

# VICTOR VALLEY TRANSIT



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## **TITLE VI PROGRAM FY 2019-2021**

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### **INTRODUCTION**

This document was prepared by VVTA Civil Rights Department and approved by the VVTA Board of Directors to comply with Title VI of the Civil Rights Act of 1964 and those provisions detailed in U.S. Department of Transportation's (DOT) Federal Transit Administration (FTA) Circular 4702.1B, "Title VI Requirement and Guidelines for the Federal Transit Administration Recipients."

## ABOUT

In addition to being a public transit agency, VVTA also operates a nonprofit division designated as a Consolidated Transportation Services Agency (CTSA). As such, VVTA provides many services to California's High Desert including regular fixed route bus, ADA paratransit, vanpool service, a travel reimbursement program (TRIP) and several partnerships with area nonprofits. VVTA's service area spans nearly 1,000 square miles, featuring service to Adelanto, Apple Valley, Barstow, Hesperia, Needles, Victorville and unincorporated San Bernardino County, including Daggett, Helendale, Hinkley, Lucerne Valley, Newberry Springs, Oak Hills, Oro Grande, Phelan, Pinon Hills, Wrightwood, and Yermo. Commuter service to Fort Irwin National Training Center (NTC) and connecting service from the High Desert to the Inland Empire is also provided. Additional information and service alerts are available at [VVTA.org](http://VVTA.org) and [Twitter.com/VVTransit](https://twitter.com/VVTransit).

## CONNECT

### **VICTOR VALLEY TRANSIT AUTHORITY**

**ADDRESS:** 17150 Smoke Tree Street, Hesperia, CA 92345

**PHONE:** 760-995-3592

**WEB:** [VVTA.org](http://VVTA.org)

**FACEBOOK:** OfficialVVTA

**TWITTER:** VVTransit

**INSTAGRAM:** VVTransit

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## TITLE VI REPORTING & PRACTICES

**ANNUAL TITLE VI CERTIFICATION AND ASSURANCE:** VVTA submits an annual Title VI Certification and Assurance as part of its annual FTA Certification and Assurance submission.

**TITLE VI COMPLAINT PROCEDURES:** To comply with 49 CFR Section 21.9(b), VVTA has developed and maintains procedures for investigating and tracking Title VI complaints. Procedures for filing a complaint are available to members of the public upon request.

**RECORD TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS:** To comply with 49 CFR Section 21.9(b), VVTA maintains a list of active investigations conducted by entities other than FTA. These include any lawsuits, or complaints naming VVTA, which allege discrimination based on race, color, gender, or national origin. This list includes the date 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 VVTA in response to the investigation, lawsuit, or complaint.

**PROVIDE MEANINGFUL ACCESS TO LEP PERSONS:** VVTA has taken responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of its programs and activities for individuals who are Limited English Proficient (LEP). Spanish schedules are printed, and the public is informed that VVTA will provide schedules and assistance in a requested language, at no cost.

**NOTIFY BENEFICIARIES OF PROTECTION UNDER TITLE VI:** To comply with 49 CFR Section 21.9(d), VVTA provides information to the public regarding its Title VI obligations. VVTA informs the public of the protections against discrimination afforded to the public by Title VI. VVTA disseminates this information to the public through its website, transit vehicles, and public places.

**REQUIREMENT TO PROVIDE ADDITIONAL INFORMATION UPON REQUEST:** VVTA understands that at the discretion of FTA, information other than that required by this circular may be requested, in writing, to investigate complaints of discrimination or to resolve concerns about possible Title VI noncompliance.

**VVTA PROCEDURE TO PREPARE AND SUBMIT A TITLE VI PROGRAM:** VVTA acknowledges that FTA requires recipients to report certain general information to determine compliance with Title VI. The collection and reporting of this program constitutes the VVTA Title VI Program. To ensure compliance with 49 CFR Section 21.9(b), VVTA documents its compliance by submitting a Title VI Program to FTA's Region IX civil rights officer once every three years.

**VVTA CONDUCTS ANALYSES OF IT'S CONSTRUCTION PROJECTS:** To integrate the environmental analyses considerations expressed in the DOT Order on Environmental Justice, VVTA integrates an environmental justice analysis into its National Environmental Policy Act (NEPA) documentation for construction projects. When VVTA prepares documentation for a categorical exclusion (CE), it meets this requirement by completing and submitting FTA's standard CE checklist, which includes a section on community disruption and environmental justice. The VVTA environmental assessment (EA) or environmental impact statement (EIS) integrates the following components into these documents:

- A description of the low-income and minority population within the study area affected by the project (if any), and a discussion of the method used to identify this population (e.g., analysis of Census data, minority business directories, direct observation, or a public involvement process).
- A discussion of all the adverse effects of the project, during and after construction, which would affect the identified minority and low-income population.
- A discussion of all positive effects that would affect the identified minority and low-income population, such as an improvement of transit service, mobility, or accessibility.

- A description of all mitigation and environmental enhancement actions incorporated into the project to address the adverse effects, including, but not limited to, any special features of the relocation program that go beyond the requirements of the Uniform Relocation Act and address adverse community effects such as separation or cohesion issues; and the replacement of the community resources destroyed by the project.
- A discussion of the remaining effects, if any, and why further mitigation is not proposed.
- For projects VVTA construction projects that traverse predominantly minority and low-income and predominantly non-minority and non-low-income areas, a comparison of mitigation and environmental enhancement actions that affect predominantly low-income and minority areas with mitigation implemented in predominantly non-minority or non-low-income areas. If VVTA determines there is no basis for such a comparison the agency describes why that is so.

**VVTA PROMOTES INCLUSIVE PUBLIC PARTICIPATION:** To integrate, into community outreach activities, considerations expressed in the DOT Order on Environmental Justice, and the DOT LEP Guidance, VVTA seeks out and considers the viewpoints of minority, low-income, and LEP populations while conducting public outreach and involvement activities. VVTA's public participation strategy offers early and continuous opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions. These may include:

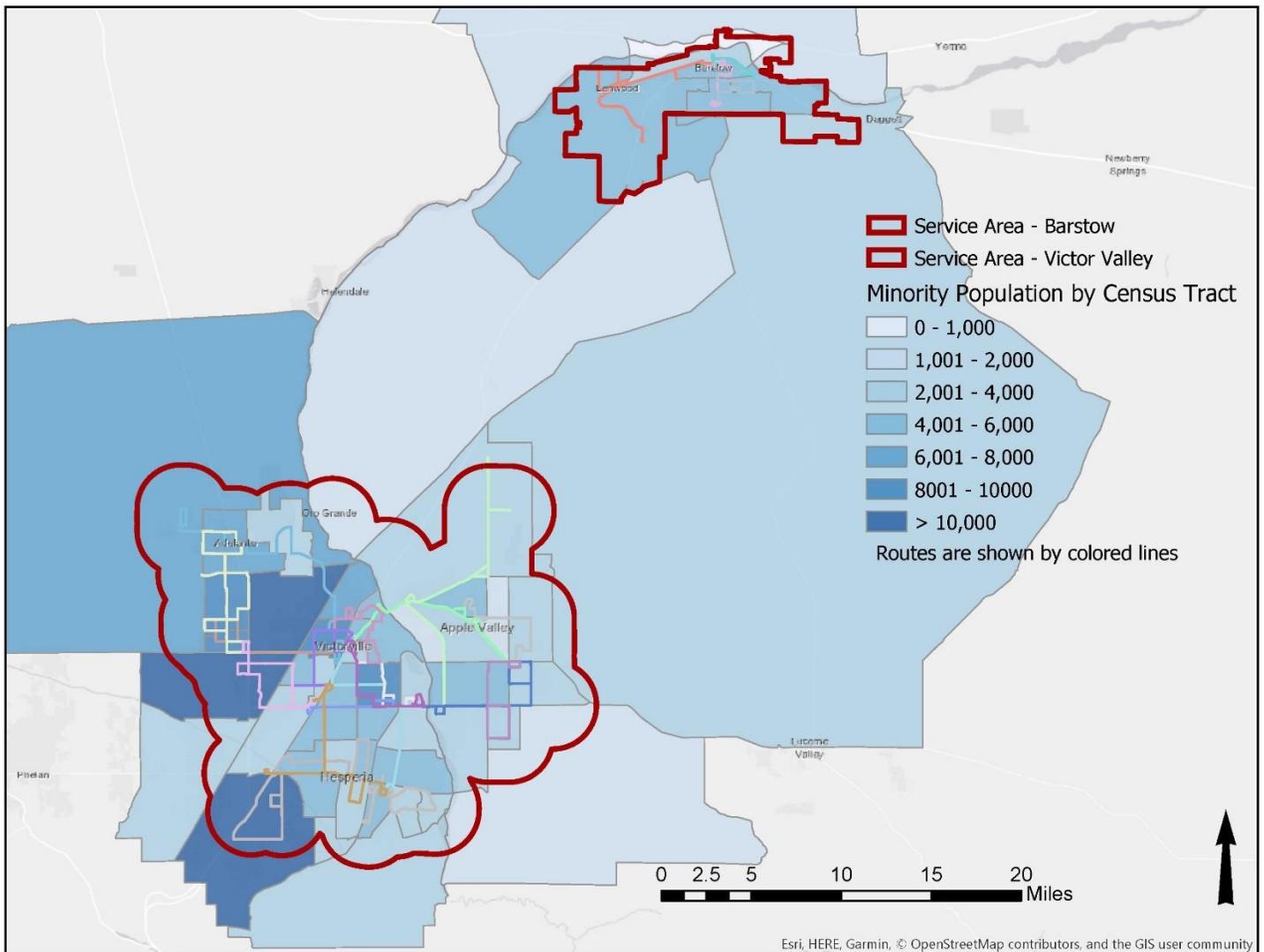
- Coordinating with individuals, institutions, or organizations and implementing community-based public involvement strategies to reach out to members in the affected minority and/or low-income communities.
- Providing opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments.
- Using locations, facilities, and meeting times that are convenient and accessible to low-income and minority communities.
- Using different meeting sizes, formats, or varying the type and number of news media used to announce public participation opportunities, so that communications are tailored to the specific community or population.
- Implementing DOT's policy guidance concerning recipients' responsibilities to LEP persons to overcome barriers to public participation.

## TITLE VI REPORTING & PRACTICES FOR LARGE URBAN AREA

**VVTA COLLECTS DEMOGRAPHIC DATA:** To comply with 49 CFR Section 21.9(b), VVTA collects and analyzes racial and ethnic data showing the extent to which members of minority groups are beneficiaries of programs receiving Federal financial assistance. VVTA studies a base map of the agency's service area that includes major streets and highways, fixed transit facilities and major activity centers or transit trip generators such as retail centers, high employment areas, schools, and hospitals. In addition, VVTA tracks the total number and percentage of low-income people as compared to its bus route alignments. Since VVTA ridership is primarily comprised of the transit dependent and since VVTA develops its service around such clusters within its service area, VVTA monitors changes in demographics to assure it is providing service to the neediest segments of the area.

### MAP 1: VVTA SERVICE AREA

Census Tracts; transit routes; transit centers/facilities; transit amenities (bus stops/bus shelters); major activity centers; Minority populations (at census tract or block group level)



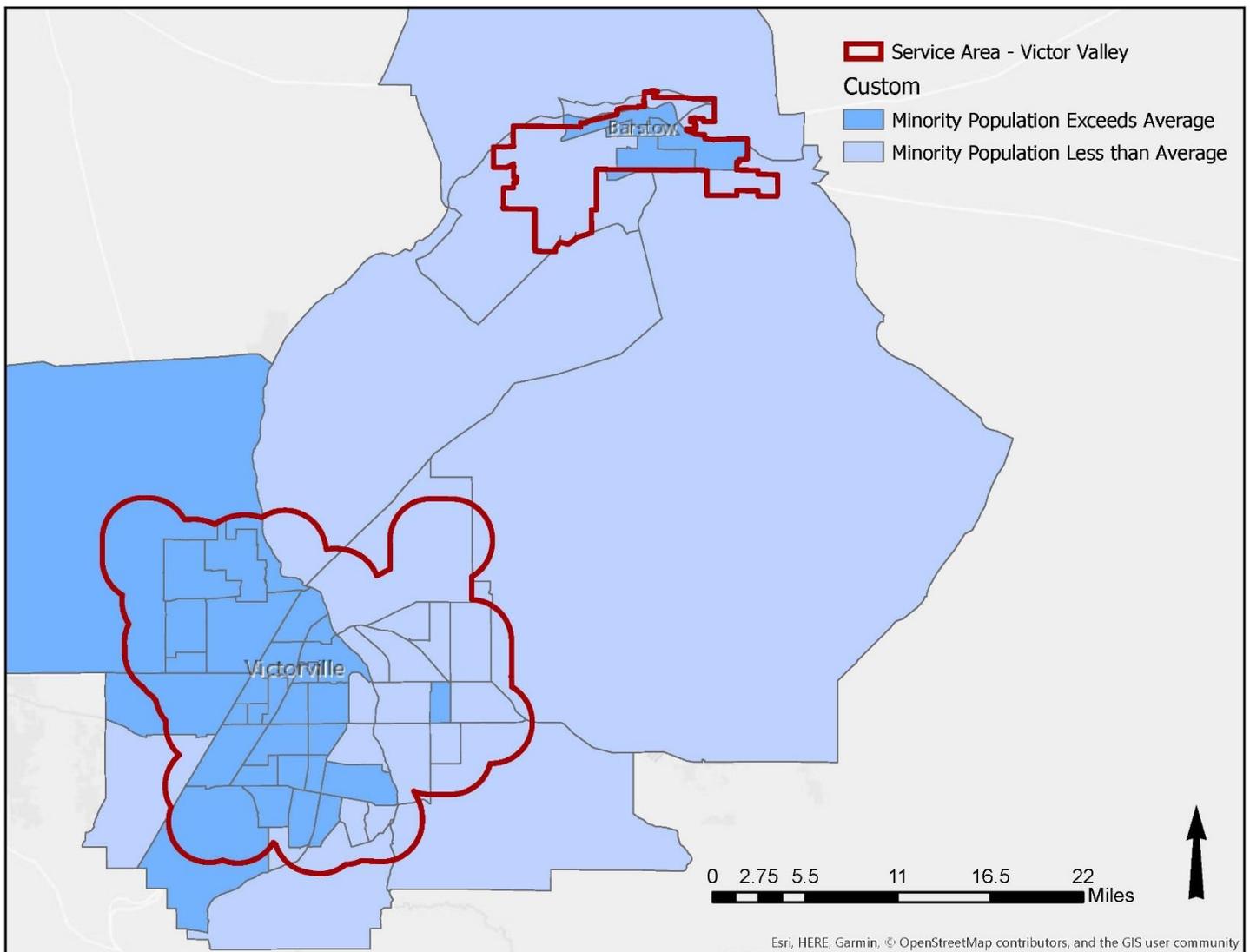
# VICTOR VALLEY TRANSIT

## MAP 2: VVTA SERVICE AREA TRANSIT FACILITIES

There are no transit facilities scheduled to be replaced or updated within the next five years.

## MAP 3: VVTA SERVICE AREA MINORITY POPULATION

Census tracts, blocks, or block groups where the total minority population residing in these areas exceeds the average percentage of minority population for the service area as a whole.



## MAP 4: VVTA SERVICE AREA LOW-INCOME POPULATION

Within the VVTA Service Area, the percentage of low income population does not meet or exceed the threshold reported by federal sources, there is no map available.

## SYSTEM-WIDE SERVICE POLICIES

To comply with 49 CFR Section 21.5(b)(2) and 49 CFR Section 21.5(b)(7), Appendix C to 49 CFR part 21, VVTA has enacted system-wide service procedures necessary to guard against service design and operational policies that have disparate impacts. System-wide procedures differ from service standards in that they are not necessary based on a quantitative threshold.

## VVTA PERFORMS THE FOLLOWING:

- **VEHICLE LOAD:** VVTA studies the ratio of passengers per vehicle, specifically the ratio of passengers to the number of seats on a vehicle during a vehicle’s maximum load point. When VVTA observes that the vehicle load on certain routes is consistently exceeding its service standard, VVTA makes plans to add additional vehicles as budget permits. A summary of maximum load factor ratio standards is as follows:
  - **Local Service Type Vehicles**
    - 40-foot vehicles have a 1.5 maximum load factor ratio.
    - 35-foot low floor vehicles have a 1.5 maximum load factor ratio.
    - 35-foot high floor vehicles have a 1.4 maximum load factor ratio.
    - 33-foot cutaway vehicles have a 1.5 maximum load factor ratio.
  - **Inter-City Service Type Vehicles**
    - 40-foot single door vehicles have a 1.0 maximum load factor ratio.
  - **Commuter Service Type Vehicles**
    - 45-foot commuter vehicles have a 1.0 maximum load factor ratio.

## LOAD FACTOR STANDARD

VEHICLE TYPE	SERVICE TYPE	CAPACITY			MAX LOAD FACTOR RATIO
		SEATS	STANDING	TOTAL	
40' BUS	LOCAL	40	20	60	1.5
35' HIGH FLOOR	LOCAL	38	15	53	1.4
40' NABI SINGLE DOOR	LOCAL	35	17	52	1.5
45' MCI	COMMUTER	53	0	53	1.0
40' EL DORADO SINGLE DOOR	INTER-CITY	45	0	45	1.0
35' LOW FLOOR	LOCAL	31	15	46	1.5
33' CUTAWAY	LOCAL	30	15	45	1.5

- **VEHICLE HEADWAY:** VVTA studies the time interval between two vehicles traveling in the same direction on the same route. VVTA studies Load Factors on its busiest routes. VVTA, increases service frequency on routes and at times that standing loads are recurrent and as budget permits.
- **ON-TIME PERFORMANCE:** VVTA has an on-time performance standard of 0 minutes early and 5 minutes late on fixed routes. The on-time criteria for complementary paratransit is up to 10 minutes before and 30 minutes after a confirmed reservation. VVTA has an on time standard of 90% for all services.
- **DISTRIBUTION OF TRANSIT AMENITIES:** VVTA transit amenities are solely determined, installed and maintained by the separate jurisdictions which comprise the VVTA Joint Powers Authority. VVTA makes recommendations to the jurisdictions based on boardings, alightings, overall route ridership, and demographics.

- **SERVICE AVAILABILITY:** VVTA has a standard to distribute service so that 80% of all residents in the service area are within one-fourth of a mile of bus service. VVTA uses deviated fixed route in those area with the lowest population density. VVTA has a guideline for bus stop spacing. In urbanized areas, bus stops should be no closer than 0.15 miles and no further than 0.25 miles. In non-urbanized (or rural) areas, bus stops should be no closer than 0.50 miles. Non-urbanized areas offer flag down bus stop service and include Daggett, Helendale, Hinkley, Lucerne Valley, Newberry Springs, Oak Hills, Oro Grande, Phelan, Pinon Hills, Wrightwood, and Yermo.

## TITLE VI PROGRAM SPECIFICS

The Victor Valley Transit Authority service area has historically been below the required 200,000 population threshold for program-specific reporting. In the 2000 Census, the population for the VVTA Urbanized Area (UZA) was 200,436, exceeding the threshold by 436. In the 2010 Census, the population for the VVTA UZA was 328,454, exceeding the threshold by 128,454. Though, currently, VVTA has 47 fixed route vehicles in operation during peak service, which does not exceed the threshold of 50 or more vehicles in operation during peak service. Therefore, according to FTA C 4702.1B, IV1-2, the Requirements of Chapter III and set-system wide standards and policies are all that apply to VVTA.

The most recent 2010 US Census population for the VVTA service area, including distribution by ethnic origin. According to the 2010 Census data for approximately 41% of the total population can be classified within 6 minority groups. The largest minority group in the VVTA service area are in the “some other race” category (20%). African American make up only 11% of the population and a separate 2010 census chart identifies fully 43% of the population being of Hispanic or Latino descent.

VVTA periodically reviews socioeconomic and ethnic population distribution in its service area as compared with existing service routes and corridors to evaluate any potential disparate impact on minority communities. A series of maps is included. These maps still affirm VVTA routes serve predominately the neediest socioeconomic and minority population areas.

Comparative analysis tends to indicate a high level of transit service exists in areas with predominately minority populations and suggests minority population centers tend to generate substantial ridership. Additionally, VVTA conducts a Comprehensive Operational Analysis (COA) periodically and maintains revenue and ridership statistics by route on a monthly, quarterly, and annual basis. With the 2010 installation of automatic passenger counters (APCs) on all VVTA fixed route buses VVTA can now analyze boardings and alightings down to the stop level.

Load Factor Studies conducted in July 2017, August 2017, October 2017, and December 2017 (see tables below) identifies that there were no trips where there were loads larger than the seating capacity. In analyzing these data VVTA has decided no changes are required at this time. Nevertheless, VVTA retains a consultant to study VVTA services and provide a more in-depth analysis for the Environmental Justice Evaluation. This study will also include a Fare & Equity Analysis.

# VICTOR VALLEY TRANSIT

## TITLE VI EQUITY ANALYSIS

VVTA has conducted a fare and service equity analyses across the review period. Each equity analysis revealed VVTA had no disparate impact or disproportionate burden findings. Complete copies of all fare and service equity analyses conducted by VVTA during the review period are included within the 2017 Load Factor Study.

TIME					LOAD FACTOR		
YEAR	MONTH	DATE	DAY	TIME	SEATS	LOAD	PAX
2017	JUL	2	SUN	11:00	491	21.4%	105
2017	AUG	1	TUE	9:00	810	25.9%	210
2017	OCT	20	FRI	13:00	646	28.2%	182
2017	DEC	11	MON	17:00	489	27.6%	135

## LOAD FACTOR ANALYSIS

Sun, 7/2/2017, 11:00 AM					Tue, 8/1/2017, 9:00 AM					Fri, 10/20/2017, 1:00 PM					Mon, 12/11/2017, 5:00 PM				
Route	Bus #	Seats	Load %	PAX	Route	Bus #	Seats	Load %	PAX	Route	Bus #	Seats	Load %	PAX	Route	Bus #	Seats	Load %	PAX
1	627	38	63.2%	24	3	627	38	23.7%	9	15	818	45	48.9%	22	15	819	45	62.2%	28
21	2011	28	7.1%	2	15	817	45	11.1%	5	23	627	38	23.7%	9	23	627	38	18.4%	7
22	2011	28	39.3%	11	21	602	40	25.0%	10	24	602	40	17.5%	7	24	809	35	25.7%	9
24-1	818	45	6.7%	3	22	2021	30	6.7%	2	31	618	40	72.5%	29	31	618	40	97.5%	39
31	616	40	47.5%	19	23	809	35	2.9%	1	32-1	609	40	37.5%	15	32	614	40	50.0%	20
32	604	40	25.0%	10	24	801	35	5.7%	2	32-2	808	35	74.3%	26	40	2013	28	10.7%	3
41-1	612	40	25.0%	10	31-1	625	40	2.5%	1	33	2013	28	0.0%	0	41-1	602	40	80.0%	32
41-2	614	40	47.5%	19	31-2	624	40	2.5%	1	40	2011	28	10.7%	3	41-2	603	40	15.0%	6
43	611	40	32.5%	13	32	608	40	30.0%	12	41-1	604	40	0.0%	0	43	608	40	25.0%	10
44	602	40	27.5%	11	33	2017	30	23.3%	7	41-2	612	40	35.0%	14	47	2015	30	13.3%	4
45	623	40	5.0%	2	40	2015	30	16.7%	5	43-1	715	30	0.0%	0	50	616	40	57.5%	23
48	607	40	7.5%	3	41-1	614	40	42.5%	17	43-2	611	40	55.0%	22	51	605	40	25.0%	10
54	2018	30	0.0%	0	41-2	607	40	45.0%	18	50-1	622	40	65.0%	26	53-1	609	40	27.5%	11
55	619	40	5.0%	2	43	611	40	92.5%	37	50-2	620	40	35.0%	14	53-2	611	40	15.0%	6
					44-1	713	30	0.0%	0	51	607	40	10.0%	4	54	2019	30	30.0%	9
					44-2	711	30	23.3%	7	52-1	614	40	50.0%	20	66	2012	28	32.1%	9
					45-1	620	40	65.0%	26	52-2	809	35	0.0%	0	68	625	40	2.5%	1
					45-2	623	40	30.0%	12	53-1	713	30	0.0%	0	105B	815	53	20.8%	11
					45X	811	35	28.6%	10	53-2	613	40	25.0%	10					
					48	616	40	25.0%	10	54	2019	30	20.0%	6					
					52	622	40	30.0%	12	55	619	40	25.0%	10					
					53	609	40	17.5%	7	66	2015	30	36.7%	11					
					54	2018	30	26.7%	8	68	616	40	40.0%	16					
<b>SYSTEM WIDE</b>		<b>Seats</b>	<b>Load %</b>	<b>PAX</b>			<b>Seats</b>	<b>Load %</b>	<b>PAX</b>			<b>Seats</b>	<b>Load %</b>	<b>PAX</b>			<b>Seats</b>	<b>Load %</b>	<b>PAX</b>
		491	21.4%	105			810	25.9%	210			646	28.2%	182			489	27.6%	135

# VICTOR VALLEY TRANSIT

## MONITORING PROCEDURES

### FLEET EQUIPMENT & ASSIGNMENT

Listed below is the breakdown of the transit vehicles within the VVTA fleet. The list does not include vehicles used for administrative and supervisory purposes.

<b>FIXED ROUTE VEHICLES</b>					
QUANTITY	YEAR	MANUFACTURER / MODEL	SEATS / WHEEL CHAIRS	SERVICE TYPE	TITLE
2	2011	Glavals Entourages	24 / 2 WC	Fixed Route	VVTA
3	2012	Glavals Entourages	24 / 2 WC	Fixed Route	VVTA
2	2013	Eldorado / Aero Elite 320	24 / 2 WC	Fixed Route	VVTA
4	2013	Eldorado / Aerolite 320	24 / 2 WC	Fixed Route	VVTA
1	2014	Eldorado / Aerolite 320	24 / 2 WC	Fixed Route	VVTA
1	2002	NABI	33 / 2 WC	Fixed Route	VVTA
2	2004	NABI / 40LFW-29	33 / 2 WC	Fixed Route	VVTA
7	2008	NABI / 40LFW-40	33 / 2 WC	Fixed Route	VVTA
5	2010	NABI / 40LFW-40	33 / 2 WC	Fixed Route	VVTA
9	2014	Eldorado / ACESS 40	33 / 2 WC	Fixed Route	VVTA
1	2015	Eldorado / ACESS 40	33 / 2 WC	Fixed Route	VVTA
2	2016	Eldorado National XHF 35	33 / 2 WC	Fixed Route	VVTA
2	2018	Eldorado National XHF 35	31 / 2 WC	Fixed Route	VVTA
7	2018	Eldorado / ACESS 40	33 / 2 WC	Fixed Route	VVTA
8	2001	NABI / 40LFW-14	29 / 2 WC	Fixed Route	VVTA
5	2015	MCI D4500	53	Fixed Route	VVTA
3	2016	Eldorado / ACESS 40	24 / 2 WC	Fixed Route	VVTA
<b>64</b>	<b>TOTAL</b>				

<b>PARATRANSIT VEHICLES</b>					
QUANTITY	YEAR	MANUFACTURER / MODEL	SEATS / WHEEL CHAIRS	SERVICE TYPE	TITLE
8	2011	Eldorado / Aerotech 240	12 / 2 WC	ADA	Caltrans
6	2010	ARBOC	13 / 2 WC	ADA	VVTA
3	2008	Ford E 450 / Starcraft	12 / 2 WC	ADA	VVTA
1	2010	Ford E 450 / Starcraft	12 / 2 WC	ADA	VVTA
6	2011	Dodge Caravan	3 / 1 WC	ADA	VVTA
6	2015	Eldorado / Aerotech 240	16 / 2 WC	ADA	VVTA
2	2016	Eldorado / Aerotech 240	16 / 2 WC	ADA	VVTA
7	2017	Eldorado / Aerotech 240	16 / 2 WC	ADA	VVTA
1	2007	Ford 22 Passenger	22	ADA	VVTA
2	2008	Ford 17 Passenger	17	ADA	VVTA
1	2009	Chevrolet 30 Passenger	30	ADA	VVTA
2	2011	Glaval 28 Passenger	28	ADA	VVTA
3	2011	Ford 30 Passenger	30	ADA	VVTA
8	2016	Eldorado / Aerotech	20	ADA	VVTA
1	2017	Eldorado / Aerotech	20	ADA	VVTA
<b>57</b>	<b>TOTAL</b>				

## FREQUENCY OF SERVICE

The information below provides a summary of frequency of service by route for VVTA fixed route service. All VVTA routes have significant portions of service in low socioeconomic and minority residential areas as well as along major thoroughfares providing access to major attractors and destinations. Only the six county routes, all but Route 24 have significantly fewer trips per day. Except for Route 24, Victor Valley County Routes, which include Route 21, 22, and 23, operate every two hours. Route 24 operates hourly. Barstow County routes are every three hours.

Route 21 provides seven trips per day. Route 22, 23 offers eight trips per day. Route 24 provides 16 trips per day. Route 28 and 29 provide five trips per day. All county routes offer flag down service. Except for Route 24, all county routes offer deviation service.

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## LEVELS OF SERVICE

VVTA maintains service, ridership, and route performance data and compiles it in monthly, quarterly, and annual reports. These data for fiscal year ending June 30, 2018 are included in Appendix D.

A ridership standard of 12.68 riders per hour has been established for all non-rural VVTA routes. VVTA operates in an environment where most of its riders are transit dependent. As a result, the VVTA route structure is specifically designed to meet the transportation needs of lower socioeconomic and minority groups from their residential clusters with as much direct routing as possible and with only minimal transfer connections where needed in order to facilitate transportation to major destinations including schools, medical services, shopping centers, social service agencies, and major employment centers.

Evaluation of VVTA routes and data suggest that the fixed route system serves the minority community well. Fixed Route service provides significant access in the sections of the VVTA service area with substantial low socioeconomic and minority populations. VVTA continues to evaluate available service and demographic information to insure and maintain quality service for all High Desert citizens.



# **PUBLIC NOTICE**

## **Rights Under Title VI**

Victor Valley 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 of 1964. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with VVTA.

For more information on VVTA's civil rights program and the procedures to file a complaint, contact VVTA Title VI Officer at (760) 995-3592, or at 17150 Smoke Tree Street, Hesperia, CA 92345.

For more information, visit [VVTA.org](http://VVTA.org). A complainant may file a complaint directly with the Federal Transit Administration by filing through the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590. If information is needed in another language, contact (760) 995-3592.

# VICTOR VALLEY TRANSIT



## **NOTIFICAR AL PUBLICO**

### **Los Derechos Bajo El Titulo VI**

Victor Valley Transit Authority opera sus programas y servicios sin tener en cuenta raza, color y nacionalidad con arreglo al título VI de la Civil Ley de derechos. Cualquier persona que cree que él o ella ha sido agraviado por cualquier práctica discriminatoria ilegal bajo el título VI puede presentar una queja con VVTA.

Para obtener más información sobre el programa derechos civiles capaz de industrias y los procedimientos para presentar una queja, llame VVTA Title VI Coordinator al (760) 995-3592, o en 17150 Smoketree Street, Hesperia, CA 92345.

Para más información, visite [VVTA.org](http://VVTA.org). Un demandante puede presentar una queja directamente con la Administracion Federal De Transito (Federal Transit Administration) por medio de la Oficina de Derechos Civiles (Office of Civil Rights), Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590. Si necesita información en otro idioma, contacte al (760) 995-3592.

## TITLE VI PUBLIC NOTICE POSTED LOCATIONS

The VVTA Title VI Program Public Notice is available at [VVTA.org](http://VVTA.org) and posted at the locations listed below:

LOCATION	ADDRESS	CITY
VVTA Barstow Reception Lobby	1612 State Street	Barstow, CA
VVTA Hesperia Reception Lobby	17150 Smoke Tree Street	Hesperia, CA
VVTA Customer Service Lobby	17150 Smoke Tree Street	Hesperia, CA
VVTA Executive Meeting Room	17150 Smoke Tree Street	Hesperia, CA
VVTA Board of Directors Room	17150 Smoke Tree Street	Hesperia, CA
VVTA Public Transit Vehicles	17150 Smoke Tree Street	Hesperia, CA

# VICTOR VALLEY TRANSIT

## FLEET EQUIPMENT & ASSIGNMENT

FIXED ROUTE VEHICLES					
QUANTITY	YEAR	MANUFACTURER / MODEL	SEATS / WHEEL CHAIRS	SERVICE TYPE	TITLE
2	2011	Glavals Entourages	24 / 2 WC	Fixed Route	VVTA
3	2012	Glavals Entourages	24 / 2 WC	Fixed Route	VVTA
2	2013	Eldorado / Aero Elite 320	24 / 2 WC	Fixed Route	VVTA
4	2013	Eldorado / Aerolite 320	24 / 2 WC	Fixed Route	VVTA
1	2014	Eldorado / Aerolite 320	24 / 2 WC	Fixed Route	VVTA
1	2002	NABI	33 / 2 WC	Fixed Route	VVTA
2	2004	NABI / 40LFW-29	33 / 2 WC	Fixed Route	VVTA
7	2008	NABI / 40LFW-40	33 / 2 WC	Fixed Route	VVTA
5	2010	NABI / 40LFW-40	33 / 2 WC	Fixed Route	VVTA
9	2014	Eldorado / Axess 40	33 / 2 WC	Fixed Route	VVTA
1	2015	Eldorado / Axess 40	33 / 2 WC	Fixed Route	VVTA
2	2016	Eldorado National XHF 35	33 / 2 WC	Fixed Route	VVTA
2	2018	Eldorado National XHF 35	31 / 2 WC	Fixed Route	VVTA
7	2018	Eldorado / Axess 40	33 / 2 WC	Fixed Route	VVTA
8	2001	NABI / 40LFW-14	29 / 2 WC	Fixed Route	VVTA
5	2015	MCI D4500	53	Fixed Route	VVTA
3	2016	Eldorado / Axess 40	24 / 2 WC	Fixed Route	VVTA
<b>64</b>	<b>TOTAL</b>				

PARATRANSIT VEHICLES					
QUANTITY	YEAR	MANUFACTURER / MODEL	SEATS / WHEEL CHAIRS	SERVICE TYPE	TITLE
8	2011	Eldorado / Aerotech 240	12 / 2 WC	ADA	Caltrans
6	2010	ARBOC	13 / 2 WC	ADA	VVTA
3	2008	Ford E 450 / Starcraft	12 / 2 WC	ADA	VVTA
1	2010	Ford E 450 / Starcraft	12 / 2 WC	ADA	VVTA
6	2011	Dodge Caravan	3 / 1 WC	ADA	VVTA
6	2015	Eldorado / Aerotech 240	16 / 2 WC	ADA	VVTA
2	2016	Eldorado / Aerotech 240	16 / 2 WC	ADA	VVTA
7	2017	Eldorado / Aerotech 240	16 / 2 WC	ADA	VVTA
1	2007	Ford 22 Passenger	22	ADA	VVTA
2	2008	Ford 17 Passenger	17	ADA	VVTA
1	2009	Chevrolet 30 Passenger	30	ADA	VVTA
2	2011	Glaval 28 Passenger	28	ADA	VVTA
3	2011	Ford 30 Passenger	30	ADA	VVTA
8	2016	Eldorado / Aerotech	20	ADA	VVTA
1	2017	Eldorado / Aerotech	20	ADA	VVTA
<b>57</b>	<b>TOTAL</b>				

## TITLE VI COMPLAINT PROCEDURES ENGLISH

As a recipient of federal money, VVTA is required to comply with Title VI of the Civil Rights Act of 1964 and ensure services and benefits are provided without discrimination to race, color, and national origin. The VVTA Title VI Complaint Procedure outlines a process for Title VI complaints and is consistent with guidelines found in the Federal Transit Administration Circular 4702.1B, dated October 1, 2012. These VVTA Title VI Complaint Procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964, relating to any program or activity administered by VVTA or its sub-recipients, consultants, and/or contractors. Intimidation or retaliation of any kind is strictly prohibited by law.

These procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies, or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complainant. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and a transit analyst may be utilized for resolution, at any stage of the process. The transit analyst will make every effort to pursue a resolution to the complaint. Initial interviews with the complainant and the respondent will request information regarding specifically requested relief and settlement opportunities.

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by VVTA may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The VVTA Title VI Coordinator investigates complaints received no more than 180 days after the alleged incident. VVTA will only process complaints that are complete.

Within 30 business days of receiving the complaint, VVTA will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office. VVTA has 90 days to investigate the complaint. The complainant will be notified in writing of the cause to any planned extension to the 90-day rule.

If more information is needed to resolve the case, VVTA may contact the complainant. The complainant has 10 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 10 business days, VVTA can administratively close the case.

A case can be administratively closed also if the complainant no longer wishes to pursue their case. After the investigator reviews the complaint, she/he will issue one of two 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. An 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, she/he has 10 business days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

## PROCEDIMIENTOS DE QUEJAS TÍTULO VI

Como beneficiario de fondos federales, Victor Valley Transit Authority (VVTA) está obligado a cumplir con el Título VI del Acta de Derechos Civiles de 1964 y garantizar que los servicios y los beneficios se proporcionan sin discriminación de raza, color y origen nacional. El Procedimiento de Queja VVTA Título VI resume un proceso de quejas del Título VI y es coherente con las directrices que se encuentran en la Administración Federal de Tránsito Circular 4702.1B, de fecha 1 de octubre de 2012. Estos Procedimientos de Quejas VVTA Título VI aplicará a todas las quejas presentadas en virtud del Título VI del Ley de Derechos Civiles de 1964, relativa a cualquier programa o actividad administrada por VVTA o sus sub-receptores, consultores, y / o contratistas. La intimidación o represarias de cualquier tipo está estrictamente prohibido por la ley.

Estos procedimientos no niegan el derecho de las demandantes a presentar quejas formales con otras agencias estatales o federales, o de buscar un abogado privado para las quejas que alegan discriminación. Estos procedimientos son parte de un proceso administrativo que no provee para los remedios que los daños punitivos o remuneración compensatoria por los demandantes. Se hará todo lo posible para obtener pronta resolución de las quejas en el nivel más bajo posible. La opción de la reunión de mediación informal (s) entre las partes afectadas y un analista de tránsito podrá ser utilizado para la resolución, en cualquier etapa del proceso. El analista de tránsito hará todo lo posible para seguir una resolución a la queja. Entrevistas iniciales con el demandante y el demandado va a solicitar información sobre las oportunidades de ayuda y de liquidación solicitado específicamente.

Cualquier persona que cree que él o ella ha sido víctima de discriminación en base a raza, color, u origen nacional por VVTA puede presentar una queja del Título VI puede completar y enviar el Formulario de Quejas del Título VI de la agencia. VVTA investiga las quejas recibidas no más de 180 días después del supuesto incidente. VVTA sólo procesará las quejas que se han completado.

Dentro de los 10 días hábiles de haber recibido la queja, VVTA la revisará para determinar si nuestra oficina tiene jurisdicción. El demandante recibirá una carta de reconocimiento a él / ella informar si la denuncia será investigada por nuestra oficina. VVTA tiene 30 días para investigar la denuncia. El denunciante será notificado por escrito de la causa a cualquier extensión prevista a la norma de los 30 días.

Si se necesita más información para resolver el caso, puede ponerse en contacto con VVTA el denunciante. El demandante tiene 10 días hábiles a partir de la fecha de la carta a enviar la información solicitada para el investigador asignado al caso. Si el investigador no está en contacto con el reclamante o no recibe la información adicional dentro de los 10 días hábiles VVTA puede cerrar administrativamente el caso.

Un caso puede ser administrativamente cerrado también si el demandante ya no desea seguir su caso. Después de que el investigador revisa la queja, él / ella va a emitir una de las dos cartas al denunciante: una carta de cierre o una Carta de Descubrimiento. Una carta cierre resume las acusaciones y afirma que no había una violación del Título VI y que el caso se cerrará. Un Carta de Descubrimiento resume los acusaciones y las entrevistas sobre el supuesto incidente, y explica si alguna acción disciplinaria, la formación adicional del miembro del personal, u otra acción ocurrirá. Si el demandante desea apelar la decisión, él / ella tiene 10 días hábiles después de la fecha de la carta o la Carta de Descubrimiento para hacerlo.

Una persona también puede presentar una queja directamente con la Administración Federal de Tránsito, en Oficina de Derechos Civiles, 1200 New Jersey Avenue SE, Washington, DC 20590.

## TITLE VI COMPLAINT FORM

<b>Section A:</b>				
Name:				
Address:				
Phone (Home):			Phone (Mobile/Work):	
E-Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
<b>Section B:</b>				
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 filing the complaint:				
Please explain why you have filed for a third party: _____				
Please confirm you have obtained permission from the aggrieved party, if you are filing on behalf of a third party.			Yes	No
<b>Section C:</b>				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
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.				
_____				
_____				
<b>Section D</b>				
Have you previously filed a Title VI complaint with this agency?			Yes	No
<b>Section C</b>				
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?				
<input type="checkbox"/> Yes <input type="checkbox"/> No				
If yes, check all that apply:				
<input type="checkbox"/> Federal Agency: _____				

# VICTOR VALLEY TRANSIT

<input type="checkbox"/> Federal Court _____	<input type="checkbox"/> State Agency _____
<input type="checkbox"/> State Court _____	<input type="checkbox"/> Local Agency _____
Please provide information about a contact person at the agency/court where the complaint was filed.	
<b>Name:</b>	
<b>Title:</b>	
<b>Agency:</b>	
<b>Address:</b>	
<b>Telephone:</b>	
<b>Section E</b>	
Name of agency complaint is against:	
Contact person:	
Title:	
Telephone number:	

You may attach any written materials or other information you consider relevant to your complaint. Your signature and date required below.

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

Please submit this form and any supporting documents via mail or in person to the address below:

**Victor Valley Transit Authority**  
ATTN: Title VI Coordinator  
17150 Smoke Tree Street  
Hesperia, CA 92345

## TÍTULO VI FORMA QUEJA

<b>SECCIÓN A:</b>				
Nombre:				
Dirección/Ciudad/ Código Postal:				
Teléfono (Casa):			Teléfono (Móvil/Trabajo):	
E-Mail Address:				
Requisitos de formato Accesibles?	Letra Grande		Cinta de Audio	
	TDD		Otro	
<b>SECCIÓN B:</b>				
¿Está usted presentando esta queja en su propio nombre?			Sí*	No
*Si usted contestó "sí" a esta pregunta, pase a la Sección D				
Si no es así, por favor proporcione el nombre y la relación de la persona para la cual usted está presentando la queja:				
Por favor, explique por qué usted ha presentado para un tercero:				
Confirma que has obtenido el permiso de la parte perjudicada, si usted está presentando en nombre de un tercero.			Sí	No
<b>SECCIÓN C:</b>				
Creo que la discriminación que experimenté fue basada en (marque todo lo que corresponda):				
<input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen Nacional				
Fecha de la discriminación alegada (Mes, Día, Año): _____				
Explique lo más claramente posible lo que pasó y por qué cree que fue discriminado. Describir todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la persona (s) que lo discriminó (si se conoce), así como los nombres y la información de los testigos en contacto. Si se necesita más espacio, por favor use el reverso de este formulario.				
_____				
_____				
<b>SECCIÓN D</b>				
¿Ha presentado anteriormente una queja del Título VI con esta agencia?			Sí	No
<b>SECCIÓN E</b>				
¿Ha presentado anteriormente una queja del Título VI con esta agencia?				
<input type="checkbox"/> Sí <input type="checkbox"/> No				
En caso afirmativo, marque todas las que correspondan:				

<input type="checkbox"/> Agencia Federal:	
<input type="checkbox"/> Tribunal Federal:	<input type="checkbox"/> Agencia Estatal:
<input type="checkbox"/> Tribunal Estatal:	<input type="checkbox"/> Agencia Local:
Sírvanse proporcionar información acerca de una persona de contacto en la agencia / tribunal donde se presentó la denuncia.	
<b>Nombre:</b>	
<b>Título:</b>	
<b>Agencia:</b>	
<b>Dirección/Ciudad/ Código Postal:</b>	
<b>Teléfono:</b>	
<b>SECCIÓN F</b>	
Nombre de la agencia de queja es contra:	
Persona de Contacto:	
<b>Título:</b>	
Número Telefónico:	

FIRMA: \_\_\_\_\_ FECHA: \_\_\_\_\_

Por favor, envíe este formulario y los documentos de apoyo a través del correo o en persona a la dirección abajo:

**Victor Valley Transit Authority**  
ATTN: Title VI Coordinator  
17150 Smoke Tree Street  
Hesperia, CA 92345

## TITLE VI INVESTIGATIONS, COMPLAINTS & LAWSUITS

As of June 1, 2018, there were no active transit-related investigations, complaints or lawsuits naming the VVTA, which allege discrimination on the basis of race, color, or national origin.

## NON-ELECTED COMMITTEE MEMBERS

The VVTA Board of Directors is comprised of elected council members from each of the VVTA member jurisdictions and a County Supervisor. VVTA Board members are appointed to the VVTA Board by their fellow council members in each jurisdiction. The San Bernardino County First District Supervisor also holds a seat on the Board. The VVTA Technical Advisory Committee (TAC) serves as advisors to the Board. TAC members are selected by the individual jurisdictions and serve based on knowledge and experience in the field of transit. Each VVTA board member works closely with his / her TAC member. The VVTA Board and TAC are comprised of a racially diverse representation of the jurisdictions they serve.

AFRICAN AMERICAN	ASIAN	CAUCASIAN	LATINO	NATIVE AMERICAN
0%	0%	71%	28%	0%

## BOARD OF DIRECTORS TITLE VI APPROVAL



## VICTOR VALLEY TRANSIT AUTHORITY

Representing the Communities of Adelanto, Apple Valley, Barstow, Hesperia,  
Victorville and San Bernardino County

### MINUTE EXCERPT

The following is an excerpt from the minutes of the Regular Meeting of the Board of Directors held on August 20, 2018:

**Item #7: Present VVTA's FY 2019-2021 Title VI Civil Rights Program.**  
Recommendation: Approve VVTA's FY 2019-2021 Title VI Civil Rights Program.  
Presented by: Kevin Kane, Executive Director.

**A MOTION WAS MADE BY** Vice-Chair Barb Stanton to approve the recommended action.  
Seconded by Alternate-Director Sandy Baca. The motion passed unanimously.

The foregoing Board meeting minutes will be presented for approval on the consent calendar at the Board's regularly scheduled meeting on September 17, 2018.

Attest: Debi Lorrach  
Debi Lorrach, Clerk of the Board

DATED: August 22, 2018

17150 Smoke Tree Street • Hesperia, CA 92345  
760.948.3262 • Fax 760.948.1380 • www.vvta.org

## Sub-Recipient Monitoring Program

VVTA does not pass through funding to any sub-recipient agency.

## LIMITED ENGLISH PROFICIENCY (LEP) PLAN

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### BACKGROUND SUMMARY

Victor Valley Transit Authority (VVTA) understands individuals who have a limited ability to read, write, speak, or understand English are limited English proficient, or “LEP.” VVTA recognizes that nationwide the number of persons reporting that they do not speak English at all, or do not speak English well, grew by 65 percent from 1990 to 2000. Among limited English speakers within the VVTA service area, which includes Adelanto, Apple Valley, Barstow, Hesperia, and Victorville, Spanish is the language most frequently spoken.

Furthermore, VVTA understands public transit is a key means of achieving mobility for many LEP persons. According to the 2000 Census, more than 11 percent of LEP persons within the United States aged 16 years and over reported use of public transit as their primary means of transportation to work, compared with about 4 percent of English speakers. Recent immigrants to the United States (including those persons who may not be limited English proficient) use public transportation at higher rates than native-born adults; however, transit use among recent arrivals decreases with length of residence in the United States. Many immigrants desire to switch from transit to automobile use because personal vehicles are a symbol of assimilation and cars can provide greater mobility or access to economic and social opportunities that are beyond a transit system’s service area. Recent immigrants might elect to continue using transit for at least a portion of their trips if their experience with public transportation is positive. As VVTA seeks to increase “choice riders,” it may be easier to retain riders who have past, positive impressions of the system than to attract those persons who have never or rarely used transit.

VVTA hopes its efforts may attract riders who would otherwise be excluded from participating in the service because of language barriers and, ideally, will engender riders to continue using the system after they are proficient in English and/or have more transportation options. VVTA’s community outreach will be designed to identify appropriate language assistance measures that can assist the agency in identifying the transportation needs of LEP individuals and ensures that an agency’s transit routes, hours and days of service, and other service parameters are responsive to the needs of these populations.

The Victor Valley Transit Authority (VVTA) supports the goals of the DOT LEP Guidance to provide meaningful access to its services by LEP persons.

## FACTOR 1: APPLYING THE FOUR-FACTOR FRAMEWORK

### Number & Proportion of LEP Persons Served or Encountered in Eligible Service Population

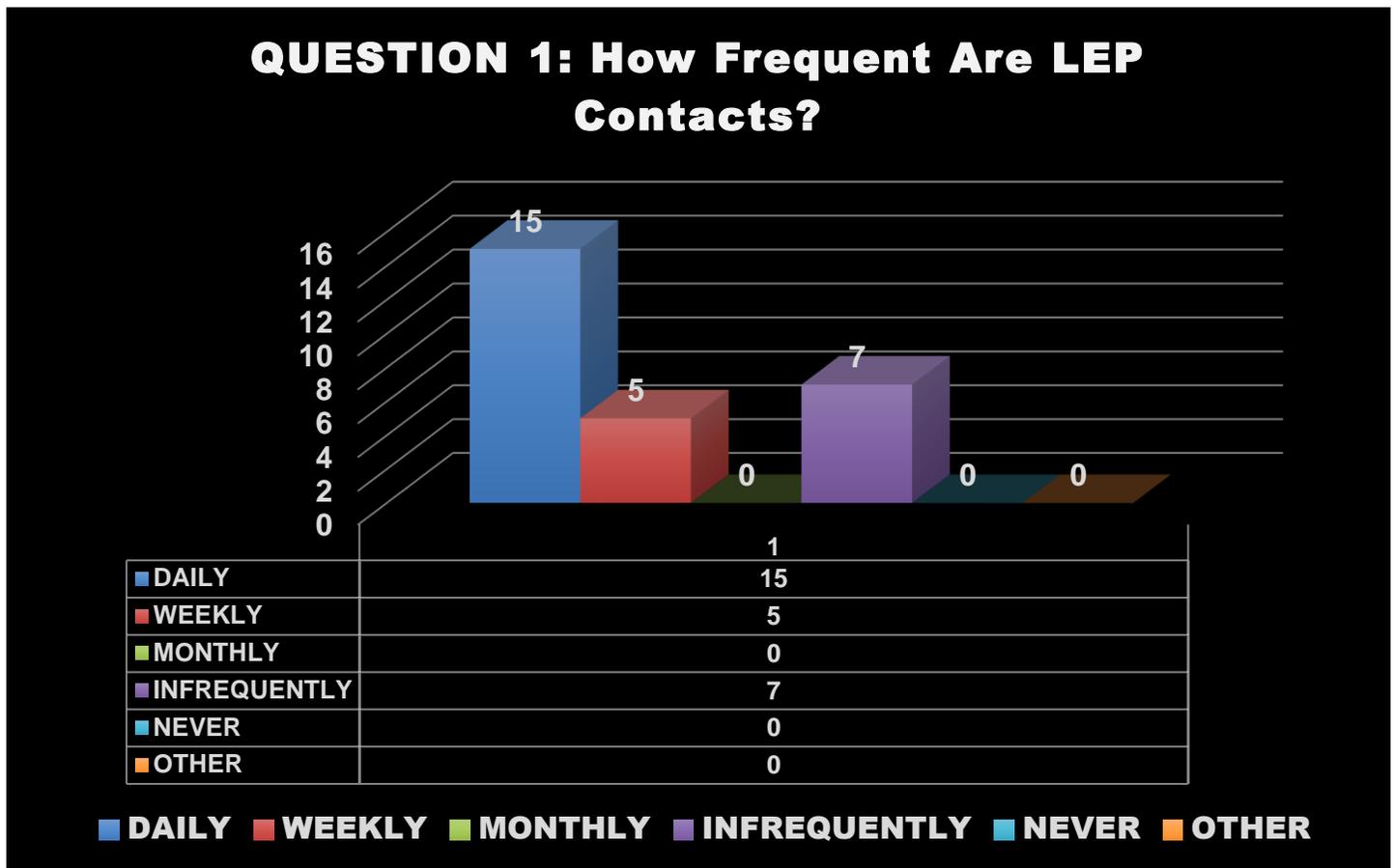
#### Task 1, Step 1: Examine prior experiences with LEP individuals

VVTA conducted an anecdotal staff survey that received 27 respondents. The survey questions were provided anonymously from respondents who included customer service representatives, drivers, and route supervisors. As a result, taking into context the 2012-2016 American Community Survey 5-Year Estimates for language of the VVTA service area, VVTA has concluded that contact with LEP individuals ranges between one and five percent.

As a result, VVTA has concluded that contact with actual LEP individuals is approximately 1% lower than for those who speak another language at home. So, while it appears there is a significant population of Spanish or Spanish Creole speakers, the numbers that are LEP is minute.

#### In this last year, how frequently did you come into contact with LEP persons?

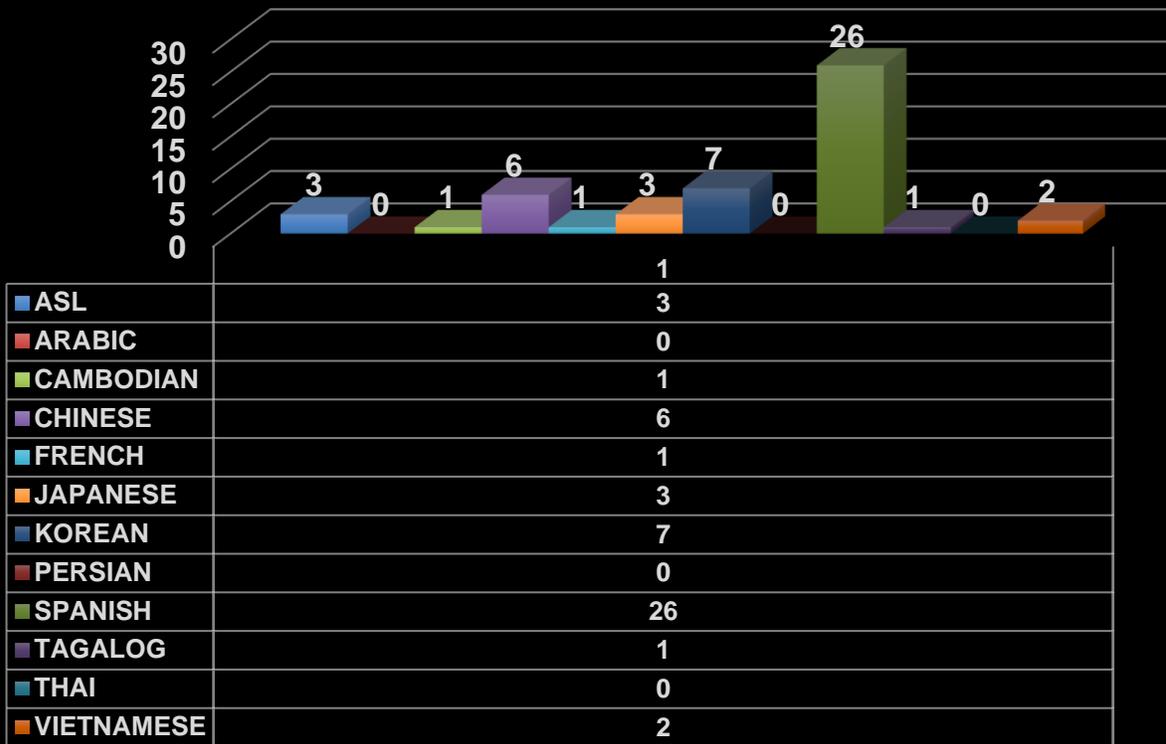
Of the respondents, 55 percent interacted with LEP persons daily, 27 percent interacted infrequently, and 18 percent interacted weekly.



## If you were able to identify it, what languages do the LEP individuals you come into contact with speak (check all that apply)?

Of those LEP person interactions, 96 percent were Spanish, 25 percent were Korean, and 22 percent were Chinese. Noted LEP person interactions also included American Sign Language, Vietnamese, hearing impaired, Cambodian, French, Tagalog, a West African language, and a person mumbled and stuttered incoherently.

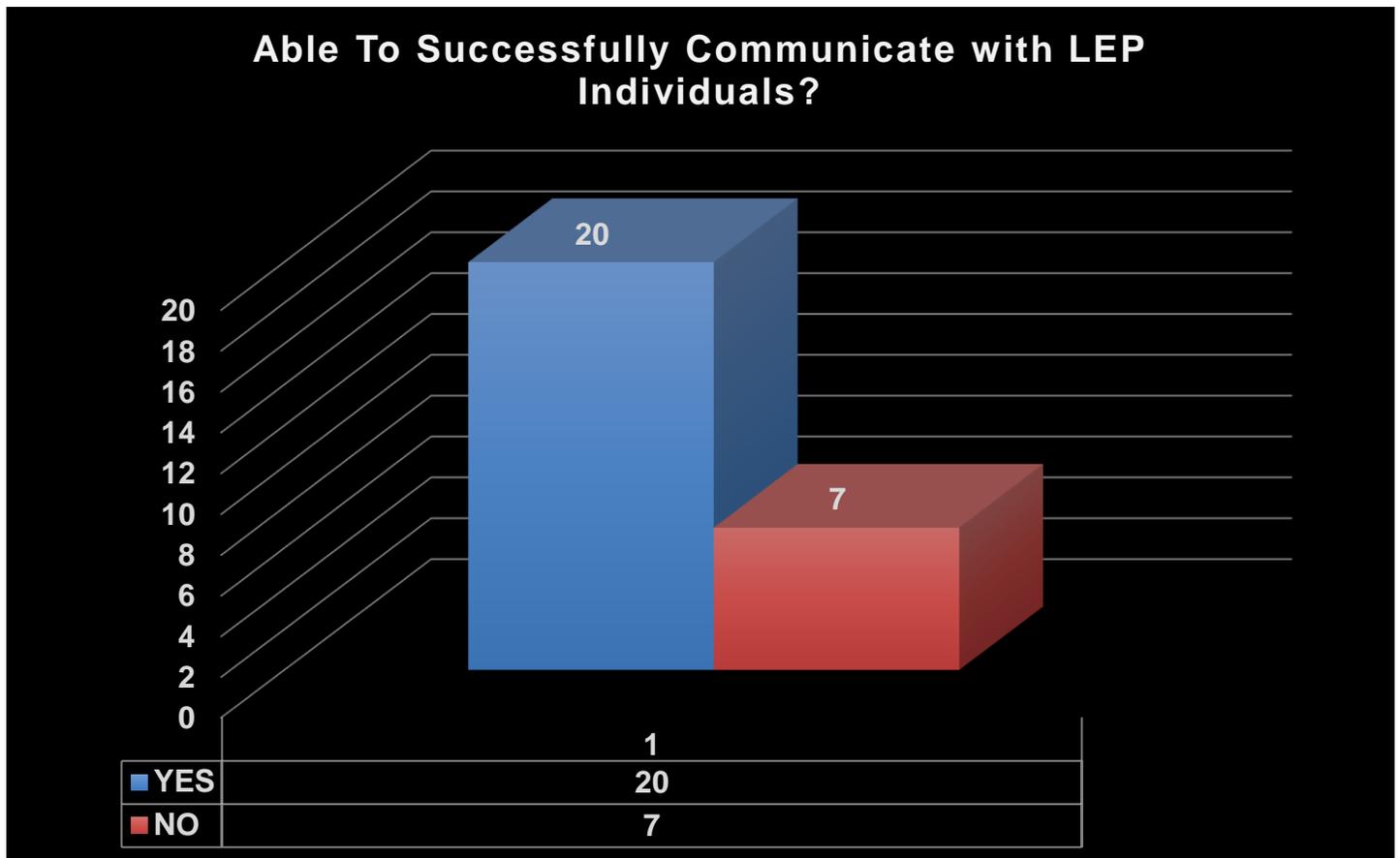
### QUESTION 2: Which Languages?



- ASL
- ARABIC
- CAMBODIAN
- CHINESE
- FRENCH
- JAPANESE
- KOREAN
- PERSIAN
- SPANISH
- TAGALOG
- THAI
- VIETNAMESE

## Were you able to successfully communicate with individuals who are limited English proficient? If YES, how were you able to communicate?

Of those LEP person interactions, staff members successfully communicated for 74 percent of the interactions. Success was attributed to being multilingual, familiarity with the language, referring the LEP person to a multilingual staff member or passenger, utilizing Google Translate, communicating slowly, and communicating via gestures.



## What kinds of information were these LEP individuals seeking? What kinds of questions did they most frequently ask? (Please provide any topics or frequently asked questions)

The types of information LEP individuals were sought included route and fare information, arrival and departure times, bus pass sales and information, which routes serve their destination or a specific location, the required connections for a trip, other services offered, ID questions, and ADA questions. Drivers were able to show passengers departure and destination mapping information via mobile phones. The locations commonly referenced were motels, shopping malls, colleges, social security offices, and welfare offices.

## Task 1, Step 2: Become familiar with data from The U.S. Census

VVTA accessed the US Bureau of Census to help identify LEP populations.

## Task 1, Step 2A: Identify geographic boundaries of area VVTA serves

For VVTA's service area, the cities of Adelanto, Barstow, Apple Valley, Hesperia, Victorville and the San Bernardino County areas of Lucerne Valley, Oak Hills, Phelan, Pinon Hills, Silver Lakes, and Wrightwood serve as appropriate boundaries.

## Task 1, Step 2B: Obtain Census data on the LEP population in VVTA service area

VVTA utilized U.S. Census Bureau 2012-2016 American Community Survey 5-Year Estimates. The combined population for these five regions is 312,480, of which 35,700 are LEP individuals, which account for 11.42% of the population.

JURISDICTION	POPULATION				
	TOTAL	LEP	LEP	SPANISH LEP	
		TOTAL	PERCENTAGE	TOTAL	PERCENTAGE
	<b>312,480</b>	<b>35,700</b>	<b>11.42%</b>	<b>30687</b>	<b>10.18</b>
ADELANTO	29,163	5,483	18.80%	5,180	17.76%
APPLE VALLEY	66,489	3,538	5.30%	2,613	3.93%
BARSTOW	20,754	1,651	8%	1,439	6.93%
HESPERIA	85,566	10,068	11.80%	8,937	10.44%
VICTORVILLE	110,508	14,960	13.50%	12,518	11.33%

## ADELANTO, CA

Subject	Total		Percent		Adelanto city, California											
	Estimate	Margin of Error	Estimate	Margin of Error	Speak English only or speak English "very well"				Percent speak English only or speak English "very well"				Speak English less than "very well"		Percent speak English less than "very well"	
					Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population 5 years and over	29,163	+/-412	(X)	(X)	23,680	+/-814	81.2%	+/-2.4	5,483	+/-684	18.8%	+/-2.4	(X)	(X)	(X)	(X)
Speak only English	15,125	+/-1,063	51.9%	+/-3.5	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	14,038	+/-1,000	48.1%	+/-3.5	8,555	+/-755	60.9%	+/-3.7	5,483	+/-684	39.1%	+/-3.7	(X)	(X)	(X)	(X)
<b>SPEAK A LANGUAGE OTHER THAN ENGLISH</b>																
Spanish	13,139	+/-986	45.1%	+/-3.4	7,959	+/-717	60.8%	+/-3.8	5,180	+/-684	39.4%	+/-3.8	(X)	(X)	(X)	(X)
5 to 17 years old	3,498	+/-534	12.0%	+/-1.8	2,867	+/-515	82.2%	+/-5.7	621	+/-202	17.8%	+/-5.7	(X)	(X)	(X)	(X)
18 to 64 years old	8,836	+/-710	30.3%	+/-2.5	4,895	+/-463	55.4%	+/-4.4	3,941	+/-574	44.6%	+/-4.4	(X)	(X)	(X)	(X)
65 years old and over	815	+/-209	2.8%	+/-0.7	197	+/-95	24.2%	+/-10.4	618	+/-188	75.8%	+/-10.4	(X)	(X)	(X)	(X)
Other Indo-European languages	169	+/-168	0.6%	+/-0.6	148	+/-139	87.6%	+/-13.4	21	+/-35	12.4%	+/-13.4	(X)	(X)	(X)	(X)
5 to 17 years old	16	+/-28	0.1%	+/-0.1	16	+/-28	100.0%	+/-74.1	0	+/-25	0.0%	+/-74.1	(X)	(X)	(X)	(X)
18 to 64 years old	78	+/-71	0.3%	+/-0.2	78	+/-71	100.0%	+/-32.7	0	+/-25	0.0%	+/-32.7	(X)	(X)	(X)	(X)
65 years old and over	75	+/-88	0.3%	+/-0.3	54	+/-66	72.0%	+/-35.0	21	+/-35	28.0%	+/-35.0	(X)	(X)	(X)	(X)
Asian and Pacific Island languages	554	+/-130	1.9%	+/-0.4	339	+/-79	61.2%	+/-14.4	215	+/-112	38.8%	+/-14.4	(X)	(X)	(X)	(X)
5 to 17 years old	117	+/-99	0.4%	+/-0.3	98	+/-96	83.8%	+/-27.1	19	+/-29	16.2%	+/-27.1	(X)	(X)	(X)	(X)
18 to 64 years old	370	+/-120	1.3%	+/-0.4	222	+/-80	60.0%	+/-14.0	148	+/-75	40.0%	+/-14.0	(X)	(X)	(X)	(X)
65 years old and over	67	+/-46	0.2%	+/-0.2	19	+/-31	28.4%	+/-44.5	48	+/-45	71.6%	+/-44.5	(X)	(X)	(X)	(X)
Other languages	176	+/-146	0.6%	+/-0.5	109	+/-111	61.9%	+/-26.2	67	+/-61	38.1%	+/-26.2	(X)	(X)	(X)	(X)
5 to 17 years old	0	+/-25	0.0%	+/-0.1	0	+/-25	-	+/-25	**	+/-25	-	+/-25	(X)	(X)	(X)	(X)
18 to 64 years old	109	+/-83	0.4%	+/-0.3	80	+/-72	73.4%	+/-31.6	29	+/-37	26.6%	+/-31.6	(X)	(X)	(X)	(X)
65 years old and over	67	+/-71	0.2%	+/-0.2	29	+/-50	43.3%	+/-53.5	38	+/-46	56.7%	+/-53.5	(X)	(X)	(X)	(X)
<b>CITIZENS 18 YEARS AND OVER</b>																
All citizens 18 years old and over	16,322	+/-990	(X)	(X)	14,486	+/-964	88.8%	+/-2.1	1,836	+/-354	11.2%	+/-2.1	(X)	(X)	(X)	(X)
Speak only English	9,864	+/-791	60.4%	+/-3.5	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	6,458	+/-726	39.6%	+/-3.5	4,622	+/-574	71.6%	+/-4.3	1,836	+/-354	28.4%	+/-4.3	(X)	(X)	(X)	(X)
Spanish	5,883	+/-698	36.0%	+/-3.5	4,219	+/-547	71.7%	+/-4.6	1,664	+/-346	28.3%	+/-4.6	(X)	(X)	(X)	(X)
Other languages	575	+/-232	3.5%	+/-1.4	403	+/-174	70.1%	+/-9.3	172	+/-85	29.9%	+/-9.3	(X)	(X)	(X)	(X)

## APPLE VALLEY, CA

Subject	Total		Percent		Apple Valley town, California											
	Estimate	Margin of Error	Estimate	Margin of Error	Speak English only or speak English "very well"				Percent speak English only or speak English "very well"				Speak English less than "very well"		Percent speak English less than "very well"	
					Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error		
Population 5 years and over	66,489	+/-595	(X)	(X)	62,951	+/-889	94.7%	+/-0.9	3,538	+/-613	5.3%	+/-0.9	(X)	(X)	(X)	(X)
Speak only English	54,497	+/-1,302	82.0%	+/-1.6	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	11,992	+/-1,061	18.0%	+/-1.6	8,454	+/-893	70.5%	+/-4.3	3,538	+/-613	29.5%	+/-4.3	(X)	(X)	(X)	(X)
<b>SPEAK A LANGUAGE OTHER THAN ENGLISH</b>																
Spanish	9,631	+/-1,087	14.5%	+/-1.6	7,018	+/-929	72.9%	+/-5.0	2,613	+/-561	27.1%	+/-5.0	(X)	(X)	(X)	(X)
5 to 17 years old	2,199	+/-475	3.3%	+/-0.7	1,927	+/-474	87.5%	+/-7.2	272	+/-154	12.4%	+/-7.2	(X)	(X)	(X)	(X)
18 to 64 years old	6,182	+/-782	9.3%	+/-1.2	4,287	+/-585	69.3%	+/-5.3	1,895	+/-438	30.7%	+/-5.3	(X)	(X)	(X)	(X)
65 years old and over	1,250	+/-302	1.9%	+/-0.5	804	+/-248	64.3%	+/-12.7	446	+/-194	35.7%	+/-12.7	(X)	(X)	(X)	(X)
Other Indo-European languages	798	+/-271	1.2%	+/-0.4	620	+/-210	77.7%	+/-9.1	178	+/-104	22.3%	+/-9.1	(X)	(X)	(X)	(X)
5 to 17 years old	37	+/-34	0.1%	+/-0.1	37	+/-34	100.0%	+/-48.8	0	+/-24	0.0%	+/-48.8	(X)	(X)	(X)	(X)
18 to 64 years old	441	+/-193	0.7%	+/-0.3	353	+/-167	80.0%	+/-13.3	88	+/-68	20.0%	+/-13.3	(X)	(X)	(X)	(X)
65 years old and over	320	+/-128	0.5%	+/-0.2	230	+/-94	71.9%	+/-16.3	90	+/-89	28.1%	+/-16.3	(X)	(X)	(X)	(X)
Asian and Pacific Island languages	1,278	+/-335	1.9%	+/-0.5	658	+/-212	51.5%	+/-13.9	620	+/-267	48.5%	+/-13.9	(X)	(X)	(X)	(X)
5 to 17 years old	62	+/-47	0.1%	+/-0.1	62	+/-47	100.0%	+/-37.6	0	+/-28	0.0%	+/-37.6	(X)	(X)	(X)	(X)
18 to 64 years old	825	+/-255	1.2%	+/-0.4	391	+/-170	46.2%	+/-20.0	444	+/-236	53.8%	+/-20.0	(X)	(X)	(X)	(X)
65 years old and over	391	+/-174	0.6%	+/-0.3	215	+/-121	55.0%	+/-22.2	176	+/-121	45.0%	+/-22.2	(X)	(X)	(X)	(X)
Other languages	285	+/-183	0.4%	+/-0.3	158	+/-124	55.4%	+/-22.3	127	+/-98	44.6%	+/-22.3	(X)	(X)	(X)	(X)
5 to 17 years old	19	+/-32	0.0%	+/-0.1	19	+/-32	100.0%	+/-68.0	0	+/-28	0.0%	+/-68.0	(X)	(X)	(X)	(X)
18 to 64 years old	242	+/-142	0.4%	+/-0.2	115	+/-81	47.5%	+/-23.7	127	+/-98	52.5%	+/-23.7	(X)	(X)	(X)	(X)
65 years old and over	24	+/-38	0.0%	+/-0.1	24	+/-38	100.0%	+/-60.5	0	+/-28	0.0%	+/-60.5	(X)	(X)	(X)	(X)
<b>CITIZENS 18 YEARS AND OVER</b>																
All citizens 18 years old and over	50,362	+/-970	(X)	(X)	48,604	+/-1,037	96.5%	+/-0.7	1,758	+/-327	3.5%	+/-0.7	(X)	(X)	(X)	(X)
Speak only English	42,779	+/-1,155	84.9%	+/-1.5	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	7,583	+/-737	15.1%	+/-1.5	5,825	+/-639	76.8%	+/-3.7	1,758	+/-327	23.2%	+/-3.7	(X)	(X)	(X)	(X)
Spanish	5,947	+/-721	11.6%	+/-1.4	4,711	+/-637	80.6%	+/-4.5	1,136	+/-299	19.4%	+/-4.5	(X)	(X)	(X)	(X)
Other languages	1,736	+/-307	3.4%	+/-0.6	1,114	+/-261	64.2%	+/-10.3	622	+/-211	35.8%	+/-10.3	(X)	(X)	(X)	(X)

## BARSTOW, CA

Subject	Total		Percent		Barstow city, California											
	Estimate	Margin of Error	Estimate	Margin of Error	Speak English only or speak English "very well"				Percent speak English only or speak English "very well"				Speak English less than "very well"		Percent speak English less than "very well"	
					Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error		
Population 5 years and over	20,754	+/-410	(X)	(X)	19,103	+/-577	92.0%	+/-2.2	1,651	+/-469	8.0%	+/-2.2	(X)	(X)	(X)	(X)
Speak only English	15,205	+/-1,010	73.3%	+/-4.6	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	5,549	+/-960	26.7%	+/-4.6	3,898	+/-738	70.2%	+/-6.3	1,651	+/-469	29.8%	+/-6.3	(X)	(X)	(X)	(X)
<b>SPEAK A LANGUAGE OTHER THAN ENGLISH</b>																
Spanish	4,735	+/-950	22.8%	+/-4.6	3,296	+/-739	69.6%	+/-7.4	1,439	+/-459	30.4%	+/-7.4	(X)	(X)	(X)	(X)
5 to 17 years old	1,345	+/-539	6.5%	+/-2.6	1,152	+/-478	85.7%	+/-7.6	193	+/-126	14.3%	+/-7.6	(X)	(X)	(X)	(X)
18 to 64 years old	2,954	+/-562	14.2%	+/-2.7	1,879	+/-447	63.6%	+/-5.9	1,075	+/-371	36.4%	+/-5.9	(X)	(X)	(X)	(X)
65 years old and over	436	+/-128	2.1%	+/-0.6	265	+/-102	60.8%	+/-17.8	171	+/-98	39.2%	+/-17.8	(X)	(X)	(X)	(X)
Other Indo-European languages	145	+/-83	0.7%	+/-0.4	117	+/-71	80.7%	+/-26.6	28	+/-47	19.3%	+/-26.6	(X)	(X)	(X)	(X)
5 to 17 years old	8	+/-12	0.0%	+/-0.1	0	+/-22	0.0%	+/-100.0	8	+/-12	100.0%	+/-100.0	(X)	(X)	(X)	(X)
18 to 64 years old	118	+/-67	0.6%	+/-0.3	98	+/-59	83.1%	+/-27.0	20	+/-35	16.9%	+/-27.0	(X)	(X)	(X)	(X)
65 years old and over	19	+/-26	0.1%	+/-0.1	19	+/-26	100.0%	+/-68.0	0	+/-22	0.0%	+/-68.0	(X)	(X)	(X)	(X)
Asian and Pacific Island languages	466	+/-147	2.2%	+/-0.7	335	+/-127	71.9%	+/-13.8	131	+/-73	28.1%	+/-13.8	(X)	(X)	(X)	(X)
5 to 17 years old	117	+/-74	0.6%	+/-0.4	97	+/-68	82.9%	+/-26.0	20	+/-32	17.1%	+/-26.0	(X)	(X)	(X)	(X)
18 to 64 years old	323	+/-97	1.6%	+/-0.5	229	+/-78	70.9%	+/-13.8	94	+/-55	29.1%	+/-13.8	(X)	(X)	(X)	(X)
65 years old and over	28	+/-21	0.1%	+/-0.1	9	+/-15	34.6%	+/-45.9	17	+/-16	65.4%	+/-45.9	(X)	(X)	(X)	(X)
Other languages	203	+/-150	1.0%	+/-0.7	150	+/-107	73.9%	+/-9.6	53	+/-49	26.1%	+/-9.6	(X)	(X)	(X)	(X)
5 to 17 years old	28	+/-45	0.1%	+/-0.2	28	+/-45	100.0%	+/-56.0	0	+/-22	0.0%	+/-56.0	(X)	(X)	(X)	(X)
18 to 64 years old	137	+/-116	0.7%	+/-0.6	96	+/-77	70.1%	+/-18.8	41	+/-48	29.9%	+/-18.8	(X)	(X)	(X)	(X)
65 years old and over	38	+/-30	0.2%	+/-0.1	26	+/-25	68.4%	+/-29.5	12	+/-14	31.6%	+/-29.5	(X)	(X)	(X)	(X)
<b>CITIZENS 18 YEARS AND OVER</b>																
All citizens 18 years old and over	14,206	+/-581	(X)	(X)	13,424	+/-666	94.5%	+/-2.5	782	+/-354	5.5%	+/-2.5	(X)	(X)	(X)	(X)
Speak only English	11,257	+/-716	79.													

## HESPERIA, CA

Subject	Total		Percent		Hesperia city, California									
	Estimate	Margin of Error	Estimate	Margin of Error	Speak English only or speak English "very well"				Percent of specified language speakers					
					Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error		
Population 5 years and over	85,566	+/-700	(X)	(X)	75,498	+/-1,090	88.2%	(X)	+/-1.0	10,068	+/-857	11.8%	(X)	+/-1.0
Speak only English	57,724	+/-1,723	67.5%	+/-1.9	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	27,842	+/-1,664	32.5%	+/-1.9	17,774	+/-1,333	63.8%	+/-2.5	10,068	+/-857	36.2%	+/-2.5	(X)	
<b>SPEAK A LANGUAGE OTHER THAN ENGLISH</b>														
Spanish	25,785	+/-1,624	30.1%	+/-1.9	16,828	+/-1,342	65.3%	+/-2.3	8,937	+/-694	34.7%	+/-2.3	(X)	
5 to 17 years old	5,238	+/-688	8.1%	+/-1.0	4,851	+/-658	69.3%	+/-3.2	587	+/-164	11.2%	+/-3.2	(X)	
18 to 64 years old	18,073	+/-1,205	21.1%	+/-1.4	11,367	+/-1,029	62.9%	+/-2.9	6,706	+/-601	37.1%	+/-2.9	(X)	
65 years old and over	2,454	+/-371	2.9%	+/-0.4	810	+/-200	33.0%	+/-7.7	1,644	+/-344	67.0%	+/-7.7	(X)	
Other Indo-European languages	783	+/-389	0.9%	+/-0.5	531	+/-309	67.8%	+/-2.5	252	+/-208	32.2%	+/-2.5	(X)	
5 to 17 years old	166	+/-132	0.2%	+/-0.2	127	+/-126	76.5%	+/-32.8	39	+/-50	23.5%	+/-32.8	(X)	
18 to 64 years old	575	+/-285	0.7%	+/-0.3	376	+/-214	65.4%	+/-26.4	199	+/-194	34.6%	+/-26.4	(X)	
65 years old and over	42	+/-34	0.0%	+/-0.1	28	+/-22	66.7%	+/-28.1	14	+/-19	33.3%	+/-28.1	(X)	
Asian and Pacific Island languages	840	+/-313	1.0%	+/-0.4	272	+/-183	32.4%	+/-16.7	568	+/-236	67.6%	+/-16.7	(X)	
5 to 17 years old	29	+/-30	0.0%	+/-0.1	21	+/-27	72.4%	+/-42.6	8	+/-12	27.6%	+/-42.6	(X)	
18 to 64 years old	682	+/-275	0.8%	+/-0.3	209	+/-144	30.6%	+/-16.9	473	+/-219	69.4%	+/-16.9	(X)	
65 years old and over	129	+/-72	0.2%	+/-0.1	42	+/-48	32.6%	+/-28.7	87	+/-51	67.4%	+/-28.7	(X)	
Other languages	454	+/-387	0.5%	+/-0.5	143	+/-112	31.5%	+/-15.5	311	+/-288	68.5%	+/-15.5	(X)	
5 to 17 years old	47	+/-85	0.1%	+/-0.1	6	+/-10	12.8%	+/-38.7	41	+/-64	87.2%	+/-38.7	(X)	
18 to 64 years old	388	+/-375	0.5%	+/-0.4	125	+/-110	32.2%	+/-15.0	263	+/-274	67.8%	+/-15.0	(X)	
65 years old and over	19	+/-23	0.0%	+/-0.1	12	+/-20	63.2%	+/-57.7	7	+/-11	36.8%	+/-57.7	(X)	
<b>CITIZENS 18 YEARS AND OVER</b>														
All citizens 18 years old and over	57,556	+/-1,180	(X)	(X)	52,844	+/-1,198	91.8%	+/-1.1	4,712	+/-665	8.2%	+/-1.1	(X)	
Speak only English	41,755	+/-1,389	72.5%	+/-2.0	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	
Speak a language other than English	15,801	+/-1,206	27.5%	+/-2.0	11,089	+/-985	70.2%	+/-3.4	4,712	+/-665	29.8%	+/-3.4	(X)	
Spanish	14,371	+/-1,135	25.0%	+/-1.9	10,507	+/-970	73.1%	+/-3.0	3,864	+/-500	26.9%	+/-3.0	(X)	
Other languages	1,430	+/-518	2.5%	+/-0.9	582	+/-239	40.7%	+/-14.1	848	+/-409	59.3%	+/-14.1	(X)	

## LUCERNE VALLEY, CA

Subject	Total		Percent		Lucerne Valley CDP, California									
	Estimate	Margin of Error	Estimate	Margin of Error	Speak English only or speak English "very well"				Percent of specified language speakers					
					Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error		
Population 5 years and over	5,141	+/-611	(X)	(X)	4,979	+/-606	96.8%	+/-2.2	162	+/-111	3.2%	+/-2.2	(X)	
Speak only English	4,519	+/-627	87.9%	+/-5.5	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	
Speak a language other than English	622	+/-284	12.1%	+/-5.5	460	+/-262	74.0%	+/-17.9	162	+/-111	26.0%	+/-17.9	(X)	
<b>SPEAK A LANGUAGE OTHER THAN ENGLISH</b>														
Spanish	557	+/-276	10.8%	+/-5.2	415	+/-255	74.5%	+/-19.0	142	+/-105	25.5%	+/-19.0	(X)	
5 to 17 years old	194	+/-135	3.8%	+/-2.6	158	+/-132	80.9%	+/-21.4	26	+/-31	14.1%	+/-21.4	(X)	
18 to 64 years old	354	+/-150	6.9%	+/-2.9	246	+/-136	69.5%	+/-19.7	108	+/-78	30.5%	+/-19.7	(X)	
65 years old and over	19	+/-23	0.4%	+/-0.4	11	+/-20	57.9%	+/-57.9	8	+/-12	42.1%	+/-57.9	(X)	
Other Indo-European languages	44	+/-54	0.9%	+/-1.1	44	+/-54	100.0%	+/-44.7	0	+/-17	0.0%	+/-44.7	(X)	
5 to 17 years old	0	+/-17	0.0%	+/-0.6	0	+/-17	-	+/-100.0	0	+/-17	-	+/-100.0	(X)	
18 to 64 years old	44	+/-54	0.9%	+/-1.1	44	+/-54	100.0%	+/-44.7	0	+/-17	0.0%	+/-44.7	(X)	
65 years old and over	0	+/-17	0.0%	+/-0.6	0	+/-17	-	+/-100.0	0	+/-17	-	+/-100.0	(X)	
Asian and Pacific Island languages	1	+/-2	0.0%	+/-0.1	1	+/-2	100.0%	+/-100.0	0	+/-17	0.0%	+/-100.0	(X)	
5 to 17 years old	0	+/-17	0.0%	+/-0.6	0	+/-17	-	+/-100.0	0	+/-17	-	+/-100.0	(X)	
18 to 64 years old	1	+/-2	0.0%	+/-0.1	1	+/-2	100.0%	+/-100.0	0	+/-17	0.0%	+/-100.0	(X)	
65 years old and over	0	+/-17	0.0%	+/-0.6	0	+/-17	-	+/-100.0	0	+/-17	-	+/-100.0	(X)	
Other languages	20	+/-30	0.4%	+/-0.6	0	+/-17	0.0%	+/-66.3	20	+/-30	100.0%	+/-66.3	(X)	
5 to 17 years old	0	+/-17	0.0%	+/-0.6	0	+/-17	-	+/-100.0	0	+/-17	-	+/-100.0	(X)	
18 to 64 years old	10	+/-15	0.2%	+/-0.3	0	+/-17	0.0%	+/-93.8	10	+/-15	100.0%	+/-93.8	(X)	
65 years old and over	10	+/-15	0.2%	+/-0.3	0	+/-17	0.0%	+/-93.8	10	+/-15	100.0%	+/-93.8	(X)	
<b>CITIZENS 18 YEARS AND OVER</b>														
All citizens 18 years old and over	4,143	+/-504	(X)	(X)	4,073	+/-508	98.3%	+/-1.3	70	+/-54	1.7%	+/-1.3	(X)	
Speak only English	3,798	+/-495	91.7%	+/-3.5	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	
Speak a language other than English	345	+/-148	8.3%	+/-3.5	275	+/-146	79.7%	+/-16.9	70	+/-54	20.3%	+/-16.9	(X)	
Spanish	280	+/-132	6.8%	+/-3.1	230	+/-133	82.1%	+/-17.1	50	+/-43	17.9%	+/-17.1	(X)	
Other languages	65	+/-58	1.6%	+/-1.4	45	+/-53	69.2%	+/-47.5	20	+/-30	30.8%	+/-47.5	(X)	

## VICTORVILLE, CA

Subject	Total		Percent		Victorville city, California									
	Estimate	Margin of Error	Estimate	Margin of Error	Speak English only or speak English "very well"				Percent of specified language speakers					
					Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error		
Population 5 years and over	110,508	+/-1,103	(X)	(X)	95,548	+/-1,521	86.5%	+/-1.2	14,960	+/-1,353	13.5%	+/-1.2	(X)	
Speak only English	72,433	+/-2,562	65.5%	+/-2.4	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	
Speak a language other than English	38,075	+/-2,713	34.5%	+/-2.4	23,115	+/-1,861	60.7%	+/-2.2	14,960	+/-1,353	39.3%	+/-2.2	(X)	
<b>SPEAK A LANGUAGE OTHER THAN ENGLISH</b>														
Spanish	32,883	+/-2,571	29.6%	+/-2.3	20,165	+/-1,808	61.7%	+/-2.1	12,518	+/-1,139	38.3%	+/-2.1	(X)	
5 to 17 years old	7,577	+/-1,157	8.9%	+/-1.0	8,092	+/-902	80.4%	+/-6.0	1,485	+/-557	19.6%	+/-6.0	(X)	
18 to 64 years old	22,008	+/-1,702	19.9%	+/-1.5	13,067	+/-1,272	59.4%	+/-2.9	8,941	+/-873	40.6%	+/-2.9	(X)	
65 years old and over	3,098	+/-387	2.8%	+/-0.4	1,006	+/-242	32.5%	+/-6.3	2,092	+/-311	67.5%	+/-6.3	(X)	
Other Indo-European languages	1,292	+/-517	1.2%	+/-0.5	1,007	+/-415	77.9%	+/-10.0	285	+/-177	22.1%	+/-10.0	(X)	
5 to 17 years old	157	+/-129	0.1%	+/-0.1	157	+/-129	100.0%	+/-18.6	0	+/-28	0.0%	+/-18.6	(X)	
18 to 64 years old	805	+/-367	0.7%	+/-0.3	604	+/-291	75.0%	+/-12.1	201	+/-135	25.0%	+/-12.1	(X)	
65 years old and over	330	+/-195	0.3%	+/-0.2	246	+/-168	74.5%	+/-19.8	84	+/-74	25.5%	+/-19.8	(X)	
Asian and Pacific Island languages	3,312	+/-533	3.0%	+/-0.5	1,585	+/-392	47.9%	+/-9.8	1,727	+/-445	52.1%	+/-9.8	(X)	
5 to 17 years old	313	+/-136	0.3%	+/-0.1	283	+/-128	90.4%	+/-10.5	30	+/-36	9.6%	+/-10.5	(X)	
18 to 64 years old	2,337	+/-429	2.1%	+/-0.4	1,063	+/-343	46.3%	+/-11.8	1,254	+/-344	53.7%	+/-11.8	(X)	
65 years old and over	862	+/-217	0.8%	+/-0.2	219	+/-82	33.1%	+/-12.4	443	+/-190	66.9%	+/-12.4	(X)	
Other languages	788	+/-262	0.7%	+/-0.2	358	+/-158	45.4%	+/-12.9	430	+/-175	54.6%	+/-12.9	(X)	
5 to 17 years old	63	+/-79	0.1%	+/-0.1	52	+/-86	82.5%	+/-52.5	11	+/-17	17.5%	+/-52.5	(X)	
18 to 64 years old	646	+/-241	0.6%	+/-0.2	295	+/-134	45.7%	+/-11.8	351	+/-162	54.3%	+/-11.8	(X)	
65 years old and over	79	+/-64	0.1%	+/-0.1	11	+/-16	13.9%	+/-22.8	68	+/-62	86.1%	+/-22.8	(X)	
<b>CITIZENS 18 YEARS AND OVER</b>														
All citizens 18 years old and over	72,064	+/-1,608	(X)	(X)	64,865	+/-1,869	90.0%	+/-1.3	7,199	+/-941	10.0%	+/-1.3	(X)	
Speak only English	50,449	+/-2,217	70.0%	+/-2.5	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	
Speak a language other than English	21,615	+/-1,777	30.0%	+/-2.5	14,416	+/-1,401	66.7%	+/-3.4	7,199	+/-941	33.3%	+/-3.4	(X)	
Spanish	17,899	+/-1,644	24.8%	+/-2.3	12,365	+/-1,288	69.1%	+/-3.3	5,534	+/-758	30.9%	+/-3.3	(X)	
Other languages	3,716	+/-535	5.2%	+/-0.7	2,051	+/-442	55.2%	+/-10.4	1,665	+/-493	44.8%	+/-10.4	(X)	

## Task 1, Step 2C: Analyze the data VVTA has collected

According to US Census data specific to the VVTA service area, the only language population group of those who speak English less than “very well” is the Spanish language population group, which comprises 10.80% of the total population. This data is consistent with U.S. Census data. VVTA adheres to the provisions established in Executive Order 13166, which require services to be provided for persons with Limited English Proficiency (LEP). VVTA is compliant with the “Safe Harbor” provision identified in the FTA C4702.1B Chapter III 9.c. for recipients regarding translation of written materials for LEP population. VVTA and its operations contractor, TransDev, employs multiple employees who can translate and interpret Spanish. Additionally, one employee is also fluent in Tagalog and Bicol. These individuals contribute to the translation of key documents, which includes pertinent service alerts, public notices, and media releases.

## Task 1, Step 2D: Identify any concentrations of LEP persons within VVTA service area

There is a concentration of LEP Hispanics in the area in Old Town Victorville, which is bordered by D Street on the north, Hesperia Road on the east, I-15 to the west and Forest Avenue to the South. The only other concentration is in the area of Main Street and 3rd street in Hesperia.

## Task 1, Step 3: Consult state and local sources of data

According to California Department of Education Data Reporting Office data recorded for the 2016-2017 school year, of all English Learner Students tabulated from the school districts, which includes Adelanto, Apple Valley, Barstow, Hesperia, and Victorville, the total LEP population accounted 11.42% of the population. Of the total LEP population, Spanish ELS students accounted for nearly 90% of ELS student population, as noted in the “Percentage of LEP Population” column. These figures are consistent with U.S. Census Bureau data as well as anecdotal data.

JURISDICTION	POPULATION					
	TOTAL	LEP	LEP	SPANISH LEP		
	POPULATION	TOTAL	PERCENTAGE OF POPULATION	TOTAL	PERCENTAGE OF LEP POPULATION	PERCENTAGE OF POPULATION
	<b>312,480</b>	<b>35,700</b>	<b>11.42%</b>	<b>30687</b>	<b>85.96%</b>	<b>10.18%</b>
ADELANTO	29,163	5,483	18.80%	5,180	94.47%	17.76%
APPLE VALLEY	66,489	3,538	5.30%	2,613	73.86%	3.93%
BARSTOW	20,754	1,651	8%	1,439	87.16%	6.93%
HESPERIA	85,566	10,068	11.80%	8,937	88.77%	10.44%
VICTORVILLE	110,508	14,960	13.50%	12,518	83.68%	11.33%

## ADELANTO, CA

### English Learner Students by Language by Grade

3667587 Adelanto Elementary

2016-17

Subgroup:All Students, Gender:All

Language Code	Language Name	Kindergarten	Grade 1	Grade 2	Grade 3	Grade 4	Grade 5	Grade 6	Grade 7	Grade 8	Grade 9	Grade 10	Grade 11	Grade 12	Ungraded	Total	Percent of Total
01	Spanish	195	187	187	178	192	138	147	151	71	36	46	46	27	4	1,605	96.57%
30	Samoan	0	2	0	1	1	1	0	2	2	0	0	0	0	0	9	0.54%
05	Filipino (Pilipino or Tagalog)	0	1	1	0	1	3	0	1	1	0	0	0	0	0	8	0.48%
28	Punjabi	0	2	3	0	1	0	0	0	0	0	1	0	0	0	7	0.42%
11	Arabic	0	0	2	0	1	1	0	0	0	0	0	1	0	0	5	0.30%
34	Tongan	0	0	0	0	1	1	1	0	1	0	0	0	0	0	4	0.24%
02	Vietnamese	0	0	0	2	1	0	1	0	0	0	0	0	0	0	4	0.24%
16	Farsi (Persian)	0	1	0	1	1	0	0	0	0	0	0	0	0	0	3	0.18%
09	Khmer (Cambodian)	0	0	1	1	1	0	0	0	0	0	0	0	0	0	3	0.18%
04	Korean	0	0	1	0	0	0	0	1	1	0	0	0	0	0	3	0.18%
99	Other non-English languages	0	0	1	0	1	0	1	0	0	0	0	0	0	0	3	0.18%
40	Pashto	0	0	0	1	0	1	0	0	0	0	0	0	0	0	2	0.12%
06	Portuguese	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0.06%
10	Lao	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.06%
12	Armenian	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0.06%
26	Indonesian	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0.06%
45	Rumanian	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.06%
29	Russian	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0.06%

## APPLE VALLEY, CA

### English Learner Students by Language by Grade

3675077 Apple Valley Unified

2016-17

Subgroup:All Students, Gender:All

Language Code	Language Name	Kindergarten	Grade 1	Grade 2	Grade 3	Grade 4	Grade 5	Grade 6	Grade 7	Grade 8	Grade 9	Grade 10	Grade 11	Grade 12	Ungraded	Total	Percent of Total
01	Spanish	122	125	109	135	130	127	95	108	81	75	56	51	52	0	1,266	89.60%
11	Arabic	8	3	4	14	11	0	2	5	2	4	3	3	0	0	59	4.18%
05	Filipino (Pilipino or Tagalog)	3	0	2	0	4	0	0	0	2	0	1	2	1	0	15	1.06%
09	Khmer (Cambodian)	3	1	0	0	1	3	0	0	0	0	0	0	0	0	8	0.57%
04	Korean	2	0	1	1	0	0	1	2	0	0	0	0	0	0	7	0.50%
02	Vietnamese	0	1	0	1	2	1	0	1	1	0	0	0	0	0	7	0.50%
07	Mandarin (Putonghua)	1	1	0	0	0	1	1	0	1	0	0	0	0	0	5	0.35%
99	Other non-English languages	0	0	1	0	0	0	0	0	2	0	0	0	1	0	4	0.28%
28	Punjabi	1	1	1	0	0	0	1	0	0	0	0	0	0	0	4	0.28%
30	Samoan	0	0	0	0	0	1	0	0	0	1	0	1	0	0	3	0.21%
06	Portuguese	1	0	0	0	2	0	0	0	0	0	0	0	0	0	3	0.21%
10	Lao	0	0	0	1	1	1	0	0	0	0	0	0	0	0	3	0.21%
43	Gujarati	0	0	0	0	0	0	0	0	0	0	1	0	2	0	3	0.21%
22	Hindi	1	0	0	0	1	0	1	0	0	0	0	0	0	0	3	0.21%
03	Cantonese	0	0	0	0	0	0	1	0	1	0	0	0	1	0	3	0.21%
35	Urdu	1	0	0	0	1	0	0	1	0	0	0	0	0	0	3	0.21%
62	Telugu	1	1	0	0	0	0	0	0	0	0	1	0	0	0	3	0.21%
56	Albanian	0	0	1	0	1	0	0	0	0	0	0	0	0	0	2	0.14%
08	Japanese	1	1	0	0	0	0	0	0	0	0	0	0	0	0	2	0.14%
29	Russian	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0.07%
12	Armenian	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0.07%
42	Assyrian	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0.07%
27	Italian	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0.07%
17	French	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0.07%
18	German	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0.07%
32	Thai	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0.07%
57	Tigrinya	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0.07%
33	Turkish	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0.07%
63	Tamil	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0.07%

# VICTOR VALLEY TRANSIT

## BARSTOW, CA

### English Learner Students by Language by Grade

3667611 Barstow Unified

2016-17

Subgroup:All Students, Gender:All

Language Code	Language Name	Kindergarten	Grade 1	Grade 2	Grade 3	Grade 4	Grade 5	Grade 6	Grade 7	Grade 8	Grade 9	Grade 10	Grade 11	Grade 12	Ungraded	Total	Percent of Total
01	Spanish	37	45	58	68	59	72	59	64	39	23	43	25	36	0	628	93.73%
11	Arabic	1	2	0	0	2	1	1	0	0	0	0	2	1	0	10	1.49%
30	Samoan	0	0	1	0	1	1	0	0	1	1	0	1	2	0	8	1.19%
05	Filipino (Pilipino or Tagalog)	0	0	0	2	0	1	1	1	0	0	1	0	0	0	6	0.90%
99	Other non-English languages	0	0	1	0	0	1	1	1	0	0	0	0	0	0	4	0.60%
43	Gujarati	0	0	1	0	0	0	1	1	0	0	0	0	0	0	3	0.45%
09	Khmer (Cambodian)	0	0	0	1	0	0	1	0	0	0	0	1	0	0	3	0.45%
61	Bengali	0	0	0	0	0	0	0	2	0	0	0	0	0	0	2	0.30%
62	Telugu	0	1	0	1	0	0	0	0	0	0	0	0	0	0	2	0.30%
32	Thai	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0.15%
18	German	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0.15%
07	Mandarin (Putonghua)	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.15%
29	Russian	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.15%

## HESPERIA, CA

### English Learner Students by Language by Grade

3675044 Hesperia Unified

2016-17

Subgroup:All Students, Gender:All

Language Code	Language Name	Kindergarten	Grade 1	Grade 2	Grade 3	Grade 4	Grade 5	Grade 6	Grade 7	Grade 8	Grade 9	Grade 10	Grade 11	Grade 12	Ungraded	Total	Percent of Total
01	Spanish	385	383	376	361	391	391	373	328	289	277	289	255	258	0	4,356	96.31%
28	Punjabi	3	2	3	6	4	4	1	2	0	0	1	1	2	0	29	0.64%
02	Vietnamese	1	3	4	6	2	4	0	4	0	2	1	1	0	0	28	0.62%
11	Arabic	0	2	2	1	1	5	0	2	0	3	2	2	2	0	22	0.49%
99	Other non-English languages	0	0	1	1	4	1	2	1	1	0	0	1	1	0	13	0.29%
05	Filipino (Pilipino or Tagalog)	1	1	1	1	0	1	2	1	0	0	0	1	1	0	10	0.22%
04	Korean	0	1	2	1	0	0	1	0	0	0	0	2	1	0	8	0.18%
30	Samoan	0	1	0	2	0	0	0	1	0	1	1	0	0	0	6	0.13%
60	Somali	0	0	1	1	0	1	0	0	0	0	1	1	0	0	5	0.11%
09	Khmer (Cambodian)	0	1	1	0	1	0	0	0	0	2	0	0	0	0	5	0.11%
06	Portuguese	0	0	0	0	0	1	0	1	0	0	0	2	0	0	4	0.09%
07	Mandarin (Putonghua)	0	0	0	0	0	0	0	0	0	1	2	0	1	0	4	0.09%
03	Cantonese	0	0	1	0	0	0	0	1	0	0	1	0	1	0	4	0.09%
29	Russian	1	1	0	0	1	0	0	1	0	0	0	0	0	0	4	0.09%
35	Urdu	2	0	0	0	0	1	0	0	0	0	0	0	0	0	3	0.07%
18	German	0	0	0	1	0	0	0	0	0	0	1	0	1	0	3	0.07%
10	Lao	0	0	0	1	0	1	0	0	0	1	0	0	0	0	3	0.07%
08	Japanese	0	0	0	1	0	0	0	0	0	0	0	0	1	0	2	0.04%
12	Armenian	0	0	0	0	1	0	0	0	0	0	0	0	1	0	2	0.04%
32	Thai	0	0	0	0	0	0	0	0	0	0	0	2	0	0	2	0.04%
34	Tongan	0	0	0	0	0	0	0	0	0	0	0	1	1	0	2	0.04%
38	Ukrainian	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0.02%
46	Taiwanese	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0.02%
45	Rumanian	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0.02%
72	Uzbek	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.02%
16	Farsi (Persian)	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0.02%
43	Gujarati	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0.02%
25	Ilocano	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0.02%
48	Marshallese	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0.02%

## VICTORVILLE, CA

### English Learner Students by Language by Grade

3667918 Victor Elementary

2016-17

Subgroup:All Students, Gender:All

Language Code	Language Name	Kindergarten	Grade 1	Grade 2	Grade 3	Grade 4	Grade 5	Grade 6	Grade 7	Grade 8	Grade 9	Grade 10	Grade 11	Grade 12	Ungraded	Total	Percent of Total
01	Spanish	337	279	301	281	313	285	281	0	0	0	0	0	0	0	2,077	91.42%
11	Arabic	15	11	12	11	11	3	10	0	0	0	0	0	0	0	73	3.21%
05	Filipino (Pilipino or Tagalog)	2	4	2	2	3	2	5	0	0	0	0	0	0	0	20	0.88%
09	Khmer (Cambodian)	0	3	2	1	5	0	0	0	0	0	0	0	0	0	11	0.48%
07	Mandarin (Putonghua)	2	4	0	2	1	1	0	0	0	0	0	0	0	0	10	0.44%
99	Other non-English languages	2	1	0	0	2	3	1	0	0	0	0	0	0	0	9	0.40%
28	Punjabi	2	2	1	1	1	0	1	0	0	0	0	0	0	0	8	0.35%
35	Urdu	2	1	1	1	1	1	1	0	0	0	0	0	0	0	8	0.35%
02	Vietnamese	2	0	0	1	2	1	1	0	0	0	0	0	0	0	7	0.31%
30	Samoan	3	1	1	0	0	0	1	0	0	0	0	0	0	0	6	0.26%
04	Korean	1	1	0	1	2	0	0	0	0	0	0	0	0	0	5	0.22%
22	Hindi	0	1	0	1	2	0	1	0	0	0	0	0	0	0	5	0.22%
16	Farsi (Persian)	1	1	0	0	1	1	1	0	0	0	0	0	0	0	5	0.22%
03	Cantonese	0	1	0	1	0	2	0	0	0	0	0	0	0	0	4	0.18%
12	Armenian	2	1	1	0	0	0	0	0	0	0	0	0	0	0	4	0.18%
34	Tongan	0	2	0	0	1	1	0	0	0	0	0	0	0	0	4	0.18%
61	Bengali	0	1	0	1	0	0	1	0	0	0	0	0	0	0	3	0.13%
17	French	0	0	1	0	0	1	1	0	0	0	0	0	0	0	3	0.13%
26	Indonesian	1	1	0	0	1	0	0	0	0	0	0	0	0	0	3	0.13%
29	Russian	0	1	0	0	0	1	0	0	0	0	0	0	0	0	2	0.09%
43	Gujarati	1	0	1	0	0	0	0	0	0	0	0	0	0	0	2	0.09%
25	Ilocano	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0.04%
40	Pashto	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.04%
32	Thai	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0.04%

### English Learner Students by Language by Grade

3667934 Victor Valley Union High

2016-17

Subgroup:All Students, Gender:All

Language Code	Language Name	Kindergarten	Grade 1	Grade 2	Grade 3	Grade 4	Grade 5	Grade 6	Grade 7	Grade 8	Grade 9	Grade 10	Grade 11	Grade 12	Ungraded	Total	Percent of Total
01	Spanish	0	0	0	0	0	0	0	178	169	286	231	178	133	0	1,175	93.63%
11	Arabic	0	0	0	0	0	0	0	5	5	3	6	5	4	0	28	2.23%
05	Filipino (Pilipino or Tagalog)	0	0	0	0	0	0	0	2	1	3	1	2	2	0	11	0.88%
07	Mandarin (Putonghua)	0	0	0	0	0	0	0	0	0	0	0	2	4	0	6	0.48%
99	Other non-English languages	0	0	0	0	0	0	0	2	0	1	1	1	1	0	6	0.48%
34	Tongan	0	0	0	0	0	0	0	1	1	0	0	2	0	0	4	0.32%
02	Vietnamese	0	0	0	0	0	0	0	0	0	1	1	1	0	0	3	0.24%
09	Khmer (Cambodian)	0	0	0	0	0	0	0	0	1	0	0	2	0	0	3	0.24%
03	Cantonese	0	0	0	0	0	0	0	1	0	0	0	2	0	0	3	0.24%
16	Farsi (Persian)	0	0	0	0	0	0	0	0	0	1	0	0	1	0	2	0.16%
32	Thai	0	0	0	0	0	0	0	0	0	0	1	1	0	0	2	0.16%
28	Punjabi	0	0	0	0	0	0	0	0	0	0	0	2	0	0	2	0.16%
29	Russian	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0.08%
30	Samoan	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0.08%
04	Korean	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0.08%
40	Pashto	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0.08%
12	Armenian	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0.08%
17	French	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0.08%
18	German	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0.08%
43	Gujarati	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0.08%
26	Indonesian	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0.08%
35	Urdu	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0.08%

## Task 1, Step 4: Reach out to community organizations that serve LEP persons

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### Task 1, Step 4A: Identify community organizations

VVTA has identified and continually monitors organizations that work directly with LEP individuals.

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### Task 1, Step 4B: Contact relevant community organizations

Through the active efforts of the VVTA Mobility Management program, VVTA maintains monthly contact with relevant community organizations that work directly with LEP populations within the VVTA service area. VVTA Mobility Management engages these organizations and directly engages these LEP populations through presentations and community forums, which are translated into Spanish.

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### Task 1, Step 4C: Obtain information

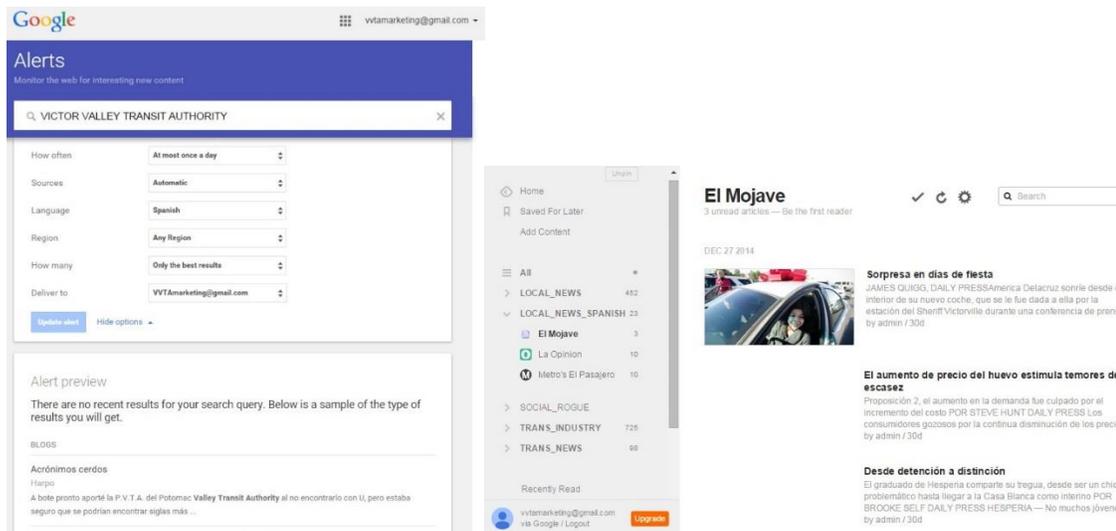
VVTA is an active partner with organizations that directly serve underrepresented minority communities that include LEP persons. These organizations, which includes schools and nonprofits, directly engage individuals from minority communities and proactively represents as well as advocates for them in transportation planning and decision making. Through the VVTA Mobility Management department and the development of its nonprofit transit brokerage program, VVTA is uniquely situated to understand, to ascertain, and adapt to the evolving needs of the underserved and LEP populations through these partnerships, which include: Victor Valley Community Services Council (minorities/seniors/disabled), St. Mary's Medical Center, Orenda Foundation (homeless/veterans/disabled), Foothill Aids Project (minorities/disabled). Other examples include:

- Foothill Aids Project
- High Desert Hispanic Chamber of Commerce Foundation
- Victor Valley Community Services Council
- Public and Specialized Transportation Advisory and Coordinating Council – VVTA voting member
- Social Service Technical Advisory Committee
- City of Victorville U Turn Program
- Adelanto Senior Center
- Apple Valley Senior Center
- High Desert Community Foundation
- St. Mary's Medical Center
- High Desert Employment Resource Center
- Community Health Action Network
- Church for the Whosoever
- Pinon Hills Senior Center
- Desert Communities United Way
- Victor Valley Community Services Council
- Victorville Senior Citizens Club
- ESP/CalWORKs – Victorville
- High Desert Meals on Wheels
- ESP/CalWORKs
- Department of Aging and Adult Services
- High Desert Center
- San Bernardino County Municipal Advisory Council (for all service areas)
- Public and Specialized Transportation Advisory and Coordination Council (PASTACC),
- High Desert Hispanic Chamber of Commerce,
- Interagency Council on Homelessness,
- Senior Centers (for all service areas)
- Homelessness Provider Network
- Veterans of Foreign War Posts
- San Bernardino Senior Affairs Commission
- San Bernardino County Department of Aging and Adult Services
- Family Preparedness Fairs
- Health Centers (for all service areas)
- Family Resource Centers
- Desert/Mountain Special Education Local Plan Area (SELPA)
- Victor Valley College
- San Bernardino County West Valley Homeless Partnership Network

## FACTOR 2: FREQUENCY LEP INDIVIDUALS ENGAGE VVTA PROGRAMS, ACTIVITIES, AND SERVICES

### Task 2, Step 1: Review the relevant programs, activities, and services VVTA provides

The VVTA website and VVTA schedules are both available in English and Spanish. VVTA also provides Car Cards on the buses, which are often translated to Spanish; recordings on the buses are often made in both languages, VVTA employs bi-lingual customer service and dispatchers so even if the bus operator cannot translate a translation is available. If a request is made for other languages VVTA will use the services of a commercial telephone translation service. If requested VVTA will do the same for all its public meetings. VVTA's website is also available in multiple languages with Google translate. VVTA attends the High Desert Hispanic Chamber of Commerce's monthly meeting as often as possible and meets with Victor Valley College and area high schools.



### Task 2, Step 2: Review information obtained from community organizations

VVTA actively monitors news, events, and social media platforms applicable to the Spanish population within its service area. Additionally, through working relationships with community partners, such as those referenced above, VVTA actively reviews community service organization publications and directly engages LEP populations through community forums throughout the year, where VVTA staff actively presents its services to and receives feedback from the Spanish population group, an example of which is are those Spanish-speaking forums regularly produced by Community Health Action Network, which VVTA takes part in.



## **FACTOR 3: THE IMPORTANCE OF LEP PERSONS TO YOUR PROGRAM, ACTIVITIES, AND SERVICES**

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### **Task 3, Step 1: Identify VVTA's most critical services**

VVTA understands its services are used for life-sustaining activities, such as transportation to and from work, non-emergency medical appointments, social service appointments, and grocery shopping, as well as life-enriching activities, which include school, recreation and social events and also as a connector service to other transportation services. VVTA provides "lifeline" service from Barstow, CA; into Victorville; and into the San Bernardino Valley providing the indigent and those in poor health transportation to Arrowhead Regional Medical Center; Kaiser Permanente Hospital; Loma Linda Medical Center; the Loma Linda Veterans Hospital, and various government and social services. There is a strong need for LEP populations to use these services, to expect good communication on how to make connections, and to respond to emergency situations. Additionally, VVTA improves the economic growth and enriches the life of its community through its service to students, which form over 28% of its ridership.

### **Task 3, Step 2: Review input from community organizations and LEP persons**

Through the VVTA Mobility Management Department and staff interactions with passengers and advocates, VVTA understands its services are critical to all passengers, including LEP passengers. VVTA complies with all federal and state regulations before making fare or services changes. Additionally, VVTA considers Title VI target populations in its outreach and marketing efforts.

## **FACTOR 4: THE RESOURCES AVAILABLE TO THE RECIPIENT AND COSTS**

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### **Task 4, Step 1: Inventory language assistance measures currently provided, along with associated costs**

VVTA does not have a planning department. Customer relations is essentially one person selling passes, taking complaints, while handling other clerical and filing duties. VVTA also does not have a community outreach office that may be able to determine the costs associated with translating documents, contracting with language interpreters, producing pictographs, installing multilingual technology, and other language assistance. VVTA produces materials in English and Spanish. VVTA use if requested commercial telephone translations vendors and will track any requests from LEP populations other than Spanish.

### **Task 4, Step 2: Determine what, if any, additional services are needed to provide meaningful access**

As stated in Task 4, Step 1: Other than Spanish, VVTA has determined that information does not need to be translated into additional languages. However, additional oral or written language services will be provided on request, and that existing language assistance would be made available on a more widespread basis if requested. Still, VVTA plans to create a list of specific measures to periodically analyze data points, local newspapers, community newsletters, information culled from bus drivers, ADA reservationists, dispatchers, and customer service representatives to determine what is needed to continue to provide meaningful access to its transit services.

### **Task 4, Step 3: Analyze your budget**

It is not practicable, for VVTA to assign a percentage of the agency's capital and/or operating budget to additional language assistance expenses as the agency already includes other languages (Spanish) in many of its marketing pieces and the schedules on the website. VVTA commits to using a substantial portion of its marketing budget for bilingual printed schedules, car cards, riders alerts, and on board announcements. Furthermore, VVTA continues to disseminate information on how to access translation services from VVTA and for its Board meetings.

### **Task 4, Step 4: Consider cost effective practices for providing language services**

VVTA looks to access language assistance products that have been developed and paid for by local, regional, or state government agencies and will also continue to use and hire more bilingual staff to provide language assistance at a minimal increase in cost. VVTA also considers telephonic and video conferencing interpretation services, translating vital documents posted on Web sites, and pooling resources and standardizing documents to reduce translation costs.

## DEVELOPING AN IMPLEMENTATION PLAN FOR LANGUAGE ASSISTANCE

2004 Census Test	United States Census 2010
LANGUAGE IDENTIFICATION FLASHCARD	
<input type="checkbox"/> ضع علامة في هذا المربع إذا كنت تتحدث العربية.	1. Arabic
<input type="checkbox"/> Բնական լեզու՝ հայերեն, արևմտահայերեն, արևելահայերեն կամ հայերենի այլ բարբառներ:	2. Armenian
<input type="checkbox"/> যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্য দাগ দিন।	3. Bengali
<input type="checkbox"/> សូមបញ្ជាក់ភាសាដែលអ្នកនិយាយឬស្តាប់: ជម្រើសមាន បួនយោគាសា ចំនួន ១	4. Cambodian
<input type="checkbox"/> Motka i kakhon ya yangin üntüŋnu' manaitai pat üntüŋnu' kumentos Chamorro.	5. Chamorro
<input type="checkbox"/> 如果你能读中文或讲中文, 请选择此框。	6. Simplified Chinese
<input type="checkbox"/> 如果你能讀中文或講中文, 請選擇此框。	7. Traditional Chinese
<input type="checkbox"/> Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.	8. Croatian
<input type="checkbox"/> Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.	9. Czech
<input type="checkbox"/> Kruis dit vakje aan als u Nederlands kunt lezen of spreken.	10. Dutch
<input type="checkbox"/> Mark this box if you read or speak English.	11. English
<input type="checkbox"/> اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید.	12. Farsi

06-3009 U.S. DEPARTMENT OF COMMERCE  
BUREAU OF ECONOMIC ANALYSIS  
U.S. CENSUS BUREAU

### Task 1: Identifying LEP Individuals Who Need Language

Beyond the Spanish speaking LEP population VVTA attempts to identify additional interfaces which may not necessarily come from the larger LEP populations in the area. VVTA will use the “I speak” card and track interfaces and if any significant pools are identified VVTA will translate messages into those languages.

### Task 2: Language Assistance Measures

For in person communication, where verbal communication is not working but there is an internet connection, staff uses Google translate. Smart phone applications are downloaded for languages such as Spanish. A bus operator will ask for others on-board to volunteer to translate if he or she is unable to communicate. Customer service has bilingual (Spanish) employees on duty during key operational hours. If this is not possible, the employee will transfer the person to a translation service. While it is the responsibility of the operations contractor to have this option in place, VVTA maintains an account and regularly uses the services from Rise Interpreting, 6887 Magnolia Avenue, Riverside, CA 92506, (951) 565-4422, info@riseinterpreting.com.

### For commercial translators VVTA will insure:

- The agency will ask the interpreter or translator to demonstrate that he or she can communicate or translate information accurately in both English and the other language;
- The agency will train the interpreter or translator in specialized terms and concepts associated with the agency’s policies and activities;
- The agency will instruct the interpreter or translator that he or she should not deviate into a role as counselor, legal advisor, or any other role aside from interpreting or translator;
- The agency will ask the interpreter or translator to attest that he or she does not have a conflict of interest on the issues that they would be providing interpretation services.

## TASK 3: Training Staff

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### **Task 3, Step 1: Identify agency staff that are likely to come into contact with LEP persons as well as management staff**

VVTA targets training to the staff, including drivers and customer service who may have frequent contact with LEP persons. Management included.

### **Task 3, Step 2: Identify existing VVTA staff training opportunities**

Portions of this plan will be included in the orientation for new employees. Existing employees, especially managers and those who work with the public will periodically take part in re-training or new training sessions to keep up to date on their responsibilities as related to LEP persons. These shall occur at least yearly at a planned Safety Meeting.

### **Task 3, Step 3: Design and implement LEP training for VVTA staff**

VVTA and its operations contract, Transdev, shall use a standard presentation concerning recipients' responsibilities to persons with limited English proficiency.

This training includes:

- A summary of the VVTA / Transdev's responsibilities under the DOT LEP Guidance;
- A short summary of the agency's language assistance plan;
- A summary of the number and proportion of LEP persons in the agency's service area, the frequency of contact between the LEP population and the agency's programs and activities, and the importance of the programs and activities to the population; and
- A description of the agency's cultural sensitivity procedures and practices.

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## TASK 4: PROVIDING NOTICE TO LEP PERSONS

VVTA uses an automated telephone voice mail and menu system, which is available in English and Spanish. The system provides real-time bus routing and scheduling information as well as information about available language assistance services and how to receive them.

- VVTA posts signs in such a manner that LEP persons can learn how to access those language services at initial points of contact and that it is a free service.
- VVTA places this information in Spanish in brochures, booklets, website, and in outreach and recruitment information.

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### **Task 4, Step 1: Inventory existing public service announcements & community outreach VVTA performs**

VVTA uses:

- Signs and handouts available in vehicles;
- Announcements in vehicles;
- VVTA website and social media;
- Customer service phone lines and text messaging service;
- Newspaper, radio, and television advertisements.

## **Task 4, Step 2: Incorporate notice of the availability of language assistance into existing outreach methods**

VVTA documents in English will include a notice of documents availability in other languages.

## **Task 4, Step 3: Conduct targeted community outreach to LEP populations**

VVTA will outreach to agencies that serve LEP (usually Spanish) populations and will attend community meetings and events to inform people of the agency's service in general and that language assistance is available. Notification will also be distributed the High Desert Hispanic Chamber for use in their English classes for speakers of other languages.

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## **TASK 5: MONITORING & UPDATING THE LEP PLAN**

### **VVTA will evaluate and update the LEP Plan by:**

- Tracking LEP populations encountered to determine if new translations are needed and in what area of service;
- Increasing contact with language groups;
- Determining if existing assistance is meeting the needs of LEP persons;
- Consider new LEP assistance with major service changes;
- Developing clear goals and objectives for staff and management; and
- Committing a sufficient portion of the marketing budget to LEP services and publications.

## PUBLIC PARTICIPATION PLAN

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### PURPOSE OF PUBLIC PARTICIPATION PLAN

The purpose of the Public Participation Plan is to assure and improve access to VVTA's decision-making process for low income, minority and Limited English Proficient (LEP) populations. VVTA is a recipient of federal funding and, pursuant to Federal Transit Administration (FTA) Title VI regulatory guidance, should seek and consider viewpoints of minority, low income and LEP populations in the course of conducting public outreach and involvement activities." (FTA Circular 4702.1A) Additionally, VVTA as the funding recipient will offer "early and continuous opportunities for the public to be involved in the identification of social, economic and environmental impacts of proposed transportation decisions at VVTA.

VVTA may modify its public participation methods over time based on feedback from the low income, minority and LEP populations, including customer- and community-based organizations. The Plan is a living document that may be updated periodically to reflect community preferences, changing demographics and transit services, as well as respond to new communication and outreach methods.

### GOALS

VVTA seeks to provide meaningful opportunities for the public to assist staff in identifying social, economic, and environmental impacts of proposed transportation decisions. This includes input from low income, minority and limited English proficient populations.

#### Specific goals and outcomes include:

- **Quality Input and Participation:** Comments received by VVTA are useful, relevant and constructive, contributing to better plans, projects, strategies and decisions.
  - **Consistent Commitment:** VVTA communicates regularly, develops trust with communities and builds community capacity to provide public input.
  - **Diversity:** Participants represent a range of socioeconomic, ethnic and cultural perspectives, with representative participants including residents from low income neighborhoods, ethnic communities and residents with Limited English Proficiency.
  - **Accessibility:** Effort is made to ensure that opportunities to participate are accessible physically, geographically, temporally, linguistically and culturally.
  - **Relevance:** Issues are framed in such a way that the significance and potential effect is understood by participants.
  - **Participant Satisfaction:** People who take the time to participate should feel it is worth the effort to join the discussion and provide feedback.
- Clarity in Potential for Influence:** The process clearly identifies and communicates where and how participants can have influence and direct impact on decision-making.

## PRINCIPLES

VVTA's Public Participation Plan is aimed at assuring and improving access to VVTA's decision-making by the whole population of the High Desert, with emphasis on minority and Limited English Proficient (LEP) populations. VVTA looked into the preferred methods by minority and LEP populations for being engaged in VVTA's decision-making process. Though their differences were minimal, some different preferences among populations did emerge.

**Effective public participation should be based on the following principles:**

- **Flexible:** The engagement process should accommodate participation in a variety of ways and be adjusted as needed.
- **Inclusive:** VVTA should proactively reach out and engage low income, minority and LEP populations from the VVTA service area so these groups will have an opportunity to participate.
- **Respectful:** All feedback received should be given careful and respectful consideration.
- **Tailored:** VVTA's public participation methods should be tailored to match local and cultural preferences as much as possible.
- **Proactive and Timely:** Participation methods should allow for early involvement and be ongoing and proactive, so participants can influence decisions.
- **Clear, Focused and Understandable:** Participation methods should have a clear purpose and use for the input and should be described in language that is easy to understand.
- **Trustworthy:** Information provided should be accurate and trustworthy.
- **Responsive:** VVTA should strive to respond and incorporate appropriate public comments into transportation decisions.
- **Transparent in Impact:** VVTA should communicate the results of the public's input in terms of the impact on decisions at a broad summary level, providing the major themes, the decisions reached and rationale for the decisions.
- **Authentic & Meaningful:** VVTA should support public participation as a dynamic and meaningful activity that requires teamwork and commitment at all levels of the organization.

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## SELECTION OF MEETING TIMES, LOCATIONS & FORMAT

Through consultation with minority and the Limited English Proficiency populations, VVTA informal surveys identified that the preferences of these groups are similar to those of the general public – including how they receive information about changes to VVTA services, when they prefer to attend VVTA meetings, and the best locations for those VVTA meetings. Any minor differences are best mitigated by assuring that public participation includes an array of alternatives that appeal to all groups. For example, information on service changes should be shared with the public through promotional placards on-board the bus, and by digital means via email and social media; meetings should be held not only in the mornings but also early afternoons, late afternoons and early evenings; meetings should be held at locations in Hesperia as well as regional locations such rural branch libraries. A strategy for specific participation with these groups includes the following guidelines:

### Minority

- VVTA riders who are Minorities are best reached with information on VVTA's website and on-board newsletters.
- Meeting times in the mid- to late-afternoon are preferred by minority riders.

- Minority riders prefer meeting while using the system at key transfer points or while on buses.

## Limited English Proficiency

- VVTA riders with Limited English Proficiency are best reached with information via on-bus newsletters and VVTA's website.
- Meeting times in the mid to late afternoon are acceptable for LEP riders.
- LEP riders do not appear to have a meeting location preference.

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## DIRECT COMMUNICATIONS

The Public Participation Plan identifies a variety of methods for disseminating information to the public. While aimed at the general public, they are important tools in reaching minority and LEP populations, which identified these tools as the chosen means of receiving relevant information. These communication methods are typically offered in English and Spanish. All methods are available for translation or interpretation upon request. These may include:

- **On-Board Audio Announcements:** VVTA's Automatic Vehicle Location System has the capability of scheduling automatic audio announcements on VVTA buses. These announcements can be scheduled on all routes, or single routes, and can be triggered by location on route or on regularly timed intervals.
- **Ads on Buses & Bus Shelters:** Overhead car card advertisements can be posted inside VVTA's buses. Additionally, printed advertisements can be posted on the sides of VVTA's bus shelters.
- **Posters at Key VVTA Locations:** Printed posters can be posted around VVTA Transfer Points, including designated news bulletin areas within the waiting area and at the VVTA Headquarters Customer Service Window.
- **Mailers to Partners:** These printed materials can be distributed via mail to VVTA's partners. They can include letters to key staff at these locations, as well as additional posters or other materials for them to post around their offices.
- **Emails to Partners:** These electronic communications can be sent directly community partner organizations through the VVTA email marketing service. Similar to mailers, these can include letters to key staff members at these locations, as well as promotional posters and announcements for them to distribute.
- **Emails to VVTA Subscribers (customers):** These electronic communications are distributed through the VVTA email marketing service. Customers can sign up on through the VVTA text messaging service or the VVTA website to receive emails from VVTA on topics of interest to them. They can select to receive emails about individual routes, media releases, et cetera. VVTA staff has the flexibility to target email communications to subgroups of VVTA ridership, such as those on a particular route. VVTA staff can also elect to send email to all VVTA customers.
- **Media Releases:** Media releases are aimed at generating news coverage of VVTA events, changes, meetings, et cetera. They are distributed electronically via VVTA's media email list, as well as posted on the News and Media page of VVTA's website.
- **Community Newsletters:** VVTA has several partners in the community that publish newsletters, including several member governments. VVTA can provide articles to these partners for publication in their newsletters.
- **Partner Websites:** Like community newsletters, VVTA's many community partners maintain websites that are frequented by the public. VVTA can provide information to these partners to be included on their websites.

- **Community Calendars:** One feature that is common to many of VVTA's partners' websites is a calendar. VVTA can share the times and dates of key meetings or events with the partners for inclusion on these calendars.
- **Paid Ads In Daily Newspaper:** VVTA can publish paid advertisements in the daily newspaper of record, which is the Victor Valley Daily Press.
- **Paid Ads In Non-English Newspapers:** VVTA can publish paid advertisements in non-English newspapers, including Spanish newspapers, to reach a wider span of the population.
- **Public Notices:** These are published in the daily newspaper of record, Victor Valley Daily Press, and are also posted on VVTA's website.
- **VVTA Website:** VVTA's website, VVTA.org, is one of the primary sources of information for VVTA riders. Several tools are available within the site to communicate changes in service as well as to notify the public of opportunities to participate in VVTA's decision-making process. These include "news items" that appear as short summaries on the home page and, when selected, can lead to longer news items, including meeting schedules and links to route maps, surveys, et cetera.
- **VVTA Facebook Page:** VVTA's Facebook page is used by staff to interact with riders and can be leveraged to push out information regarding service changes and opportunities for the public to participate in VVTA's decision making process.
- **VVTA Twitter feed** – VVTA's Twitter account allows staff to share newsworthy items with riders, including service changes and opportunities for the public to participate in VVTA's decision-making process.

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## METHODS OF INVOLVING THE PUBLIC

Similarly, the Public Participation Plan includes a menu of available methods for involving public participation in VVTA's decision-making process. Again, these are important means of engaging minority and LEP populations as well as the general public. These may include:

- **Public Hearings** – A public hearing is required by federal or state regulations where comments from the public go into the public record. A public hearing is governed by rules concerning who speaks when and for how long and is overseen by a VVTA official. A public hearing is NOT a question-and-answer format.
- **Opportunity for Public Comment** – An Opportunity for Public Comment is a solicitation for public input on a specific subject over a specified duration of time. VVTA may offer these by advertising them as it would a Public Hearing.
- **Surveys** – Surveys are a series of specific questions, often in multiple-choice format that can be distributed in print form as well as in digital form. The results from surveys can be quantified and analyzed, but are not as conducive to broader, more open-ended discussions.
- **Public Comment Cards** – Public Comment cards open-ended questionnaires that can be distributed in printed form as well as in digital form. Comments from these cards are valuable for open-ended discussions, although they are not as easy to quantify or analyze.
- **General Comments** – VVTA is always open to and accepting of public comments, regardless of whether they were given as part of an organized effort. Comments can be shared with VVTA by phone at (760) 948-3030, by email at Info@VVTA.org, or by regular mail at 17150 Smoke Tree Street, Hesperia, CA 92345.

## OUTREACH

VVTA's outreach to LEP and minority populations for its long-range planning and major service changes include the following activities: VVTA schedules at least one public meeting during third and/or fourth quarter annually to collect public input on regional transit needs in each of the primary service area locations: Adelanto, Barstow, Apple Valley, Hesperia, Victorville, Phelan, Lucerne Valley, Helendale, and Wrightwood.

Additionally, VVTA Marketing and Mobility Management departments engage LEP and minority populations through efforts San Bernardino County Municipal Advisory Council (MAC) meetings for all areas through the VVTA service area, Public and Specialized Transportation Advisory and Coordination Council (PASTACC), High Desert Hispanic Chamber of Commerce, Interagency Council on Homelessness, local and regional senior centers, Homelessness Provider Network, Veterans of Foreign War posts, San Bernardino Senior Affairs Commission, San Bernardino County Department of Aging and Adult Services, Family Preparedness Fairs, local Health Centers,, Family Resource Centers, Desert/Mountain Special Education Local Plan Area (SELPA), Inland Empire and High Desert Resource Network, High Desert Hispanic Chamber of Commerce Cinco de Mayo Festival, Victor Valley College school and public events, and San Bernardino County West Valley Homeless Partnership Network.

Such public meetings and engagement opportunities are accessible via public transit and serve to collect public feedback and recommendations in drafting the long-range planning document.

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## TRANSLATION & INTERPRETIVE SERVICES

VVTA's program for providing translation and interpretive services is critical to the success of the Public Participation Plan in reaching minority and LEP populations. These translation and interpretive services are provided per request to members of the public, according to their needs. These needs are served through fluent staff and contractors that are on call for this purpose. Spanish and American Sign Language are most common.

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## PARTNERS

VVTA utilizes a network of community partners to reach minority and LEP populations. These partnerships are a valuable resource, helping VVTA to identify and best serve the evolving needs of its LEP populations. The benefits of this strategy include:

- VVTA can “amplify” its messages by routing them through partners’ communication networks, thereby reaching more of the minority and LEP populations. These messages include:
  - Relating valuable information, and
  - Providing opportunities to participate in VVTA's decision-making process.
- VVTA can consult with these partners’ staff and clients on:
  - Transportation needs, and
  - Solutions to perceived and/or real issues

## Community Partners

- ESP/CalWORKs
- Foothill Aids Project
- High Desert Hispanic Chamber of Commerce Foundation
- Victor Valley Community Services Council
- Public and Specialized Transportation Advisory and Coordinating Council (VVTA is voting member)
- Social Service Technical Advisory Committee
- City of Victorville U Turn Program
- Adelanto Senior Center
- Apple Valley Senior Center
- High Desert Community Foundation
- St. Mary's Medical Center
- High Desert Employment Resource Center
- Community Health Action Network
- Church for the Whosoever
- Pinon Hills Senior Center
- Desert Communities United Way
- Victor Valley Community Services Council
- Victorville Senior Citizens Club
- High Desert Domestic Violence
- State of CA, Dept. Voc. Rehabilitation
- High Desert Meals on Wheels
- ESP/CalWORKs
- Department of Aging and Adult Services
- High Desert Center
- San Bernardino County Municipal Advisory Council (for all service areas)
- Public & Specialized Transportation Advisory & Coordination Council (PASTACC)
- High Desert Hispanic Chamber of Commerce
- Interagency Council on Homelessness
- Senior Centers (for all service areas)
- Homelessness Provider Network
- Veterans of Foreign War Posts
- San Bernardino Senior Affairs Commission
- San Bernardino County Department of Aging and Adult Services
- Family Preparedness Fairs

## APPENDIX A

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### Appropriate Resources for VVTA & Transdev to Access

**“Breaking Down the Language Barrier: Translating Limited English Proficiency into Practice.”** This video, which is available on DVD and as a streaming video link on <http://www.lep.gov/>, explains the language access requirements of Title VI and Executive Order 13166 through vignettes that expose the problems resulting from the absence of language assistance. The video goes on to show how these same situations could have been handled more appropriately if the service provider took reasonable steps to provide meaningful access.

**“Providing Language Access for Persons with Limited English Proficiency,”** a PowerPoint presentation produced by the FTA Office of Civil Rights and available at [http://www.fta.dot.gov/civilrights/title6/civil\\_rights\\_5102.html](http://www.fta.dot.gov/civilrights/title6/civil_rights_5102.html).

**“How to Engage Low-Literacy and Limited English Proficient Populations in Transportation Decision-making,”** available at <http://www.fhwa.dot.gov/hep/lowlim>. This report documents “best practices” in identifying and engaging low-literacy and LEP populations in transportation decision-making. These “best practices” were collected during telephone interviews with individuals in 30 States.

**“Basic Spanish for Transit Employees”** this flip guide was produced by the Roaring Fork Transit Authority and the Colorado Mountain College. It includes requests and commands that vehicle operators use every day in English and in Spanish and written phonetically in English. Copies of this guide can be obtained by calling 970-945-8691.

**“Guidelines for Developing Traffic Safety Educational Materials for Spanish-Speaking Audiences,”** a manual developed by the Education in Traffic Safety project, Education Development Center, Inc., with funding from the National Highway Traffic Safety Administration. The manual is organized into three sections: research and planning, creating materials, and dissemination and evaluation. Available at <http://www.nhtsa.dot.gov/people/injury/airbags/TESM/index.htm>.

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## APPENDIX B

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### Description of All Pending Applications

As of July 17, 2018, there are no federally assisted grant programs pending approval, other than FTA grant programs, by the Victor Valley Transit Authority. The person or persons whose signature(s) appear below is/are authorized to sign this assurance on behalf of the grant applicant or recipient.



\_\_\_\_\_  
Kevin Kane  
Executive Director  
VVTA

July 17, 2018

\_\_\_\_\_  
Date

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## APPENDIX C

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### FTA Civil Rights Assurance

The Victor Valley Transit Authority hereby certifies that, as a condition of receiving Federal financial assistance under the Urban Mass Transportation Act of 1964, as amended, it will ensure that:

1. No person on the basis of race, color, or national origin will be subjected to discrimination in the level and quality of transportation services and transit-related benefits.
2. The Victor Valley Transit Authority will compile, maintain, and submit in a timely manner Title VI information required by FTA Circular 4702.1 and in compliance with the Department of Transportation's Title VI regulation, 49 CFR part 21.9.
3. The Victor Valley Transit Authority will make it known to the public that those persons or person alleging discrimination on the basis of race, color, or national origin as it relates to the provision of transportation services and transit-related benefits may file a complaint with the Federal Transit Administration and/or the U.S. Department of Transportation.

The person or persons whose signature(s) appear below is/are authorized to sign this assurance on behalf of the grant applicant or recipient.



\_\_\_\_\_  
Kevin Kane  
Executive Director  
VVTA

July 17, 2018

\_\_\_\_\_  
Date

## APPENDIX D

The following information is derived from the most recent VVTA Ridership Study, which was conducted May 24, 2016.

### Automobile Availability

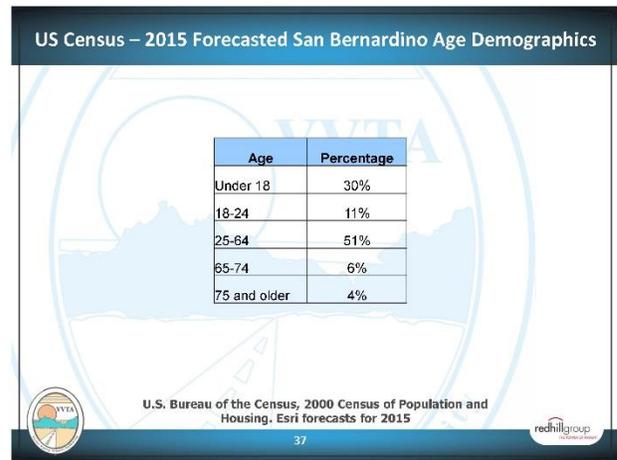
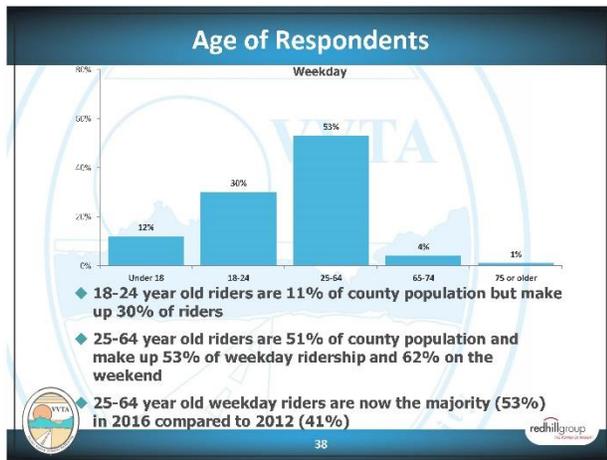
Most riders, 89%, are transit dependent, which is unchanged from a 2012 survey. Choice riders account for eight percent of ridership, which is down three percent from a 2012 survey.



## RIDER CHARACTERISTICS

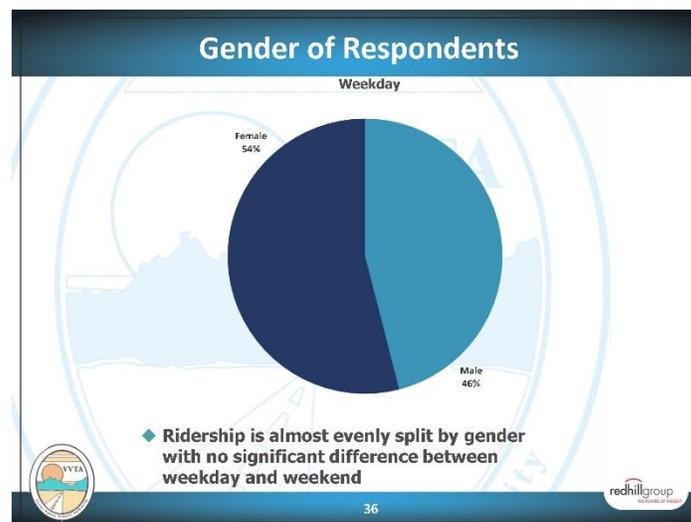
### Age

The largest age-based rider group are those within the 25-64-year-old age group, which account for 51 percent of the county population and 53% of weekday ridership and 62% of weekend ridership. The 18-24-year-old rider group accounts for only 11 percent of county population but account for 30 percent of VVTA ridership. The 25-64-year-old weekday rider group is now the majority (53%) in 2016 compared to 2012 (41%).



### Gender

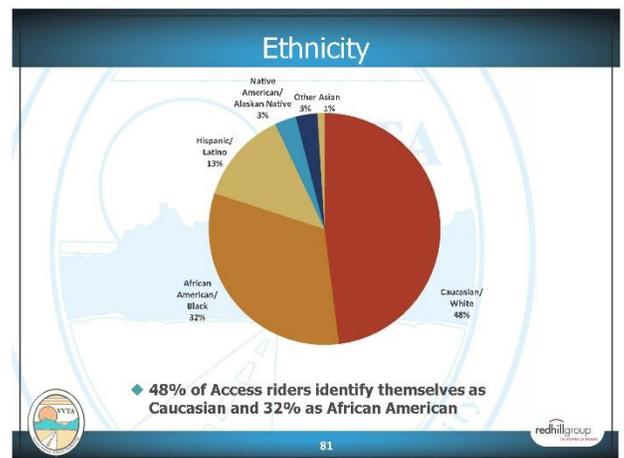
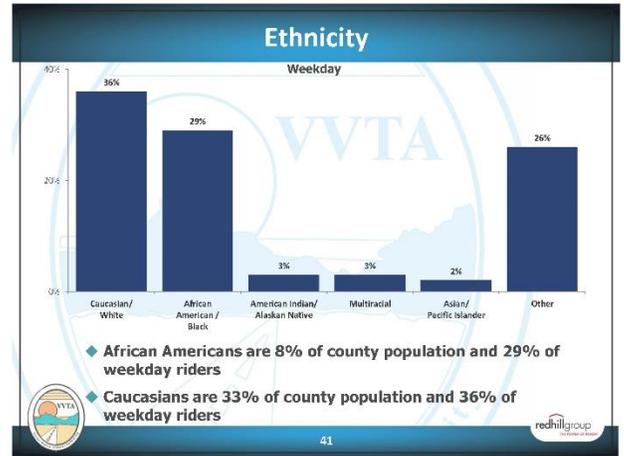
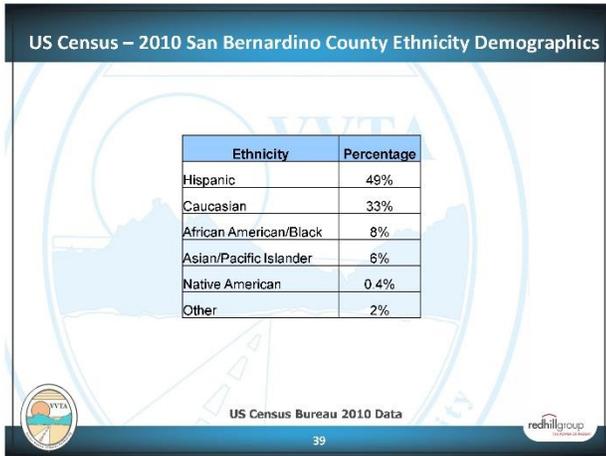
VVTA Ridership is almost evenly split by gender, which is a historical trend. Female ridership is 54 percent, while male ridership is 46 percent. There is no significant difference between weekday and weekend ridership between the genders.



## Ethnicity

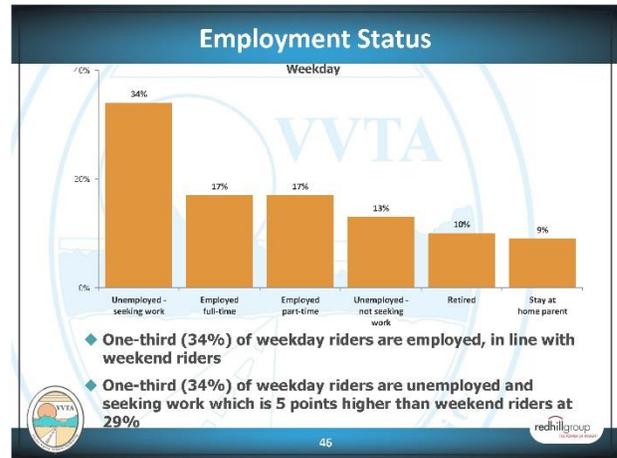
According to US Census Bureau 2010 Data for San Bernardino County, Hispanics account for 49%, Caucasian 33%, African American/Black 8%, Asian/Pacific Islander 6%, Native American 0.4%, and other ethnicities 2% of the population.

While African Americans account for 8% of the county population, they account for 29% of VVTA weekday ridership. Caucasians account for 33% of county population and 36% of VVTA weekday ridership. For VVTA Direct Access ADA Paratransit service, 48% of riders identify themselves as Caucasian and 32% as African American.



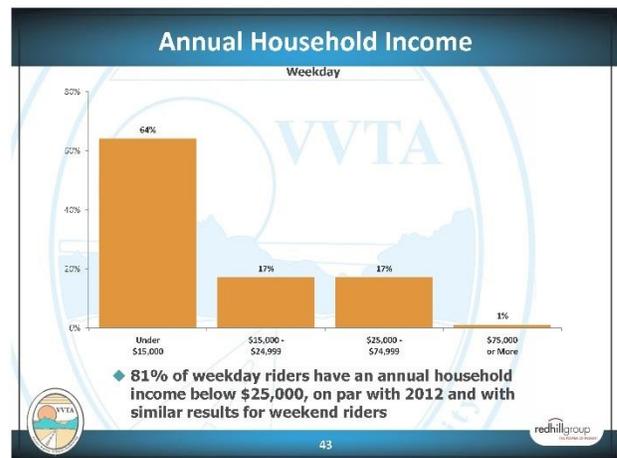
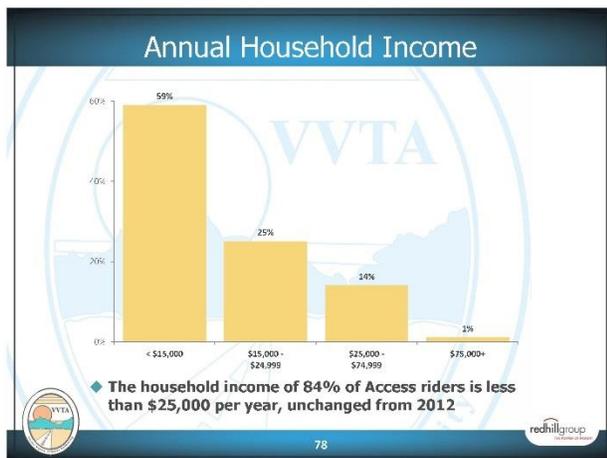
## Employment Status

Full-time employees account for 27% of ridership on the VVTA system. Those unemployed who are looking for jobs account for a near-equal 26.1% of ridership. Additionally, a high percentage of riders, 21.0%, are part-time employees. Very few retired people (6.2%) were surveyed. For VVTA Direct Access ADA Paratransit service, 41% of riders are retired, which is down from 73% in 2012. However, VVTA Direct Access riders that are unemployed and not seeking work has increased to 32% from 6% in 2012.



## Income

The majority 81% of weekday riders have an annual household income below \$25,000, which is on par with the 2012 survey. The majority 84% of VVTA Direct Access ADA Paratransit service household income is less than \$25,000 per year, which is unchanged from 2012.



## FY 2018 Systemwide Monthly Performance Statistics Summary YTD July 1, 2017 to June 30, 2018

Level Item	Passengers	Revenue Hours	Operating Costs	Passenger Revenue	Passengers Per Rev. Hour	Operating Cost Per Passenger	Operating Cost Per Rev. Hour	Passenger Revenue Per Passenger	Passenger Revenue Per Rev. Hour	Farebox Recovery Ratio
<b>Reporting Route #:</b>										
1	23,769	2,453.4	\$172,043	\$31,133	9.7	\$7.24	\$70.13	\$1.31	\$12.69	18.10%
2	14,848	2,462.9	\$172,847	\$20,666	6.0	\$11.64	\$70.18	\$1.39	\$8.39	11.96%
3	18,428	4,896.2	\$345,732	\$24,419	3.8	\$18.76	\$70.61	\$1.33	\$4.99	7.06%
6	6,581	1,495.4	\$103,831	\$5,877	4.4	\$15.78	\$69.43	\$0.89	\$3.93	5.66%
15	42,490	4,340.9	\$383,868	\$174,977	9.8	\$9.03	\$88.43	\$4.12	\$40.31	45.58%
21	10,407	5,624.5	\$405,858	\$31,008	1.9	\$39.00	\$72.16	\$2.98	\$5.51	7.64%
22	9,367	2,798.4	\$206,069	\$22,060	3.3	\$22.00	\$73.64	\$2.36	\$7.88	10.71%
23	9,236	3,038.1	\$225,531	\$24,766	3.0	\$24.42	\$74.23	\$2.68	\$8.15	10.98%
24	13,701	4,520.3	\$321,276	\$23,857	3.0	\$23.45	\$71.07	\$1.74	\$5.28	7.43%
28	1,062	2,307.3	\$161,231	\$5,821	0.5	\$151.82	\$69.88	\$5.48	\$2.52	3.61%
29	1,494	2,263.7	\$158,599	\$8,570	0.7	\$106.16	\$70.06	\$5.74	\$3.79	5.40%
31	75,166	4,207.8	\$329,391	\$69,294	17.9	\$4.38	\$78.28	\$0.92	\$16.47	21.04%
32	64,504	5,811.9	\$460,393	\$60,660	11.1	\$7.14	\$79.22	\$0.94	\$10.44	13.18%
33	23,759	2,814.5	\$229,702	\$22,125	8.4	\$9.67	\$81.61	\$0.93	\$7.86	9.63%
40	12,053	2,763.2	\$214,201	\$11,083	4.4	\$17.77	\$77.52	\$0.92	\$4.01	5.17%
41	103,521	8,378.5	\$635,574	\$96,336	12.4	\$6.14	\$75.86	\$0.93	\$11.50	15.16%
42	7,404	4,603.4	\$365,694	\$7,136	1.6	\$49.39	\$79.44	\$0.96	\$1.55	1.95%
43	51,431	3,783.3	\$302,601	\$48,286	13.6	\$5.88	\$79.98	\$0.94	\$12.76	15.96%
47	11,191	2,750.1	\$209,151	\$10,416	4.1	\$18.69	\$76.05	\$0.93	\$3.79	4.98%
50	79,981	5,603.0	\$430,160	\$74,709	14.3	\$5.38	\$76.77	\$0.93	\$13.33	17.37%
50X	10,235	794.8	\$61,749	\$9,579	12.9	\$6.03	\$77.69	\$0.94	\$12.05	15.51%
51	30,402	2,905.3	\$218,670	\$28,593	10.5	\$7.19	\$75.27	\$0.94	\$9.84	13.08%
52	64,201	5,698.1	\$431,219	\$60,661	11.3	\$6.72	\$75.68	\$0.94	\$10.65	14.07%
53	52,837	5,607.2	\$423,902	\$50,058	9.4	\$8.02	\$75.60	\$0.95	\$8.93	11.81%

# VICTOR VALLEY TRANSIT

Level Item	Passengers	Revenue Hours	Operating Costs	Passenger Revenue	Passengers Per Rev. Hour	Operating Cost Per Passenger	Operating Cost Per Rev. Hour	Passenger Revenue Per Passenger	Passenger Revenue Per Rev. Hour	Farebox Recovery Ratio
54	21,919	2,751.1	\$216,098	\$20,754	8.0	\$9.86	\$78.55	\$0.95	\$7.54	9.60%
55	41,565	2,912.6	\$224,902	\$39,277	14.3	\$5.41	\$77.22	\$0.95	\$13.49	17.46%
66	13,581	2,740.9	\$214,288	\$12,841	5.0	\$15.78	\$78.18	\$0.95	\$4.69	5.99%
68	56,018	7,252.7	\$564,033	\$51,118	7.7	\$10.07	\$77.77	\$0.91	\$7.05	9.06%
101	24,957	4,225.6	\$395,194	\$255,312	5.9	\$15.84	\$93.52	\$10.23	\$60.42	64.60%
200	160	279.1	\$1,199	\$679	0.6	\$7.49	\$4.30	\$4.24	\$2.43	56.65%
ADA	59,140	23,873.1	\$2,015,164	\$185,530	2.5	\$34.07	\$84.41	\$3.14	\$7.77	9.21%
DR - BAT	9,199	2,863.0	\$233,392	\$17,118	3.2	\$25.37	\$81.52	\$1.86	\$5.98	7.33%
SUB	36,410	8,165.1	\$703,216	\$113,540	4.5	\$19.31	\$86.12	\$3.12	\$13.91	16.15%
VP - Enter	148,857	28,710.5	\$231,417		5.2	\$1.55	\$8.06			
VP - VPSI	202,558	36,112.1	\$295,131		5.6	\$1.46	\$8.17			
<b>Program:</b>										
Barstow City Fixed Routes	63,626	11,307.9	\$794,452	\$82,095	5.6	\$12.49	\$70.26	\$1.29	\$7.26	10.33%
Barstow County Routes	2,556	4,571.0	\$319,829	\$14,390	0.6	\$125.13	\$69.97	\$5.63	\$3.15	4.50%
Barstow Demand Response	9,199	2,863.0	\$233,392	\$17,118	3.2	\$25.37	\$81.52	\$1.86	\$5.98	7.33%
Community Transit	95,550	32,038.2	\$2,718,379	\$299,070	3.0	\$28.45	\$84.85	\$3.13	\$9.33	11.00%
Commuter Bus	24,957	4,225.6	\$395,194	\$255,312	5.9	\$15.84	\$93.52	\$10.23	\$60.42	64.60%
County Routes	42,711	15,981.3	\$1,158,734	\$101,691	2.7	\$27.13	\$72.51	\$2.38	\$6.36	8.78%
Intercity	42,650	4,620.0	\$385,067	\$175,656	9.2	\$9.03	\$83.35	\$4.12	\$38.02	45.62%
Regional Routes	719,768	71,378.4	\$5,531,726	\$672,927	10.1	\$7.69	\$77.50	\$0.93	\$9.43	12.16%
Van Pools	351,415	64,822.6	\$526,548		5.4	\$1.50	\$8.12			
<b>Mode:</b>										
Bus (Motorbus)	871,311	107,858.6	\$8,189,809	\$1,046,759	8.1	\$9.40	\$75.93	\$1.20	\$9.70	12.78%
Commuter Bus	24,957	4,225.6	\$395,194	\$255,312	5.9	\$15.84	\$93.52	\$10.23	\$60.42	64.60%

Level Item	Passengers	Revenue Hours	Operating Costs	Passenger Revenue	Passengers Per Rev. Hour	Operating Cost Per Passenger	Operating Cost Per Rev. Hour	Passenger Revenue Per Passenger	Passenger Revenue Per Rev. Hour	Farebox Recovery Ratio
Demand Response	104,749	34,901.2	\$2,951,772	\$316,187	3.0	\$28.18	\$84.58	\$3.02	\$9.06	10.71%
Vanpool	351,415	64,822.6	\$526,548		5.4	\$1.50	\$8.12			
<b>System Total:</b>	1,352,432	211,808.1	\$12,063,323	\$1,618,259	6.4	\$8.92	\$56.95	\$1.20	\$7.64	13.41%

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## APPENDIX E

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### CIVIL RIGHTS INFORMATION

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#### Basic Requirement

VVTA ensures that no person in the United States shall on the grounds of race, color, creed, national origin, sex, or age be excluded from participating in, be denied the benefits of, or be subject to discrimination under any project, program, or activity funded in whole or in part through financial assistance under the Federal Transit Act, as amended. The provisions of this section apply to service delivery, employment, and business opportunities and are considered to be in addition to, and not in lieu of, the provision of Title VI of the Civil Rights Act of 1964.

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#### Description

VVTA has designated the Marketing / Civil Rights Coordinator as the staff person responsible for Title VI and Equal Employment Opportunity (EEO) on a collateral basis; this position reports to the Executive Director. VVTA submitted a Title VI program assurance which was approved by FTA. VVTA reviews census data and routes to ensure that service is provided fairly and equitably. The level and quality of service is monitored semi-annually during route analyses and passenger surveys.

VVTA submitted an EEO program assurance to FTA which was approved by the VVTA Board. VVTA's contractor Transdev maintains an up-to-date workforce utilization data by race, sex, job category, and department. Each time a change in personnel occurs, their Human Resources Coordinator updates the list. Responses to advertised positions are monitored and tabulated in an effort to determine the effectiveness of the hiring initiatives.

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#### Disadvantaged Business Enterprise (DBE)

The Disadvantaged Business Enterprise (DBE) officer for VVTA is the Senior Purchasing Specialist. VVTA has an FTA-approved race neutral DBE program.

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#### Equal Employment Opportunity (EEO)

VVTA maintains an effective complaint system for handling EEO, Americans with Disabilities Act, Title VI, DBE, and other discrimination complaints. All civil rights complaints from passengers are documented and investigated immediately by supervisory personnel. Complaints from employees are handled in accordance with the VVTA problem resolution policies contained in the employee handbook. The policies state that all complaint processing and completion must occur in a timely manner, and within a specified period of time. Employees have 30 days to submit a written complaint and VVTA has 30 days to resolve the complaint. VVTA is in compliance with the basic requirements for Civil Rights.