) or visit or administrative office at 601 Walter Ave, Pinole, CA 94564. For more information visit [www.westcat.org](http://www.westcat.org)
- A complainant may file a complaint directly with the Federal Transit Administration by filling a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor – TCR, 1200 New Jersey Ave, SE, Washington, DC 20590.

**If information is needed in another language, contact 1-510-724-3331**

**Si se necesita información en otro idioma, llame al 1-510-724-3331**

## Appendix ii

### WESTERN CONTRA COSTA TRANSIT AUTHORITY

WCCTA is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended (\*Title VI\*).

#### **COMPLAINT PROCEDURES**

This document outlines the Title VI complaint procedures related to providing programs, services, and benefits. However, it does not deny the complainant the right to file formal complaints with the California Department of Transportation, the Secretary of the US Department of Transportation, Equal Employment Opportunity Commission (EEOC), Federal Highway Administration (FHWA), Federal Transit Administration (FTA), or to seek private counsel for complaints alleging discrimination, intimidation or retaliation of any kind that is prohibited by law.

Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of race, color or national origin be excluded from, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving federal financial assistance.

#### **PROCEDURE**

1. Any person who believes that they have been subjected to discrimination may file a written complaint with Western Contra Costa Transit Authority. Federal and State law requires complaints be filed within one-hundred eighty (180) calendar days of the last alleged incident.
2. The complainant may call 510-724-3331 and ask for a complaint form from the General Manager, Charles Anderson or write to:

**Charles Anderson, General Manager**  
**Western Contra Costa Transit Authority**  
**601 Walter Avenue**  
**Pinole, CA 94564**  
**Phone: (510)-724-3331**  
**Fax: (510)-724-5551**

Complainant may also submit a written statement that contains all of the information identified in Section 3 (a through f below).

3. The complaint will include the following information:
  - a. Name, address, and telephone number of the complainant.
  - b. The basis of the complaint; i.e., race, color, national origin, sex, elderly or disabled.
  - c. The date or dates on which the alleged discriminatory event or events occurred.
  - d. The nature of the incident that led the complainant to feel discrimination was a factor.

- e. Names, addresses and telephone numbers of persons who may have knowledge of the event.
- f. Other agencies or courts where complaint may have been filed and a contact name.
- g. Complainant's signature and date.
- h. If the complainant is unable to write a complaint, WCCTA staff will assist the complainant. If requested by complainant, WCCTA will provide a language or sign interpreter.
- i. The complaint may be sent or faxed to the following address:

**Western Contra Costa Transit Authority**  
**601 Walter Avenue**  
**Pinole, CA 94564**  
**Phone: (510)-724-3331**  
**Fax: (510)-724-5551**

- j. The complaint may be sent via email to [info@westcat.org](mailto:info@westcat.org).
  - k. Complainants have the right to complain directly to the appropriate federal agency however, they must do so within one-hundred eighty (180) calendar days of the last alleged incident.
4. WCCTA will begin an investigation within fifteen (15) working days of receipt of a complaint.
  5. WCCTA will contact the complainant in writing no later than thirty (30) working days after receipt of complaint for additional information, if needed to investigate the complaint. If the complainant fails to provide the requested information in a timely basis, WCCTA may administratively close the complaint.
  6. WCCTA will complete the investigation within ninety (90) days of receipt of the complaint. A written investigation report will be prepared by the investigator. The report shall include a summary description of the incident, findings and recommendations for disposition.
  7. The WCCTA General Manager will review the report. A closing letter and exit interview will be provided to the complainant. The respondent will also receive a copy of the closing letter. Each will have five (5) working days from receipt of the report to respond. If either party responds negatively or has additional information to provide, an informal meeting will be arranged by the General Manager or his designee. If neither party responds, the complaint will be closed.
  8. The investigation report with recommendations and corrective actions taken will be forwarded to the appropriate federal agency, the complainant and the respondent.
  9. WCCTA will advise complainants of their appeal rights to the appropriate federal agency.

# WESTERN CONTRA COSTA TRANSIT AUTHORITY

## Title VI Complaint Form

Title VI of the Civil Rights Act of 1964 states "No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." Two Executive Orders extend Title VI protections to Environmental Justice, which also protects persons of low income, and Limited English Proficiency (LEP).

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

**Western Contra Costa Transit Authority  
601 Walter Avenue, Pinole, CA 94564**

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

2. *Address:* \_\_\_\_\_

3. *City:* \_\_\_\_\_ *State:* \_\_\_\_\_ *Zip Code:* \_\_\_\_\_

4. *Telephone No. (Home):* \_\_\_\_\_ *(Business):* \_\_\_\_\_

5. Person discriminated against (if other than complainant)

*Name:* \_\_\_\_\_

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

*City:* \_\_\_\_\_ *State:* \_\_\_\_\_ *Zip Code:* \_\_\_\_\_

6. What was the discrimination based on? (Circle all that apply):

*Race/Color*

*Sex*

*National Origin*

*Disability*

*Low Income*

*Elderly*

*Limited English Proficiency*

7. Date of incident resulting in discrimination: \_\_\_\_\_

8. Describe how you were discriminated against. What happened and who was responsible? For additional space, attach additional sheets of paper or use back of form.

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9. Did you file this complaint with another federal, state, or local agency; or with a federal or state court? (Circle appropriate answer)

*Yes*

*No*

If answer is yes, circle each agency complaint was filed with:

*Federal Agency*

*Federal Court*

*State Agency*

*State Court Local*

*Agency Other*

10. Provide contact person information for the agency you also filed the complaint with:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Date Filed: \_\_\_\_\_

11. Sign the complaint in the space below. Attach any documents you believe supports your complaint.

\_\_\_\_\_  
**Complainant's Signature**

\_\_\_\_\_  
**Date**

## Appendix iii

### **2013-2016 LIST OF TRANSIT-RELATED WCCTA TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS**

#### **Background**

This list includes any of the following that allege discrimination on the basis of race, color, or national origin:

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

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

**List of 2013-2016 Title VI Investigations, Lawsuits and Complaints**

	<b>Date (Month, Day, Year)</b>	<b>Summary (include basis of complaint: race, color, or national origin)</b>	<b>Status</b>	<b>Action(s) Taken</b>
<b>Investigations</b>				
	N/A			
	<b>Date (Month, Day, Year)</b>	<b>Summary (include basis of complaint: race, color, or national origin)</b>	<b>Status</b>	<b>Action(s) Taken</b>
<b>Lawsuits</b>	N/A			
<b>Complaints</b>				
	N/A			

**Appendix iv**

**Language Assistance Plan (LAP)**

**Western Contra Costa Transit  
Authority (WCCTA)**

**February 2016**

## **INTRODUCTION**

Transit operators that receive federal funding are required to ensure that Limited English Proficient (LEP) persons have *meaningful* access to transit, programs and activities by developing and carrying out a language implementation plan pursuant to recommendations in Section VII of the U.S. Department of Transportation (DOT) LEP Guidance.

The starting point for the Language Assistance Plan (LAP) is the four-factor analysis developed by the U.S. Department of Transportation to assist agencies in creating language access plans. The four-factor approach allows the Western Contra Costa Transit Authority (WCCTA) to prioritize types of language services and to ensure that appropriate language assistance resources are promptly available where most needed.

## **DEMOGRAPHIC INFORMATION ON WCCTA SERVICE AREA**

The Western Contra Costa County Transit Authority (WCCTA) was established in August 1977 as a Joint Exercise of Powers Agreement between the County of Contra Costa and the cities of Hercules and Pinole. The WCCTA service area comprises just over 20 square miles of West Contra Costa County, including the cities of Pinole and Hercules and the unincorporated areas of Montalvin Manor, Bayview, Tara Hills, Rodeo, Crockett and Port Costa. The area is bounded to the north by the Carquinez Strait, the city limits of Pinole and Hercules to the east, the Richmond city border to the south, and by San Pablo Bay to the west. In addition, WCCTA operates regional service between Martinez and the Hercules Transit Center, TransBay service between the Hercules Transit Center and the San Francisco Transbay Terminal, and regional service between the Hercules Transit Center and Contra Costa College. Currently, population in the WCCTA service area is approximately 63,000 inhabitants.

### **Determination of Need**

WCCTA determined the extent of its obligation to provide LEP services by employing the recommended four-factor analysis. This assessment includes:

- (1) The number or proportion of LEP persons eligible to be served or likely to encounter WCCTA services;
- (2) The frequency with which LEP individuals come in contact with WCCTA services;
- (3) The importance of WCCTA services to people's lives; and
- (4) The resources available to WCCTA and costs associated with providing language services.

**Factor 1: The number or proportion of LEP persons eligible to be served or likely to encounter WCCTA services**

According to the 2009-2013 American Communities Survey data, only 8.10% of households in the WCCTA service area can be designated as limited English-speaking. The highest percentage of LEP households speak an Asian or Pacific Island (API) language, and the combined percent of limited-English API speakers is 4.8% across all languages within this category. Based on our knowledge of the service area, the most commonly spoken API languages are Tagalog and Chinese, and these communities are located in Hercules and Pinole. Approximately 1.9% of limited-English households in the service area speak Spanish, and the largest group of these households are located in Pinole.

Households in the WCCTA service area 2009-2013	All Households		Limited English-Speaking Households			
	Estimated Total	Percent Limited English-Speaking	Spanish	Indo-European Languages	Asian and Pacific Island Languages	Other Languages
Bayview-Montalvin CDP	1612	9.7%	60	0	96	0
Crockett/Porta Costa CDP	1485	1.2%	18	0	0	0
Hercules CDP	8361	9.5%	54	85	659	0
Pinole CDP	6791	6.2%	147	52	224	0
Rodeo CDP	2939	7.0%	79	89	21	17
Tara Hills CDP	1775	14.6%	81	86	92	0
<b>Percent of all households</b>		8.1%	1.9%	1.4%	4.8%	0.5%

*Source: ACS 5-Year Summary, Block Group Level, 2009-2013*

The region as a whole has many residents (40%) who speak a language other than English in the home. In each municipality, fewer than one quarter of residents speak English less than “very well”, with only 17.1% of all residents fitting into this category. The municipality with the highest percent of individual residents over the age of five who speak a language other than English at home was Rodeo, with 53.2% of residents placed into this category. Residents with this level of language ability were mostly Spanish speakers.

Among residents of the WCCTA service area 2009-2013	All Residents				English		Spanish			Indo-European Languages			Asian and Pacific Island Languages			Other Languages		
	Total Population	Percent who speak a language other than English at home	Number who speak English less than "very well"	Percent who speak English less than "very well"	Number who speak English only	Percent who speak English only	Total Speakers	Number who speak English less than "very well"	Percent who speak English less than "very well"	Total Speakers	Number who speak English less than "very well"	Percent who speak English less than "very well"	Total Speakers	Number who speak English less than "very well"	Percent who speak English less than "very well"	Total Speakers	Number who speak English less than "very well"	Percent who speak English less than "very well"
Bayview-Montalvin CDP	3957	43.5%	596	15.1%	2236	56.5%	606	184	4.6%	398	182	4.6%	701	221	5.6%	16	9	0.2%
Crockett/Porta Costa CDP	3615	36.1%	449	12.4%	2310	63.9%	406	145	4.0%	220	78	2.2%	679	226	6.3%	0	0	0.0%
Hercules CDP	17361	31.6%	2264	13.0%	11870	68.4%	1854	781	4.5%	1045	425	2.4%	2316	889	5.1%	276	169	1.0%
Pinole CDP	19573	36.6%	2672	13.7%	12411	63.4%	2028	566	2.9%	922	314	1.6%	4137	1771	9.0%	75	21	0.1%
Rodeo CDP	13322	53.2%	2942	22.1%	6240	46.8%	3800	1833	13.8%	713	268	2.0%	2308	819	6.1%	261	22	0.2%
Tara Hills CDP	5088	48.5%	1190	23.4%	2618	51.5%	1331	563	11.1%	173	147	2.9%	908	458	9.0%	58	22	0.4%
<b>Total Service Area</b>	<b>62916</b>	<b>40.1%</b>	<b>10113</b>	<b>17.1%</b>	<b>37685</b>	<b>59.9%</b>	<b>10025</b>	<b>4072</b>	<b>6.5%</b>	<b>3471</b>	<b>1414</b>	<b>2.2%</b>	<b>11049</b>	<b>4384</b>	<b>7.0%</b>	<b>686</b>	<b>243</b>	<b>0.4%</b>

Source: ACS 5-Year Summary, Block Group Level, 2009-2013

### Race

The majority of residents in census block groups served by WCCTA identify as white. At a municipal level, this is true for all communities except for Hercules, where a nearly half of residents identify as Asian. Only the towns of Crockett and Porta Costa do not have an Asian community which makes up at least ten percent of the population. These two towns together are more than 85% white. All communities with the exception of Bayview-Montalvin have mixed-race populations of more than 10%; Bayview-Montalvin is primarily white, but with a significant population of Asian residents.

Among residents of the WCCTA service area 2009-2013	Total Population	African-American		American Indian and Alaska Native		Asian		Native Hawaiian and Pacific Islander		White		Other		Two or More Races	
		Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Bayview-Montalvin CDP	5211	395	7.6%	50	1.0%	967	18.6%	0	0.0%	3477	66.7%	248	4.8%	148	2.8%
Crockett/Porta Costa CDP	3265	23	0.7%	12	0.4%	63	1.9%	0	0.0%	2803	85.8%	151	4.6%	426	13.0%
Hercules CDP	24836	4395	17.7%	95	0.4%	10222	41.2%	189	0.8%	7343	29.6%	796	3.2%	3592	14.5%
Pinole CDP	19013	2226	11.7%	155	0.8%	4550	23.9%	11	0.1%	9638	50.7%	771	4.1%	3324	17.5%
Rodeo CDP	9038	1103	12.2%	149	1.6%	1964	21.7%	0	0.0%	5018	55.5%	187	2.1%	1234	13.7%
Tara Hills CDP	5248	612	11.7%	3	0.1%	736	14.0%	0	0.0%	3078	58.7%	418	8.0%	802	15.3%
<b>Total Service Area</b>	<b>66611</b>	<b>8754</b>	<b>13.1%</b>	<b>464</b>	<b>0.7%</b>	<b>18502</b>	<b>27.8%</b>	<b>200</b>	<b>0.3%</b>	<b>31357</b>	<b>47.1%</b>	<b>2571</b>	<b>3.9%</b>	<b>9526</b>	<b>14.3%</b>

Source: ACS 5-Year Summary, Block Group Level, 2009-2013

### **WCCTA Transit Survey**

In 2011, WCCTA undertook a survey of its administrative employees, vehicle operators, dispatch personal and operations staff. The primary purpose of the survey was to develop information for determining the frequency with which LEP persons eligible to be served or likely to encounter WCCTA services in order to improve allocation of resources to deliver the most productive transit services. Additionally, the Agency consulted with the West Contra Costa Unified School District and other Community Based Organizations. The survey results were generally consistent with data gathered and analyzed from the Decennial Census, American Community Survey, MTC Bay Area Survey and Outreach, that the very few passengers who are linguistically isolated speak Spanish.

#### ***Factor 2: The frequency with which LEP individuals come in contact with WCCTA services***

Knowing the nature and importance of the contact that WCCTA has with LEP persons, staff looked at the data from the American Community Survey and identified primary languages spoken within its service area. Other than English, the only statistically significant language reported in the data was Spanish. Based on that data, as well as consulting with various Community Based Organizations, WCCTA primarily provides supplemental information in Spanish.

#### ***Factor 3: The importance of WCCTA services to people's lives***

Accessing WCCTA services does not require compulsory activities, such as filing applications, seeking consent or conducting interviews. In special cases, however, such as customers purchasing prepaid fares or requiring an application for special discount programs for seniors and persons with a disability, care is taken to provide language assistance when needed.

#### ***Factor 4: The resources available to WCCTA and costs associated with providing language services***

Adequate resources are critical for a successful LEP program. Many costs associated with delivery of service to LEP individuals are already included in the daily cost of doing business in a diverse environment. WCCTA is prepared to account for these costs to the extent they are not already included, while also managing costs to the extent possible.

Self-assessment of costs will help to identify resources spent and needed for WCCTA language assistance. Reduction of costs for language services shall be pursued through use of technology, sharing of materials and services, use of bilingual staff resources, efficient procurement of contract services, and community participation.

## **PUBLIC PARTICIPATION PLAN AND OUTREACH**

WCCTA's public involvement process aims to give the public ample opportunities for early and continuing participation in critical transportation projects, plans and decisions, and to provide full public access to key decisions. Engaging the public early and often in the decision-making process is critical to the success of any transportation plan or program, and is required by numerous state and federal laws, as well as by the Agency's own internal procedures.

This Public Participation Plan spells out WCCTA's process for providing the public and interested parties with reasonable opportunities to be involved in the regional transportation planning process.

### **Guiding Principles**

WCCTA's public involvement procedures are built on the following guiding principles:

- (1) Public participation is a dynamic activity that requires teamwork and commitment at all levels of the organization.
- (2) One size does not fit all — input from diverse perspectives enhances the process.
- (3) Effective public outreach and involvement requires relationship building — with local governments, with stakeholders and advisory groups.
- (4) Engaging interested persons in 'regional' transportation issues is challenging, yet possible, by making it relevant, removing barriers to participation, and saying it simply.
- (5) An open and transparent public participation process empowers low-income communities. People with disabilities, minority populations and others to participate in decision making that affects them.

### **Regional Participation**

For updates to the Regional Transportation Plan (RTP) and the Transportation Improvement Program (TIP), WCCTA utilizes the participation plan and process put in place by the MPO for the region, the Metropolitan Transportation Commission (MTC), who have a comprehensive region wide public participation plan designed to meet the needs of the entire population of the Bay Area Region. [www.mtc.ca.gov/get\\_involved/participation\\_plan.htm](http://www.mtc.ca.gov/get_involved/participation_plan.htm)

### **Local Participation**

In addition to WCCTA's Board of Directors, which takes public comments at its regular monthly meetings, WCCTA has a Rider Advisory Committee (RAC). This committee plays an important role in formulating WCCTA policies and procedures for services.

### **Rider Advisory Committee**

This committee meets monthly and advises on customer service, passenger matters and driver awareness. The committee is comprised of a wide range of bus passengers through the service area.

## **Response to Written Comments**

WCCTA pays close attention to the views of the public. WCCTA is committed to responding to every letter, fax and e-mail sent by individual members of the public.

## **Information Dissemination**

WCCTA employs a number of methods to inform the public of fare and service changes in a timely manner, including but not limited to the following:

- Press releases
- Distribution of Passenger Bulletins disseminated onboard the buses
- Passenger Bulletins posted and disseminated at the WCCTA sales office and throughout the service area (on bus stop poles and at transit hubs)
- Ads and public notices in local newspapers within the service area (English and Spanish).
- Community meetings/workshops
- Discussion of changes with the Rider Advisory Committee
- Information posted on the WCCTA's website ([www.westcat.org](http://www.westcat.org))
- Facebook and Twitter announcements (facebook.com/WCCTA and twitter.com/WCCTA)
- Information posted on electronic/paper newsletters produced and disseminated by the Hercules and Pinole Chambers of Commerce
- Information posted on electronic community bulletin boards on local public access television stations (Pinole TV Channels 26 and 28)
- Information posted on City websites and event calendars (Hercules and Pinole).
- Information posted on the Bay Area ([www.511.org](http://www.511.org)) website in both regional and agency specific announcements

Bus information published by WCCTA, including rider's guides and bus route information are printed in both English and in Spanish. Bulletins to passengers that identify service changes are printed in both English and Spanish. Other documents that are translated include public hearing notices, outreach documents, fare increase notices, and portions of the agency's website ([www.westcat.org](http://www.westcat.org)).

## **Customer Service**

WCCTA's administrative staff and operations staff have several bilingual employees who speak English and Spanish. The need for bilingual capabilities is a high priority due to the large number of Spanish speaking travelers within the service area.

In some cases, however, the cost to implement multiple-language programs is significant and not currently funded. Staff is now exploring lower cost options to expand access to these programs.

## **LANGUAGE ASSISTANCE PLAN**

This section identifies various language assistance activities at WCCTA, including those listed in the FTA Handbook for Public Transportation Providers, April 13, 2007. These include:

- Identifying LEP individuals who need language assistance
- Providing language assistance measures
- Training staff
- Providing notice to LEP persons of the availability of language assistance
- Monitoring and updating the LEP plan

WCCTA uses a number of practices to provide opportunities for all interested residents in our service area to participate in the dialogue that informs key decisions regardless of language barriers. Additionally, WCCTA continues to look for refinements and/or adjustments to existing practices as needed.

### **General Measures or Practices**

- Translation of vital documents — including schedules, notices, comment cards and the rider's guide.
- Review prior experiences with LEP populations to determine the types of language services that are needed.
- Consultation with the Rider Advisory Committee, which includes representatives from communities of color and low-income communities (populations that frequently include LEP persons).
- Use of personal interviews or use of audio recording devices to obtain oral comments at key public workshops/meetings.

### **Local Community Media**

- Work with non-English language media outlets (print or electronic media) to inform communities of vital information in Spanish.

### **Work with Advocates of LEP Persons**

- Work to involve community based organizations that advocate on behalf of persons with limited English proficiency in WCCTA's activities (for example, encourage such advocates to participate on the Rider Advisory Committee).
- Partner with community groups who can assist in tailoring presentations, meeting materials and meeting announcements to meet the language needs of local participants.

### **Staff Training**

*Routine Accommodations:* WCCTA works to educate its staff with the knowledge of and sensitivity to the needs of LEP residents. Staff will be trained on procedures for accommodating LEP populations. Some of the items covered include information about LEP guidance from the U.S. DOT.

### **Special Projects**

As public hearings, public participation or public information campaigns are developed, WCCTA's staff receives training about the need to be alert to and anticipate the needs of LEP participants. For example, planning staff attend public workshops to answer questions and get feedback, and are trained to look for ways to draw out participants who seem to be reluctant to speak. Planners are trained to be mindful of participants who might be struggling to read complex materials and converse with them if appropriate as they view the materials rather than assuming they are able to read all the materials.

### **Training Materials**

WCCTA will develop training materials for staff that interact with LEP populations. The materials will include instruction on how to respond to face to face interactions, phone inquiries and written communications from LEP persons. Training materials will include instruction on how to arrange for translation services should they be required.

Currently administrative staff and dispatch staff use Language Identification Cards to help identify what languages people they interact with use. These cards will be issued throughout the vehicles in order to collect more data on the languages spoken by WCCTA riders. These cards are collected monthly and the data tabulated to be included in future LEP plan updates.

WCCTA has posted on social media and the agency website to determine if there where riders in our system who would be willing, if and when needed, to act as a translator. This outreach is ongoing and WCCTA hopes to generate a database of translation options in the near future, based on the responses we receive.

### **Notification to LEP Individuals**

The public must be informed of their rights under Title VI. This will be done by:

- Notification displayed at WCCTA's administration office, on WCCTA's website and contained within printed materials (schedules and rider's guides).
- A notification is displayed on each vehicle.
- Documents or flyers that describe an LEP person's right to access WCCTA's services will be translated into other languages and available at meetings and the WCCTA administration office.

### **Monitoring and Updating of the LEP Plan**

WCCTA will monitor requests for translations and adjust practices to meet demand while maintaining a basic level of access by LEP populations to vital information. WCCTA will continue exploring the costs and feasibility of providing increased access to information and the LEP Plan will be updated as needed to reflect significant changes.

**Contact Information**

Any comments or questions related to this plan should be directed to the WCCTA General Manager:

**Charles Anderson, General Manager**  
**Western Contra Costa Transit Authority**  
**601 Walter Ave**  
**Pinole, CA 94564**  
**Phone: (510)-724-3331**  
**Fax: (510)-724-5551**

## Appendix v

### TABLE DEPICTING MINORITY REPRESENTATION ON COMMITTEES AND COUNCILS SELECTED BY THE RECIPIENT

WCCTA and its contractor jointly hold quarterly meetings of the WCCTA Rider committee. This group is made up of riders and staff from the Agency and the Operations staff participate in the meetings. Regular outreach occurs to encourage active riders of the system to participate in these meetings.

Body	Caucasian	Latino	African American	Asian American	Native American
Riders Committee	30%	0%	60%	10%	0%

In the summer of 2016, WestCAT will be re-starting a re-branded Community Advisory Committee. The group will include specific representative roles for seven communities within the WestCAT service area, as well as school representatives from each of the K-12 school districts and Contra Costa College. Two at-large rolls will also allow residents of adjoining communities who may be regular WestCAT riders to participate in the conversation.

In order to use build committee with an eye toward geographic equity and diverse representation, WestCAT will send individually-tailored letters to local social, public health and environmental organizations to invite them to several information sessions about the committee. The list of organizations that will be invited to participate includes, but is not limited to:

- Filipino Advocates for Justice
- Chinese Association of Hercules
- Hispanic Chamber of Commerce of Contra Costa County
- Crockett Community Foundation

The agency will advertise the info sessions in varied media outlets, including:

- Pinole Chamber of Commerce Newsletter
- El Tecolote
- News for Chinese: East Bay edition
- Philippine News

Flyers will also be sent to local senior centers, public libraries, recreation centers, and the Contra Costa College campus.

## Appendix vii

# WESTERN CONTRA COSTA TRANSIT AUTHORITY SERVICE STANDARDS

### Background

FTA requires all fixed route transit providers of public transportation to develop *quantitative* standards for certain key service indicators. WCCTA has evaluated the demands for transit within the area it serves, and has tailored the standards to fit local conditions, rather than adopting general standards or benchmarks developed for use in the broader transit industry.

### Definitions

Service standard/policy means an established service performance measure or policy used by a transit provider or other recipient as a means to plan or distribute services and benefits within its service area.

Vehicle load (by individual mode): Generally expressed as the ratio of passengers to the number of seats on a vehicle, relative to the vehicle's maximum load point. For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees. Because of the differing service characteristics between modes, WCCTA has specified vehicle loads for each individual type of vehicle in the fleet to best match the duty cycle of the service class it is assigned to.

Vehicle headways: The amount of time between two vehicles traveling in the same direction on a given line or combination of lines.

On-time performance: A measure tracking how closely service delivery matches system timetables. Specifically, WCCTA defines this measure to mean the percentage of scheduled trips that arrive at published time points between zero minutes before and five minutes after their scheduled times.

Service availability: A general measure of the distribution of routes within an agency's service area, and the comparative degree to which locations in the service area are afforded access to transit service.

### ***Vehicle Load Standards***

The average of all loads during the peak operating period should not exceed vehicles' achievable capacities, which are, 41 passengers for low-floor 35-foot buses, 48 passengers for standard 35-foot buses, 53 passengers for low-floor 40-foot buses, 64 passengers for standard 40-foot buses, 46 passengers for standard floor suburban 40-foot buses and 62 passengers for 45-foot, over the road coaches.

The practical implications of the load factor standards, including the number of standees contemplated by the measure for different vehicle categories, are presented in the following table.

Vehicle Type	Seats	Standees	Total	Load Factor
35' Low Floor Bus	32	9	41	1.3
35' Standard Bus	37	11	48	1.3
40' Low Floor Bus	41	12	53	1.3
40' Standard Bus	46	18	64	1.4
40' Suburban Bus	39	7	46	1.2
Over the Road Coach	57	5	62	1.1

### ***Vehicle Headway Standards***

For the purposes of establishing vehicle headway standards, WCCTA has differentiated five separate classes of service for weekdays, two for Saturdays, and a single class on Sundays. While these service types are coordinated elements of a larger transit network, the headway standards are determined by the demand characteristics, population densities, and particular trip generation attributes of the areas served by each class of service. The headway structure is also highly affected by WCCTA's constrained financial condition.

Express/feeder routes operate 365 days a year, and provide connectivity between the service area and the regional transit network. Accordingly, this service has the highest frequency, and the longest span of service of any segment of the WCCTA system. Regional commute, local fixed route, community access routes, and regional lifeline routes operate weekdays only, with headways tailored to the demand characteristics of the areas in which the routes operate. On Saturday, WCCTA provides limited local fixed route service, and because the route structure for class of service is functionally different from local weekday service, it is given its own classification, Saturday Crosstown Connector.

Tables presenting headway standards appear below. It should be noted that headway information represents average times between successive buses on a single route traveling past the same bus stop in the same direction. In actual practice, individual route timetables may be written to include some headway variations to respond to outside demand or scheduling factors, or operational constraints.

**POLICY HEADWAYS AND PERIODS OF OPERATION**

WEEKDAY	Peak	Base	Evening	Night
Express/Feeder Routes	15	30	30	60
Local Fixed Route	45	60	40	--
Community Access Routes	60	90	--	--
Regional Commute	20	90	30	--
Regional Lifeline	60	60	60	--

*\* Peak: 7-9 am and 4-6 pm; Base 9am - 4pm; Evening: 6-8 pm; Night: 8 pm-Midnight;  
 "--" means no service is provided during that time period.*

SATURDAY	Day	Evening	Night
Express/Feeder Routes	55	55	55
Saturday Connector	55	55	--
Cross-Town			

*\* Day 7am - 6pm; Evening: 6-9:30 pm; Night: 9:30pm - Midnight;  
 "--" means no service is provided during that time period.*

SUNDAY	Day	Evening	Night
Express/Feeder Routes	50	50	--

*\* Day 7am - 6pm; Evening: 6-9:00pm; Night: 9:00 to Midnight;  
 "--" means no service is provided during that time period.*

***On-Time Performance Standards***

A vehicle is considered on time if it departs a scheduled time point between zero minutes before and no more than 5 minutes after its scheduled time. WCCTA’s on-time performance objective is 90% or greater. WCCTA continuously monitors on-time performance through its Automatic Vehicle Locator system and database. System on-time performance results are compiled semi-annually as a component of a comprehensive performance monitoring program, which is distributed to the Board of Directors in report form, and included in WCCTA’s Short Range Transit Plan.

**On-time performance:**

	<b>FY 12-13</b>	<b>FY 13-14</b>	<b>FY 14-15</b>
<b>Fixed-route trips operating on time (between 5 minutes early and 5 minutes late).</b>	94.45%	92.83%	93.45%

*Service Availability Standards*

Since introducing fixed route service in 1987, Western Contra Costa Transit Authority has followed a coverage model in designing its transit network. The intent was to provide transit access as broadly as possible within its service area, while minimizing access distance between residential areas and transit stops. The base system did this very effectively, and enabled WCCTA to offer fixed route service within a 1/2 mile walking distance of virtually every established neighborhood throughout the service area.

Initially, WCCTA was able to incrementally add or extend routes to serve developing areas, keeping pace with service area growth. In 2008, however, the combination of the national recession and a severe escalation of fuel prices forced WCCTA to reduce its local fixed route services by over 30%. Although this represented a significant reduction, WCCTA was able to restructure its route network to avoid withdrawing service entirely from areas previously provided access to the fixed route system. Service for several communities, however, was less frequent and somewhat less convenient due to longer walking distances between neighborhoods and remaining bus stops. At the same time, WCCTA has been unable to keep pace with residential expansion over the last decade, much of which has occurred more than 1/2 mile from existing transit routes. WCCTA, because of budgetary constraints, has been unable to extend the reach of its transit network to serve these newly developed neighborhoods.

Without identified new sources of revenue, WCCTA faces the dilemma of maintaining services to existing neighborhoods, while meeting the needs of new or growing areas not currently served by the fixed route system. WCCTA will plan and distribute its services so that 90% of all residences within its service boundaries are within 1/2 mile radius of an active fixed route bus stop.

In the event that WCCTA secures sufficient revenue to consider expanding the reach of its fixed route service, new service will be allocated first to neighborhoods that are currently situated more than 1/2 mile from a fixed route stop. If phased expansion is necessary to reach multiple neighborhoods beyond the 1/2 mile access distance, WCCTA may give priority in expansions to areas possessing characteristics known to positively influence transit demand, including higher residential densities, low auto ownership rates, presence of major employers, secondary schools, or other large trip generators, or a record of community interest in improved transit access.

## **WESTERN CONTRA COSTA TRANSIT AUTHORITY SERVICE POLICIES**

### **Background**

FTA requires that all providers of fixed route public transportation develop *qualitative* policies for the following procedures. These policies are to be set by individual transit providers; therefore, these policies will apply to individual agencies rather than across the entire transit industry.

- Vehicle Assignment
- Transit Amenities

### **Policies**

#### ***Vehicle Assignment Policy***

As outlined in the WCCTA Service Standards section, the WCCTA system is categorized into six separate and unique classes of service. All vehicles used for these six classes of service will be ADA accessible, air conditioned, equipped with AVL systems and voice enunciation systems, and will accommodate at least two wheelchairs and two bicycles.

Because demand differs significantly between the highly utilized Express/Feeder or Regional Commute services, and the more lightly patronized Community Access or Local Fixed Route services, the first factor used by WCCTA for its vehicle assignment is the seating capacity and specific operational requirements of each service class.

The largest vehicles in the WCCTA fleet, 45' over the road coaches, are assigned exclusively to Regional Commute service.

Express/Feeder Route service requires the additional seating capacity provided by 40' coaches with standard floor configuration, and accordingly these vehicles are assigned first to Express and Feeder Routes.

Vehicle size and capacity are the primary factors determining vehicle assignment for all other classes of service. Individual vehicles are assigned to best meet demand and passenger load factors. Those routes with the lowest passenger demand will be assigned a 35' low floor vehicle; those with medium demand will be assigned a 35' low floor or higher capacity standard floor vehicle. Due to challenging terrain and roadways in older communities, vehicle assignments and features may be adjusted to allow for safe operations.

#### ***Transit Amenities Policy***

Transit amenities offer comfort and convenience to the general riding public. While WCCTA recognizes the importance of providing these amenities for its patrons, the Authority's financial situation severely limits its ability to install or maintain passenger amenities on even a modest scale within its service area. WCCTA also has limited ability to influence locational decisions about transit amenities within its service area because it does not have any jurisdiction over right of way where the improvements are placed.

The Authority does attempt to partner with outside agencies, however, to incorporate transit amenities into public and private development projects whenever possible. Most transit amenities currently located within WCCTA's service area have been installed and maintained by private advertising firms through permits issued by local jurisdictions. WCCTA has not been a party to any agreements between local jurisdictions and private firms that are associated with installation or placement of shelters and benches.

Because WCCTA lacks the authority to independently site transit amenities, it will work closely with local jurisdictions to identify candidate locations for transit amenity improvements. WCCTA will give priority to improving stops which serve the largest volume of passengers and those where physical improvements will yield substantive improvements in passenger safety.