

***Federal Transit Administration
Title VI Program***
Sweetwater County Transit Authority

April 8, 2024

(Plan expires 3 years from date approved by the board)



Title VI Plan Table of Contents

The Sweetwater County Transit Authority's Title VI plan includes the following elements:

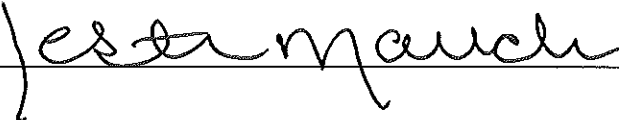
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Section 1: Title VI Plan Approval

Title VI Plan Adopted on: April 8, 2024

Adopted by: The Board of the Sweetwater County
Transit Authority

Signature(s): 

Approval:

Section 2: Title VI Policy Statement

Policy Statement

The Sweetwater County Transit Authority, operating as a public transit provider, as a recipient of Federal Transit Administration (FTA) grant dollars either directly from FTA or through the Wyoming Department of Transportation (WYDOT), will comply with the Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d), the U.S. Department of Transportation implementing regulations, FTA Circular 4702.1B, and WYDOT Public Transportation requirements as specified in Master Grant Agreement, and State Management Plan. The Sweetwater County Transit Authority operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act.

Section 3: Title VI Notice to the Public

Title VI and ADA Notice to the Public

Notifying the Public of Rights Under Title VI

Sweetwater County Transit Authority

- The Sweetwater County Transit Authority 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 any unlawful discriminatory practice under Title VI may file a complaint with the Sweetwater County Transit Authority.
- For more information on the Sweetwater County Transit Authority's civil rights program or Title VI obligations, the procedures for, or to file a complaint, please contact:

Dwane Pacheco, Director of Sweetwater County Transit Authority
307-382-7827,
TTY is 711 or 800-877-9965 (English) or 800-829-2783 (Spanish)

Email: admin@ridestartransit.com

Or visit our administrative office at

1471 Dewar Drive, Suite 247 Rock Springs, WY 82901

For more information, visit **www.ridestartransit.com**

- For transportation-related Title VI matters, a complaint may also be filed directly with WYDOT's Office of Civil Rights to: Title VI Coordinator, 5300 Bishop Blvd., Cheyenne, WY 8200; via phone: 307-777-4457; or email: DOT-civilrights@wyo.gov

or to

- Federal Transit Administration, Office of Civil Rights, Director
East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC, 20590.
- If information is needed in another language, contact (307) 382-7827
- Si se necesita información en otro idioma, comuníquese con (307) 382-7827

The Sweetwater County Transit Authority's Notice to the Public is posted in the following locations:

1. Office at 1471 Dewar Drive, Suite 247
2. Buses and vans owned by Sweetwater County Transit Authority
3. Website at www.ridestartransit.com

Title VI Notice to the Public in Spanish

Notificación al Público de Derechos Bajo el Título VI

- El Sweetwater County Transit Authority opera sus programas y servicios sin distinción de raza, color y origen nacional, según el Título VI de la Ley de Derechos Civiles. Cualquier persona que cree o que ha sido perjudicada por una práctica discriminatoria ilegal bajo el Título VI puede presentar una queja con el Sweetwater County Transit Authority.
- Para obtener más información sobre el programa de derechos civiles o los procedimientos Título VI de Sweetwater County Transit Authority, o para obtener más información sobre los procedimientos para, o a presentar una queja, se pone en contacto con:

Dwane Pacheco, Director of Sweetwater County Transit Authority
307-382-7827,

TTY is 711 or 800-877-9965 (English) or 800-829-2783 (Spanish)

Correo electrónico: admin@ridestartransit.com

O visite a nuestra oficina administrativa en:

1471 Dewar Drive, Suite 247 Rock Springs, WY 82901

Para más información, visite a: **ridestartransit.com**

- Para asuntos del Título VI relacionados con el transporte, también se puede presentar una queja directamente ante la Oficina de Derechos Civiles de WYDOT a: Coordinador del Título VI, 5300 Bishop Blvd., Cheyenne, WY 8200; vía telefónica: 307-777-4457; o correo electrónico: DOT-civilrights@wyo.gov

o, a:

- Administración Federal de Tránsito (FTA), Oficina de Derechos Civiles, Director East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- Si se necesita información en otro idioma, comuníquese con 307-382-7827.

Section 4: Title VI Complaint Procedure

Any individual, group of individuals or entity that believes they have been discriminated against on the basis of race, color, or national origin by the Sweetwater County Transit Authority may file a Title VI complaint by completing and submitting the agency's Combined Civil Rights Complaint Form for Title VI and ADA.

If the complainant is unable to reduce the complaint to writing, please contact the Title VI Coordinator using the information below, and a staff member will help dictate the complaint or provide other necessary assistance.

Any individual having filed a complaint or participated in the investigation of a complaint shall not be subjected to any form of intimidation or retaliation. Individuals who have cause to think that they have been subjected to intimidation or retaliation can file a complaint of retaliation following the same procedure for filing a discrimination complaint.

A complaint must be filed with the Sweetwater County Transit Authority no later than 180 days after the following:

1. The date of the alleged act of discrimination; or
2. The date when the person(s) became aware of the alleged discrimination; or
3. Where there has been a continuing course of conduct, the date on which that conduct was discontinued of the latest instance of the conduct.

Once the complaint is received, the Sweetwater County Transit Authority will review it to determine if our office has jurisdiction. A copy of each Title VI complaint received will be forwarded to the agency's Title VI Coordinator. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The Sweetwater County Transit Authority has 60 days to investigate the complaint. If more information is needed to resolve the case, the Sweetwater County Transit Authority may contact the complainant requesting further information. The complainant has **20** business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 20 business days, the Sweetwater County Transit Authority can administratively close the case.

After the investigator reviews the complaint, the agency will issue one of two (2) letters to the complainant: a closure letter or a letter of finding (LOF).

- ✓ A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision it must direct the appeal back to the agency. The complainant has 30 days after receipt of the closure letter or the letter of finding to do so. The appeal will be investigated and decided by a separate party than the Title VI Coordinator (or other official who issued the initial decision). The appeal process information will be included in the letter.

Written Title VI Complaints, or any questions regarding Title VI protections, should be forwarded to:

Dwane Pacheco, Director of Sweetwater County Transit Authority
307-382-7827,
TTY is 711 or 800-877-9965 (English) or 800-829-2783 (Spanish)

Email: admin@ridestartransit.com;
Or visit our administrative office at
1471 Dewar Drive, Suite 247, Rock Springs, WY 82901.

A person may also file a complaint directly with WYDOT's Office of Civil Rights at:
Title VI Coordinator, 5300 Bishop Blvd., Cheyenne, WY 8200; via phone: 307-777-4457;
or email: DOT-civilrights@wyo.gov

Or

Federal Transit Administration, Office of Civil Rights, Director
East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, please contact **(307) 382-7827**.

*Si necesita información en otro idioma, por favor llame **(307) 382-7827**.*

Section 5: Title VI Complaint Form

Background

Sweetwater County Transit Authority has elected to use a Combined Civil Rights Complaint Form. Therefore, this form is used for both Title VI and Americans with Disabilities Act (ADA) complaints.

The Civil Rights of 1964 (Title VI) identifies the three classes protected by Title VI—race, color, and national origin—and allow the complainant to select one or more of those protected classes as the basis/bases for discrimination. If any of the Limited English Proficient (LEP) populations in our service area meet the Safe Harbor threshold, then the procedure will be provided in English and in any other language(s) spoken by LEP populations that meet the Safe Harbor Threshold.

The Americans with Disabilities Act of 1990 (ADA), provides protection that no individual with a disability shall on the basis of disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any federally funded program, service, or activity.

Wyoming Department of Transportation is committed to providing non-discriminatory service to ensure that no person is excluded from participation in, or denied the benefits of, or subjected to discrimination in the receipt of its services on the basis of race, color, or national origin as protected by Title VI of the Civil Rights Act of 1964 (Title VI) as well as providing protection that no individual with a disability shall on the basis of disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination as stated in the Americans with Disabilities Act of 1990 (ADA).

If you feel that you have been discriminated against, please provide the following necessary information to facilitate the processing of your complaint. If assistance is required to complete the form, or if you have questions, please do not hesitate to call the ADA/Title VI Coordinator at 307-382-7827. **Once completed, return a signed and dated copy to:**

Dwane Pacheco, Transit Director

1471 Dewar Drive, Suite 247 Rock Springs, WY 82901

Note: The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please call 307-382-7827

Sweetwater County Transit Authority

Combined Civil Rights Complaint Form for Title VI and ADA

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
E-Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				

I believe the discrimination I experienced was based on (check all that apply):

Title VI: ☐ Race ☐ Color ☐ National Origin **OR** **ADA:** ☐ Disability

Other (specify): _____

Date of Alleged Discrimination (Month, Day, Year): _____

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

Section IV

Have you previously filed an ADA and or Civil Rights (Title VI) related complaint with this agency?

Yes

No

Section V

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

☐ Yes

☐ No

If yes, check all that apply:

☐ Federal Agency: _____

☐ Federal Court _____

☐ State Court _____

☐ State Agency _____

☐ Local Agency _____

If marked Yes in Section V, please provide information about a contact person at the agency/court where the complaint was filed.

Name:

Title:

Agency:

Address:
Telephone:
Email:
Section VI
Name of agency complaint is against:
Contact person:
Title:
Telephone number:

Important Notice: To protect your rights, your complaint must be filed within 180 days following the date of the alleged discrimination. Failure to file within 180 days may result in dismissal of the complaint.

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature

Date

Please submit this form in person at the address below, or mail this form to:

**Sweetwater County Transit Authority
Dwane Pacheco, Director (Title VI/ADA Coordinator)
1471 Dewar Drive, Suite 247
Rock Springs, WY 82901
307-382-7827
admin@ridestartransit.com**

Section 6: List of Title VI Investigations, Complaints and Lawsuits

The **Sweetwater County Transit Authority** maintains a list or log of all Title VI investigations, complaints and lawsuits, pertaining to its transit-related activities.

Check One:

- ☒ There have been no investigations, complaint and/or lawsuits filed against us since the last plan submission.
- ☐ There have been investigations, complaints and/or lawsuits filed against us.
 See list below. Attach additional information as needed.

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.				
2.				

Section 7: Public Participation Plan

Sweetwater County Transit Authority's Public Involvement Philosophy

Sweetwater County Transit Authority welcomes and values public involvement. WYDOT and its recipients believe that well-designed, proactive public involvement improves its planning and policy efforts and ultimately leads to better decisions, better projects, and maximized, long-term public benefits. Creating long-term, sustainable systems requires our agency to embrace outside skills and knowledge, including input from the public. Advantages of enhanced public involvement include:

- Increased public collaboration. Citizen collaboration on projects benefits our agency's processes and outcomes, promoting public participation and respectful, productive dialogue.
- Decisions that better reflect diverse interests. Consulting with all identifiable interests helps Sweetwater County Transit Authority better understand and reflect the full range of community values and livability standards.
- Efficient transportation decision implementation. Early public involvement fosters better decision making and reduces costly project plan revisions and change orders.
- Enhanced agency credibility. Increased public involvement results in more meaningful and better interactions between Department personnel and customers. This interaction aids everyone. The agency better understands public concerns, and customers gain an appreciation of the agency and its responsibilities.
- Sweetwater County Transit Authority proactively involves the public in addressing transportation issues. The agency communicates its mission and goals to the widest audience possible and considers feedback received from transportation stakeholders and the public.

Sweetwater County Transit Authority embraces the following specific goals:

- Provide for open and continuous communication to incorporate public input into decision-making and inform the public of planning, program functions, project activities, designs, and construction.
- Implement a public involvement strategy to identify and use agency resources to inform the public of our activities and receive public input. The strategy will establish levels (based on the nature and complexity of the activity) for communicating with transportation stakeholders and the public.
- Consult with local governments in identifying transportation needs, coordinating projects, and selecting viable solutions.
- Respond quickly and transparently to concerns expressed about agency activities and educate the public about transportation programs and issues.
- Review and update the public involvement strategy and process as needed, continuously evaluate public outreach activity effectiveness, and use the results to improve the program.
- Ensure minorities and low-income populations have opportunities to participate in the public involvement process.
- Foster internal communication and training to promote public involvement process understanding and implementation.

Strategies and Desired Outcomes

To promote inclusive public participation, the Sweetwater County Transit Authority will employ the following strategies, as appropriate (make these determinations based on a demographic analysis of the population(s) affected, type of plan, program and/or service under consideration, and the resources available):

- ✓ Provide for early, frequent and continuous engagement by the public
- ✓ Select accessible and varied meeting locations and times
- ✓ Employ different meeting sizes and formats
- ✓ Use social media in addition to other resources as a way to gain public involvement

- ✓ Use radio, television or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations may also include audio programming available on podcasts.
- ✓ Expand traditional outreach methods by visiting ethnic stores/markets and restaurants, community centers, libraries, faith-based institutions, local festivals, etc.

Public Outreach Activities

The public outreach and involvement activities conducted by the Sweetwater County Transit Authority since the last Title VI Program submission are summarized in the table below. `

Specific Public Participation activities are listed in the table below:

Event Date	Sweetwater County Transit Authority Staffer(s) or Department	Activity	Communication Method (Public notice, posters, social media)	Notes
3/2024	Pacheco	Collaboration regarding future airport service	In Person	Met with Director of Southwest Wyoming Regional Airport
3/2024	Pacheco	Informed Sweetwater County Travel and Tourism of Services and discuss future collaboration	Phone call	Called Director
3/2024	Pacheco	Informed Director of United Way of Southwest WY of our services	In Person	Wants to discuss rural nutrition/grocery needs

Section 8: Four Factor Analysis and LEP Data

What does it mean to be Limited English Proficient (LEP)?

LEP individuals do not speak English as their primary language and therefore have a limited ability to read, write, speak, or understand English. Many LEP persons are in the process of learning English and may read, write, speak, and/or understand some English, but not proficiently. LEP status may be context-specific – an individual may have sufficient English language skills to communicate basic information (name, address etc.) but may not have sufficient skills to communicate detailed information in English.

Background

Federal law prohibits discrimination based on national origin. National origin discrimination includes discrimination based on a person's inability to speak, read, write or understand English. Recipients of Federal funds must provide meaningful access to LEP individuals.

On August 11, 2000, Executive Order 13166, titled, "Improving Access to Services by Persons with Limited English Proficiency," was issued. Executive Order 13166 requires Federal agencies to assess and address the needs of otherwise eligible persons seeking access to federally conducted programs and activities who, due to LEP cannot fully and equally participate in or benefit from those programs and activities. Section 2 of the Executive Order 13166 directs each Federal department or agency "to prepare a plan to improve access to...Federally conducted programs and activities by eligible LEP persons...."

Framework for Deciding when Language Services are Needed

Sweetwater County Transit Authority will take the following steps to ensure meaningful access to its programs, services, and activities for LEP individuals in a manner that balances the following four factors.

FOUR-FACTOR ANALYSIS

The Four Factor Analysis is a local assessment that considers:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the agency;
2. The frequency with which LEP persons come into contact with the agency's services and programs;
3. The nature and importance of the agency's services and programs in people's lives; and
4. The resources available to the agency for LEP outreach, as well as the costs associated with that outreach.

Factor One: The number or proportion of LEP persons eligible to be serviced or likely to be encountered by Sweetwater County Transit Authority

The first step in determining the appropriate components of a Language Assistance Plan is understanding the proportion of LEP persons who may encounter our agency's services, their literacy skills in English and their native language, the location of their communities and neighborhoods and, more importantly, if any are underserved as a result of a language barrier.

To do this, the agency evaluated the level of English proficiency and to what degree people in its service area speak a language other than English and what those languages are. Data for this review is derived from the United States Census and the American Community Survey. The most recent data available for the state were the ACS 2017-2021 five-year estimates.

Service Area Overview

Sweetwater County Transit Authority service area encompasses Sweetwater County, Wyoming. Home to 39,596 people spread over 10,427 square miles, the service area's population speaks 12 different language groups. However, the overall numbers of residents who speak English 'less than very well' are very low. Of the total service area population of 39,596 people, 3.77% of the total residents report speaking English less than very well. A

breakdown of the language groups, and those speaking English less than very well, are shown below.

	Sweetwater County, Wyoming	
Label	Estimate	Percentage of Total Population
Total:	39,596	
Speak only English	35,578	89.85%
Spanish:	3,121	
Speak English "very well"	1,914	
Speak English less than "very well"	1,207	3.05%
French, Haitian, or Cajun:	41	
Speak English "very well"	40	
Speak English less than "very well"	1	0.00%
German or other West Germanic languages:	144	
Speak English "very well"	144	
Speak English less than "very well"	0	0.00%
Russian, Polish, or other Slavic languages:	90	
Speak English "very well"	39	
Speak English less than "very well"	51	0.13%
Other Indo-European languages:	168	
Speak English "very well"	136	
Speak English less than "very well"	32	0.08%
Korean:	21	
Speak English "very well"	21	
Speak English less than "very well"	0	0.00%
Chinese (incl. Mandarin, Cantonese):	2	
Speak English "very well"	0	
Speak English less than "very well"	2	0.01%

Vietnamese:	176	
Speak English "very well"	0	
Speak English less than "very well"	176	0.44%
Tagalog (incl. Filipino):	75	
Speak English "very well"	75	
Speak English less than "very well"	0	0.00%
Other Asian and Pacific Island languages:	116	
Speak English "very well"	100	
Speak English less than "very well"	16	0.04%
Arabic:	4	
Speak English "very well"	2	
Speak English less than "very well"	2	0.01%
Other and unspecified languages:	60	
Speak English "very well"	56	
Speak English less than "very well"	4	0.01%
Total Who Speak any language and English Less than Very Well	1491	3.77%

<https://data.census.gov/cedsci/> Table C16001

The Safe Harbor Provision

The U.S. Department of Transportation (U.S. DOT) has adopted the U.S. Department of Justice's Safe Harbor Provision. This provision outlines circumstances that can provide a "safe harbor" for U.S. DOT recipients (and sub-recipients) regarding translation of vital documents. Specifically, if a recipient provides written translation of vital documents for each LEP group that constitutes the lesser of 1,000 persons or five percent (5%) of the total population eligible to be served or likely to be affected or encountered, such action is considered strong evidence of compliance with the recipient's written translation obligations.

The Safe Harbor Provision only applies to the translation of written documents. It does not affect the agency's requirement to provide meaningful access to LEP individuals through oral language services.

A vital document is any document that is critical for ensuring meaningful access to the recipients' major activities and programs by beneficiaries generally and LEP persons specifically. Whether or not a document (or the information it solicits) is "vital" may depend upon the importance of the program, information, encounter, or service involved, and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner.

The data above shows that just one language meets the Safe Harbor threshold—Spanish. Sweetwater County is home to 3,121 people (7.88% of the population) who speak Spanish, and of those 3,121 people, 1,207 people (3.05% of the population) speak English less than very well. The number of people who speak other languages and English less than very well all comprise under 0.5% of the population each.

Designation of Vital Documents

Based on the limited population of Spanish speakers who also speak English less than very well, Sweetwater County Transit Authority designates the following as Vital Documents which be translated to Spanish. Title VI Notice to the Public, Title VI Complaint Form, and Title VI Complaint Procedures.

Factor Two: The frequency with which LEP persons come into contact with Agency services and programs.

Sweetwater County Transit Authority recognizes the importance of taking measures to gauge LEP needs, but in the spirit of transparency, admits it has done less than planned in the past few years to fortify the Title VI Program. In this situation, our agency is doing all it can to move forward in a positive direction. This includes a plan to collect data on the frequency in which LEP persons come into contact with the agency's various departments and programs. The Title VI Coordinator will create an annual survey to be sent to each department. ("Departments" includes drivers, dispatch, central office, etc.). Departments

will collect data on their contacts with people who need language assistance, and the Title VI Coordinator will review and analyze this data each year. Departments will also be asked to log their use of any type of Language Line or any other translation or interpretation services. Thus, by the time this Program is due for an update, Sweetwater County Transit Authority will have concrete data on language access needs to help direct future efforts and planning.

Factor Three: The Importance of the Agency's Service to People's Lives

Sweetwater County Transit Authority services likely affect every community member in some way. Our transit services are used daily by people who do not have access to their own transportation. Our services allow riders access to grocery stores, medical appointments, work, social service agencies, social activities, and a variety of other essential destinations. Some LEP persons are immigrants with no legal way to access a driver's license at this time.

Finally, Sweetwater County Transit Authority's planning process relies on input from the public. The agency's services are therefore important to LEP person's lives, and must be accessible to everyone, regardless of ability to speak English.

Factor Four: Resources and Costs for LEP Outreach

Given that Sweetwater County Transit Authority has a very limited number of LEP citizens, we can meet the needs of its LEP population through relatively simple means. First, Sweetwater County Transit Authority staff members who speak Spanish or any other foreign languages can be consulted or utilized for translation or interpretation in informal or emergency situations. In the event assistance in a rare language is needed, Sweetwater County Transit Authority can reach out to local colleges or universities to find staff who are proficient and may be willing to assist. Other free resources include the use of Google Translate or other technology-based translation services. Our agency can utilize Google Translate to interpret simple comments or messages left on our social media or in real time if necessary to communicate without advance warning an interpreter is needed.

Sweetwater County Transit Authority recognizes there will be times when professional interpretation or translation services are needed. In those cases where a citizen needs to communicate with us in another language, Sweetwater County Transit Authority employees

have access to a telephonic interpretation service called Language Line. This is a pay-as-needed service under which the agency is billed per minute for service. This makes the service affordable.

Finally, Sweetwater County Transit Authority will pay for document translation services when needed, which generally costs about \$25-\$35 per page.

These resources give our agency the ability to perform outreach with the LEP population at a reasonable cost.

Section 9: Language Assistance Plan

As a recipient of federal US DOT funding, the Sweetwater County Transit Authority is required to take reasonable steps to ensure meaningful access to our programs and activities by limited-English proficient (LEP) persons.

Limited English Proficient (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. This includes those who have reported to the U.S. Census that they speak English less than very well, not well, or not at all.

The Sweetwater County Transit Authority's Language Assistance Plan includes the following elements:

1. The results of the *Four Factor Analysis*, including a description of the LEP population(s), served.
2. A description of how language assistance services are provided by language
3. A description of how LEP persons are informed of the availability of language assistance service
4. A description of how the language assistance plan is monitored and updated
5. A description of how employees are trained to provide language assistance to LEP persons

Four Factor Analysis Results: LEP Populations Served

Item #1 – Four Factor Analysis Results: LEP Populations Served
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The data above shows that just one language meets the Safe Harbor threshold—Spanish. Sweetwater County is home to 3,121 people (7.88% of the population) who speak Spanish, and of those 3,121 people, 1,207 people (3.05% of the population) speak English less than very well. The number of people who speak other languages and English less than very well all comprise under 0.5% of the population each.

Item # 2 – Description of how Language Assistance Services are Provided, by Language

The Sweetwater County Transit Authority has identified, developed, and uses the following:

- a) Sweetwater County Transit Authority will translate vital documents in Spanish.
- b) Individuals who have contact with the public are provided with “I Speak” language cards to identify language needs in order to match them with available services. Language cards verified and distributed by the Director as need.
- c) The Sweetwater County Transit Authority has developed partnerships with local agencies, organizations, law enforcement, colleges/universities, local school districts and social service agencies that are available to assist with it LEP responsibilities.
- d) Any other need for translated documents or interpretation services will be provided on an as-needed basis. That is, anyone requesting specific information in a non-English language will be provided it upon request. The agency will use its internal resources to meet this need, when available. Otherwise, the agency will reach out to the network of resources it has developed, or hire a translator or interpreter as needed.
- e) Our website, www.ridestartransit.com, has a translation feature at the top of the home screen, which allows users to select a language translation across the website.

Item #3 – Description of how LEP Persons are Informed of the Availability of Language Assistance Service

To ensure that LEP individuals are aware of Sweetwater County Transit Authority’s language assistance measures, Sweetwater County Transit Authority provides the following:

- Title VI Program including the Language Assistance Plan is made available on website, if applicable, and hard copy in central office.
- Drivers and dispatchers are provided “I Speak” language cards to identify language needs in order to match them with available services.
- The agency’s website includes language stating, “If you need assistance or information in Spanish, please contact (307) 382-7827. This message is provided in every language identified as meeting the safe harbor threshold, as well as all languages identified as representing at least 1% of the service area.

Item #4 – Description of how the Language Assistance Plan is Monitored and Updated

Sweetwater County Transit Authority will continue to update the LEP plan as required by U.S. DOT. At a minimum, the Title VI Plan will continue to be reviewed and updated every three (3) years in conjunction with the Title VI submission and use data from

the U.S. Decennial Census or the American Community Survey as available, or when it is clear that the concentrations of LEP individuals are present in the Sweetwater County Transit Authority service area.

Updates will continue to include the following:

- The number of documented LEP person contacts encountered annually.
- How the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determination as to whether the need for translation services has changed.
- Determine whether local language assistance programs have been effective and sufficient to meet the need.
- Determine whether Sweetwater County Transit Authority's financial resources are sufficient to fund language assistance resources needed.
- Determine whether Sweetwater County Transit Authority has fully complied with the goals of this LEP Plan.
- Determine whether complaints have been received concerning Sweetwater County Transit Authority's failure to meet the needs of LEP individuals

Item #5 – Description of how Employees are Trained to Provide Language Assistance to LEP Persons
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The following training will be provided to Sweetwater County Transit Authority staff:

- Information on the Sweetwater County Transit Authority Title VI Procedures and LEP responsibilities.
- Description of language assistance services offered to the public.
- Use of "I Speak" language cards (used to identify language preference).
- Documentation of language assistance requests.
- Use of Language Line Solutions interpreter services (over the phone interpretation provider).
- How to handle a potential Title VI / LEP complaint.

"I Speak" Language Identification Card

Note: For additional languages visit the US Census Bureau website

Mark this Box if you speak...	Language Identification Chart	Language
	Mark this box if you read or speak English	English
	Marque esta casilla si lee o habla español	Spanish
	Kos lub voj no yog koj paub twm thiab hais lus Hmoob	Hmong
	如果说中国在方框内打勾	Chinese
	Xin ñaùnh daáu vaøo oâ naøy neáu quyù vò bieát ñoïc vaø noùi ñöôïc Vieät Ngöô.	Vietnamese
	당신이한국어말할경우이 상자를표시	Korean
	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	Tagalog
	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen	German
	Отметить этот флажок, если вы говорите по-русски	Russian
	Означите ову кућицу ако говорите српски	Serbian
	आप हिंदी बोलते हैं तो इस बक्से को चिह्नित करें	Hindi
	پر نشان لگائیں تو اس باکس بولتے ہیں اردو اگر آپ	Urdu

<http://www.lep.gov/ISpeakCards2004.pdf>

Log of LEP Encounters

Date	Time	Language Spoken By Individual <i>(if available)</i>	Name and Phone Number of Individual <i>(if available)</i>	Service Requested	Follow Up Required	Staff Member Providing Assistance	Notes

Section 10: Minority Representation Information

Sweetwater County Transit Authority does not have any transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient. This section is inapplicable.

Section 11: Providing Assistance to and Monitoring Subrecipients

1. Does agency provide funding to subrecipients?

☒ No, the agency does not have subrecipients.

☐ Yes. If yes, list the subrecipient names: (list other agency names here)

Section 12: Title VI Equity Analysis for Facility Acquisition

Title 49 CFR, Appendix C, Section (3)(iv) requires “the location of projects requiring land acquisition and the displacement of persons from their residences and business may not be determined on the basis of race, color, or national origin.” For purposes of this requirement, “facilities” does not include bus shelters, as they are considered transit amenities. It also does not include transit stations, power substations, or any other project evaluated by the National Environmental Policy Act (NEPA) process. Facilities included in the provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc. Has the agency built a facility? (check a response below)

☒ No, the agency has not built a facility.

☐ Yes, the agency has built a facility and completed a Title VI equity analysis to compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site. (Include at the end of the Title VI plan a copy of the Title VI equity analysis.)

Section 13: Fixed Route Transit Providers Service Standards and Policies

FTA Circular 4702.1B, Chapter III, Paragraph 10: All fixed route transit providers shall set service standards and policies for each specific fixed route mode of service they provide.

Sweetwater County Transit Authority:

☐ is a fixed route transit provider

☒ is **not** a fixed route transit provider

Appendix 1: Vital Documents in Spanish

Title VI Notice to the Public in Spanish

Notificación al Público de Derechos Bajo el Título VI

- El Sweetwater County Transit Authority opera sus programas y servicios sin distinción de raza, color y origen nacional, según el Título VI de la Ley de Derechos Civiles. Cualquier persona que cree o que ha sido perjudicada por una práctica discriminatoria ilegal bajo el Título VI puede presentar una queja con el Sweetwater County Transit Authority.
- Para obtener más información sobre el programa de derechos civiles o los obligaciones Título VI de Sweetwater County Transit Authority, o para obtener más información sobre los procedimientos para, o a presentar una queja, se pone en contacto con:

Dwane Pacheco, Director of Sweetwater County Transit Authority

307-382-7827,

TTY is 711 or 800-877-9965 (English) or 800-829-2783 (Spanish)

Correo electrónico: admin@ridestartransit.com

O visite a nuestra oficina administrativa en:

1471 Dewar Drive, Suite 247 Rock Springs, WY 82901

Para más información, visite a: **ridestartransit.com**

- Para asuntos del Título VI relacionados con el transporte, también se puede presentar una queja directamente ante la Oficina de Derechos Civiles de WYDOT a: Coordinador del Título VI, 5300 Bishop Blvd., Cheyenne, WY 8200; vía telefónica: 307-777-4457; o correo electrónico: DOT-civilrights@wyo.gov

o, a:

- Administración Federal de Tránsito (FTA), Oficina de Derechos Civiles, Director East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- Si se necesita información en otro idioma, comuníquese con 307-382-7827.

Title VI Complaint Procedures—Spanish

Título VI Procedimientos de Denuncia

Cualquier individuo, grupo de individuos o entidad que crea que ha sido discriminado por motivos de raza, color u origen nacional por parte de la Sweetwater County Transit Authority puede presentar una queja del Título VI completando y enviando el Formulario de queja combinado de derechos civiles de la agencia para el Título VI y ADA.

Si el demandante no puede poner la queja por escrito, comuníquese con el Coordinador del Título VI utilizando la información a continuación y un miembro del personal le ayudará a dictar la queja o le brindará otra asistencia necesaria.

Cualquier persona que haya presentado una denuncia o haya participado en la investigación de una denuncia no estará sujeta a ninguna forma de intimidación o represalia. Las personas que tengan motivos para pensar que han sido sometidas a intimidación o represalias pueden presentar una denuncia por represalias siguiendo el mismo procedimiento para presentar una denuncia por discriminación.

Se debe presentar una denuncia ante el Sweetwater County Transit Authority a más tardar 180 días después de lo siguiente:

4. La fecha del presunto acto de discriminación; o
5. La fecha en que la(s) persona(s) tuvo conocimiento de la supuesta discriminación; o
6. Cuando ha habido una conducta continua, la fecha en que esa conducta se interrumpió o el último caso de la conducta.

Una vez recibida la denuncia, el Sweetwater County Transit Authority lo revisaremos para determinar si nuestra oficina tiene jurisdicción. Se enviará una copia de cada queja del Título VI recibida al Coordinador del Título VI de la agencia. El denunciante recibirá una carta de acuse de recibo informándole si nuestra oficina investigará la denuncia.

El Sweetwater County Transit Authority tiene 60 días para investigar la denuncia. Si se necesita más información para resolver el caso, el Sweetwater County Transit Authority podrá ponerse en contacto con el denunciante solicitando más información. El denunciante tiene 20 días hábiles a partir de la fecha de la carta para enviar la información solicitada al investigador asignado al caso. Si el denunciante no se comunica con el investigador o no recibe la información adicional dentro del plazo 20 días hábiles, el Sweetwater County Transit Authority puede cerrar administrativamente el caso.

Después de que el investigador revise la queja, la agencia emitirá una de dos (2) cartas al demandante: una carta de cierre o una carta de conclusión (LOF-*Letter of Finding*, en Ingles).

- ✓ Una carta de cierre resume las acusaciones y establece que no hubo una violación del Título VI y que el caso se cerrará.

- ✓ Una carta de conclusión (LOF) resume las acusaciones y las entrevistas sobre el presunto incidente y explica si se tomará alguna medida disciplinaria, capacitación adicional del miembro del personal u otra acción.

Si el demandante desea apelar la decisión, debe dirigir la apelación nuevamente a la agencia. El denunciante tiene 30 días después de recibir la carta de cierre o la carta de determinación para hacerlo. La apelación será investigada y decidida por una parte distinta del Coordinador del Título VI (u otro funcionario que emitió la decisión inicial). La información del proceso de apelación se incluirá en la carta.

Las quejas escritas sobre el Título VI, o cualquier pregunta sobre las protecciones del Título VI, deben enviarse a:

**Dwane Pacheco, Director of Sweetwater County Transit Authority
307-382-7827,
TTY is 711 or 800-877-9965 (Igles) or 800-829-2783 (Español)**

Correo electrónico: admin@ridestartransit.com;

O visite nuestra oficina administrativa en
1471 Dewar Drive, Suite 247, Rock Springs, WY 82901.

Una persona también puede presentar una queja directamente ante la Oficina de Derechos Civiles de WYDOT en:

Coordinador del Título VI, 5300 Bishop Blvd., Cheyenne, WY 8200; vía telefónica: 307-777-4457; o correo electrónico: DOT-civilrights@wyo.gov

O

Administración Federal de Tránsito, Oficina de Derechos Civiles, Director
East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If you need information in another language, please call **(307) 382-7827**.

*Si necesitas informacion es otro idioma , por favor llame **(307) 382-7827**.*

Title VI Complaint Form—Spanish

Formulario de queja del Título VI - Español

Fondo

La Autoridad de Tránsito del Condado de Sweetwater ha optado por utilizar un Formulario de Queja Combinado de Derechos Civiles. Por lo tanto, este formulario se utiliza tanto para quejas del Título VI como para la Ley de Estadounidenses con Discapacidades (ADA).

Los Derechos Civiles de 1964 (Título VI) identifican las tres clases protegidas por el Título VI (raza, color y origen nacional) y permiten al demandante seleccionar una o más de esas clases protegidas como base o bases para la discriminación. Si alguna de las poblaciones con dominio limitado del inglés (LEP) en nuestra área de servicio alcanza el umbral de puerto seguro, entonces el procedimiento se proporcionará en inglés y en cualquier otro idioma hablado por poblaciones LEP que cumplan con el umbral de puerto seguro.

La Ley de Estadounidenses con Discapacidades de 1990 (ADA) brinda protección para que ninguna persona con una discapacidad, por motivos de discapacidad, sea excluida de la participación, se le nieguen los beneficios o esté sujeta a discriminación en virtud de cualquier programa o servicio financiado con fondos federales, o actividad.

Wyoming Department of Transportation se compromete a brindar un servicio no discriminatorio para garantizar que ninguna persona sea excluida de la participación, ni se le nieguen los beneficios, ni sea sometida a discriminación en la recepción de sus servicios por motivos de raza, color u origen nacional, según lo protegido por el Título VI de la Ley de Derechos Civiles de 1964 (Título VI), además de brindar protección de que ninguna persona con una discapacidad podrá, por motivos de discapacidad, ser excluida de participar, denegarse los beneficios o ser sometida a discriminación como se establece en la Ley de Estadounidenses con Discapacidades de 1990 (ADA).

Si cree que ha sido discriminado, proporcione la siguiente información necesaria para facilitar el procesamiento de su queja. Si necesita ayuda para completar el formulario o si tiene preguntas, no dude en llamar al Coordinador de ADA/Título VI al Sweetwater County Transit. **Una vez completado, envíe una copia firmada y fechada a:**

Dwane Pacheco, Director de Tránsito

1471 Dewar Drive, Suite 247 Rock Springs, WY 82901

Nota: La siguiente información es necesaria para ayudarnos a procesar su queja. Si necesita ayuda para completar este formulario, llame al 307-382-7827.

Autoridad de Tránsito del Condado de Sweetwater

Formulario Combinado de Queja de Derechos Civiles para Título VI y ADA (Acta de Americanos con Discapacidades)

Sección I:				
Nombre:				
Dirección:				
Teléfono (Domicilio):			Teléfono (Trabajo):	
Dirección de correo electrónico:				
¿Requisitos de formato accesible?	letra grande		Cinta de audio	
	TDD		Otro	
Sección II:				
¿Está presentando esta queja en su propio nombre?			Sí*	No
*Si respondió "sí" a esta pregunta, pase a la Sección III.				
De lo contrario, proporcione el nombre y la relación de la persona por quien presenta la queja:				
Explique por qué ha presentado una solicitud en nombre de un tercero:				
Confirme que ha obtenido el permiso de la parte agraviada si presenta la presentación en nombre de un tercero.			Sí	No
Sección III:				

Creo que la discriminación que experimenté se basó en (marque todo lo que corresponda):

Título VI: ☐ Raza ☐ Color ☐ Origen nacional **O** **ADA:** ☐ Discapacidad

Otra especificar): _____

Fecha de la presunta discriminación (mes, día, año): _____

Explique lo más claramente posible qué sucedió y por qué cree que fue discriminado. Describa a todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de las personas que lo discriminaron (si las conoce), así como los nombres y la información de contacto de los testigos. Si necesita más espacio, utilice el reverso de este formulario.

Sección IV

¿Ha presentado anteriormente una queja relacionada con la ADA o los derechos civiles (Título VI) ante esta agencia?

Sí

No

Sección V

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

☐ Sí No

En caso afirmativo, marque todo lo que corresponda:

☐ Agencia Federal: _____

☐ Tribunal Federal _____

☐ Agencia Estatal _____

☐ Tribunal Estatal _____

☐ Agencia Local _____

Si marcó Sí en la Sección V, proporcione información sobre una persona de contacto en la agencia/tribunal donde se presentó la queja.

Nombre:

Título:

Agencia:
Dirección:
Teléfono:
Correo electrónico:
Sección VI
Nombre de la agencia la queja es contra:
Persona de contacto:
Título:
Número de teléfono:

Aviso Importante: Para proteger sus derechos, su queja debe presentarse dentro de los 180 días siguientes a la fecha de la presunta discriminación. No presentarla dentro de los 180 días puede resultar en la desestimación de la queja.

Puede adjuntar cualquier material escrito u otra información que considere relevante para su queja.

Firma y fecha requeridas a continuación

Fecha de firma

Envíe este formulario en persona a la dirección que aparece a continuación o envíelo por correo a:

**Autoridad de Tránsito del Condado de Sweetwater
(Sweetwater County Transit Authority)
Dwane Pacheco, Director (Coordinador del Título VI/ADA)
1471 Dewar Drive, Suite 247
Rock Springs, Wyoming 82901
307-382-7827
admin@ridestartransit.com**