TITLE VI PROGRAM UPDATE

Santa Maria Area Transit (SMAT), Operated by the City of Santa Maria, CA

Effective: March 31, 2015
Revisions: None

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SMAT Title VI Program
Effective March 31, 2015

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SECTION ONE: Introduction

SMAT’s Commitment to Civil Rights

This update of Santa Maria Area Transit’s (SMAT) Title VI Program has been prepared to ensure that the level and quality of SMAT’s fixed route and demand response services are provided in a nondiscriminatory manner and that the opportunity for full and fair participation is offered to SMAT’s riders and other community member. Additionally, through this program, SMAT has examined the need for services and materials for persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English.

While it is a matter of principle that SMAT is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or subjected to discrimination in the receipt of any of SMAT’s services on the basis of race, color or national origin, the contents of this program have been prepared in accordance with Section 601 of Title VI of the Civil Rights Act of 1964 and Executive Order 13116 (Improving Access to Services for Persons with Limited English Proficiency).

“No person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal assistance.”

-Civil Rights Act of 1964

“Federal agencies are to examine the services they provide, identify any need for services to those with limited English proficiency, and develop and implement a system to provide those services so LEP persons can have meaningful access to them”

-Executive Order 13166
Under the Civil Rights Act of 1964, and as a recipient of federal funding under the programs of the Federal Transit Administration (FTA) of the U.S. Department of Transportation (US DOT), SMAT has an obligation to ensure that:

- The benefits of its bus services are shared equitably throughout the services area;
- The level and quality of bus services are sufficient to provide equal access to all riders in its service area;
- No one is precluded from participating in SMAT’s service planning and development process;
- Decisions regarding service changes or facility locations are made without regard to race, color or national origin, and that development and urban renewal benefitting a community as a whole not be unjustifiably purchased through the disproportionate allocation of its adverse environmental and health burdens on the community’s minority population; and
- A program is in place for correcting any discrimination, whether intentional or unintentional.

SMAT has engaged the public in the development of this program. The service standards detailed in this program, along with the open house meetings were all presented and discussed at public information meetings in April 2015. To develop a system to provide services to those with limited English proficiency, SMAT engaged a number of community organizations.

SMAT’s City Council was actively involved in the update of this program. In April 2015, the City Council reviewed and provided input to the Title VI Program Update. The content of the program was approved and adopted by the City Council on June 16, 2015.

This program contains all of the elements required of a transit provider operating in an urbanized area of 200,000, or less in population, and operating less than fifty vehicles in peak service. It supersedes SMAT’s Title VI Program of 2009 and is effective as of March 31, 2013. It has been prepared using data from the most recent (Year 2010) U.S. Census.
SECTION TWO: General Requirements

Notice to the Public

To make SMAT’s riders aware of its commitment to Title VI compliance, and their right to file a civil rights complaint, SMAT has presented the following language, in both English and Spanish, on its website http://www.cityofsantamaria.org/city-government/departments/public-works-services/public-transit-services, on posters at its Santa Maria Downtown Intermodal Transit Center Station, website, public time schedules, and on revenue vehicles.

Your Civil Rights

Santa Maria Area Transit (SMAT) operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with SMAT. For more information on SMAT’s civil rights program and the procedures to file a complaint, please contact (805) 925-0951, x225; email aodell@cityofsantamaria.org or visit our administrative office at 110 South Pine Street, Suite 221, Santa Maria, CA 93458 from 8:00 a.m. to 5:00 p.m. Monday through Friday. For more information about SMAT programs and services, visit http://www.cityofsantamaria.org/city-government/departments/public-works-services/public-transit-services. If information is needed in another language, please contact (805) 925-0951, x225.
Discrimination Complaint Procedures

SMAT has established a process for riders to file a complaint under Title VI. Any person who believes that she or he has been discriminated against on the basis of race, color, or national origin by SMAT may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint available at our administrative offices or on our website http://www.cityofsantamaria.org/city-government/departments/public-works-services/public-transit-services.

The Procedure

Civil rights complaints should be filed immediately. However, SMAT will investigate complaints up to 180 days after the alleged incident. SMAT will process complaints that are complete. Once the complaint is received, SMAT will review it and the complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by SMAT.

SMAT has up to thirty (30) days to investigate the complaint. If more information is needed to resolve the case, SMAT may contact the complainant. The complainant has thirty (30) days from the date of the letter to send requested information to the investigator assigned to the case.

If SMAT’s investigator (from the Transit Services Manager) is not contacted by the complainant or does not receive the additional information within thirty (30) days, SMAT can administratively close the case. Also, a case can be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, one (1) of the following letters will be issued to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.

A 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 ten (10) days after the date of the closure letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at:

Federal Transit Administration
Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590
Title VI Complaint Form
Active Lawsuits, Complaints or Inquiries Alleging Discrimination

SMAT will maintain a list of active investigations conducted by FTA and entities other than FTA, including lawsuits and complaints naming SMAT, that allege discrimination on the basis of race, color, or national origin. This list includes the date that the transit-related Title VI investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by SMAT in response, or final findings related to the investigation, lawsuit, or complaint.
As of the writing of this program, there is no complaint which alleges discrimination on the grounds of race, color, national origin, or any other form of discrimination against the City of Santa Maria.

Active Lawsuits, Complaints or Inquiries Alleging Discrimination

<table>
<thead>
<tr>
<th>Type (Investigation, Lawsuit, Complaint)</th>
<th>Date</th>
<th>Summary of Complaint</th>
<th>Status</th>
<th>Action(s) Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
</tr>
</tbody>
</table>
SECTION THREE: SMAT’s Public Participation Plan

Key Principals

SMAT’s Public Participation Plan (PPP) has been prepared to ensure that no one is precluded from participating in SMAT’s service planning and development process. It ensures that:

- Potentially affected community members will have an appropriate opportunity to participate in decisions about a proposed activity that will affect their environment and/or health;
- The public’s contribution can and will influence SMAT’s decision making;
- The concerns of all participants involved will be considered in the decision-making process; and
- SMAT will seek out and facilitate the involvement of those potentially affected.

Through an open public process, SMAT has developed a public participation plan to encourage and guide public involvement efforts and enhance access to SMAT’s transportation decision-making process by minority and Limited English Proficient (LEP) populations. The public participation plan describes the overall goals, guiding principles, and outreach methods that SMAT uses to reach its riders.

Limited English Proficient (LEP)

LEP refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all.

Early, Continuous and Meaningful

The steps outlined in the public participation plan offer early (in the planning process), continuous, and meaningful opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions at SMAT. It is a guide for how SMAT engages its diverse community. SMAT may continue to improve its public participation methods over time based on feedback from all of its riders and community members including low-income, minority, and LEP populations as well as customer and community-based organizations.
Goals of the Public Participation Plan

The goals of SMAT’s PPP include:

- **Clarity in Potential for Influence.** The process clearly identifies and communicates where and how participants can have influence and direct impact on decision making.
- **Consistent Commitment.** SMAT communicates regularly, develops trust with riders and our community, 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 LEP.
- **Accessibility.** Every reasonable effort is made to ensure that opportunities to participate are physically, geographically, temporally, linguistically, and culturally accessible.
- **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 feel it is worth the effort to join the discussion and provide feedback.
- **Partnerships.** SMAT develops and maintains partnerships with communities through the methods described in its public participation plan.
- **Quality Input and Participation.** That comments received by SMAT are useful, relevant, and constructive, contributing to better plans, projects, strategies, and decisions.

Objectives of the Public Participation Plan

SMAT’s PPP is based on the following principles:

- **Flexibility.** The engagement process will accommodate participation in a variety of ways and be adjusted as needed.
- **Inclusiveness.** SMAT will proactively reach out to and engage low income, minority, and LEP populations from the SMAT service area.
- **Respect.** All feedback will be given careful and respectful consideration.
- **Proactive and Timeliness.** Participation methods will allow for early involvement and be ongoing.
- **Clear, Focused and Understandable.** Participation methods will have a clear purpose and use for the input, and will be described in language that is easy to understand.
- **Honest and Transparent.** Information provided will be accurate, trustworthy, and complete.
- **Responsiveness.** SMAT will respond and incorporate appropriate public comments into transportation decisions.
• **Accessibility.** Meetings will be held in locations which are fully accessible and welcoming to all area residents, including, but not limited to, low-income and minority members of the public and in locations relevant to the topics being presented and discussed.

SMAT will use its public participation plan when considering fare changes, modifications to routes and schedules, and other transit planning projects when:

- A fare increase is being considered;
- A new route is established;
- An existing route is proposed for elimination;
- Reduction of twenty-five percent or more of the daily transit revenue vehicles miles of a route; or
- Reduction of twenty-five percent or more of the number of route miles of a route; that reduces the total number of one-way bus trips by more than 25% of the current number of bus trips.
- For minor schedule and service changes not rising to the level of those above, SMAT will post service change notices on appropriate buses and stops sixty (60) days in advance of the change date.
- Exemptions to the public participation plan include the following:
  - For minor change in fare for temporary promotional fares.
  - For minor change in service for minor route changes and/or schedule changes that do not exceed the thresholds of 25%.
  - Experimental or emergency service.
  - Seasonal service variation.
  - Experimental or emergency fare change.
  - If any experimental or emergency service or fare change remain in effect more than 275 days, they will be subject to public comment and/or public hearing.

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**Regional Partnership/Capitol Programming**

For its capital programming, SMAT uses the Santa Barbara County Association of Governments’ (SBCAG) adopted public participation plan dated December 2014. This plan clearly indicates that the MPO’s public participation process satisfies the SMAT’s public participation requirements for its Program of Projects. The notices for the involvement activities and time established for public review of and comments on the TIP will satisfy FTA’s program of projects requirements.
SMAT’s Public Participation Process
Outreach Efforts -- Alerting Riders and Encouraging Engagement

SMAT’s PPP includes various mediums extending beyond the traditional approach which relies on legal notices and intermittent media coverage. While SMAT maintains these elements to its outreach program along with bus cards in English and Spanish, Rider Alerts, SMAT has availed itself of the communication methods more widely used by members of our community and riders.

While there may be minor variations in the outreach process from time-to-time, the outline below provides the general steps for engaging riders in the decision making process using a fare or service change as an example.

1. Establish a task force to develop a public draft document to present to the open house meetings for discussion. The composition of the task force is the following: Transit Services Manager, Operations Manager (Contractor), and the Road Supervisor (Contractor). Other members may be invited to attend as appropriate. The public draft document will summarize existing conditions, the need for change(s), options, rider suggestions since previous schedule printing, and other components as necessary. The public draft document will be in English and Spanish.
2. Perform an internal review of the public draft document. This task is performed by the task force;
3. A Title VI review of the proposal is conducted;
4. Title VI issues are addressed (if any) and the service changes are finalized;
5. Public outreach venues, dates, and times are determined with consideration of the proposed changes and their impact on specific locations/populations within the SMAT service area;
6. Bilingual (English and Spanish) public outreach materials and a program are developed;
7. Outreach in advance of public information sessions is released (using tool-box of mediums listed below);
8. An email and/or flyer is transmitted to SMAT community partners;
9. Local radio stations are notified and interviews may be conducted (if available);
10. The public comment period ends;
11. Staff prepares a summary for the City Council to review detailing the outcome of the public participation process along with staff recommendations;
12. The final service/fare change date is set;
13. Public notification and marketing are conducted in advance of any service or fare change;
14. Bilingual system timetable and website updated in advance of the proposed change.
Selection of Meeting Locations
When determining location and schedules for public meetings, SMAT will:

- Determine the number of meetings to accommodate and attract public participation.
- Schedule meeting at times and locations that are convenient and accessible for minority and LEP communities;
- Employ different meeting sizes and formats including open house (town hall type) meeting formats; organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.
- Consider radio, television, or newspaper ads as well as other formats that serve LEP populations.
- Provide opportunities for public participation through means other than written communication, such as one-on-one interviews or use of audio or video recording devices to capture oral comments.

SMAT Mediums (Bi-lingual)

- **Print.** Newspapers and other periodicals.
- **Outdoor.** Advertising on-board buses, bus shelters, and at the transit center.
- **Website.** SMAT will include meeting notices on its website.
- **Web-Based Feedback.** SMAT will explore in 2016.
- **Email.** SMAT will explore in 2016 the development of a monthly email and/or newsletter.
- **Radio.** SMAT uses widely, as appropriate.
- **Bus Cards, On-board Flyers.** SMAT regularly uses bus cards and flyers to provide riders with details of service changes and schedules of public meetings and hearings.
- **On-Board Audio Messaging.** SMAT will be exploring the use of its existing technology to provide on-board messaging.
- **In Terminal Public Address System and Scrolling Messages.** SMAT will explore in 2016.
- **Direct Mail to Community Partners.** SMAT sends notices and flyers in the mail to community partners. In the event of failed deliveries, SMAT will research new address and attempt hand delivery.
- **Public Information Sessions.**
- **Public Hearings.**
- **Legal Notices.**
- **Rider Alerts/Take Ones.** SMAT regularly uses Rider Alerts for passengers to take that detail service changes and schedules of public meetings and hearings.
SMAT Title VI Program

Effective March 31, 2015

Rider Alert...

Santa Maria Area Transit is updating its Title VI Program to ensure that the level and quality of SMAT’s services are provided in a nondiscriminatory manner and that the opportunity for full and fair participation is offered to SMAT riders and the community.

SMAT will have open house meetings in Shepard Hall at the Santa Maria Public Library, 421 South McClelland Street for information and public input on the following dates:

<table>
<thead>
<tr>
<th>Day</th>
<th>Date</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuesday</td>
<td>April 21, 2015</td>
<td>10:00 AM-11:30 AM</td>
</tr>
<tr>
<td>Wednesday</td>
<td>April 22, 2015</td>
<td>3:00 PM-4:30 PM</td>
</tr>
<tr>
<td>Thursday</td>
<td>April 23, 2015</td>
<td>12:00 PM-1:30 PM</td>
</tr>
<tr>
<td>Friday</td>
<td>April 24, 2015</td>
<td>5:30 PM-7:30 PM</td>
</tr>
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TOME UNO.....

Aviso al Pasajero

Reuniones sobre el Programa Título VI

Santa Maria Area Transit está actualizando su programa de Título VI para asegurar que el nivel y la calidad de los servicios de SMAT se proporcionan de manera no discriminatoria y que los pasajeros de SMAT y la comunidad tengan la oportunidad de una participación plena y justa.

SMAT tendrá juntas en las siguientes fechas en la librería pública de Santa María dentro del salon Shepard Hall para recibir información y la opinión del público.

<table>
<thead>
<tr>
<th>Martes</th>
<th>21 de abril 2015</th>
<th>10:00 AM-11:30 AM</th>
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<tr>
<td>Miércoles</td>
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<tr>
<td>Viernes</td>
<td>24 de abril 2015</td>
<td>5:30 PM-7:30 PM</td>
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TAKE ONE.....

Rider Alert...

Title VI Program

Open House Meetings

Santa Maria Area Transit is updating its Title VI Program to ensure that the level and quality of SMAT’s services are provided in a nondiscriminatory manner and that the opportunity for full and fair participation is offered to SMAT riders and the community.

SMAT will have open house meetings on the following dates at the Santa Maria Public Library Shepard Hall 1st Floor for information and public input.

<table>
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<th>April 21, 2015</th>
<th>10:00 AM-11:30 AM</th>
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<tbody>
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</tr>
</tbody>
</table>
Addressing Comments
The Incorporation of Public Comments into Decisions

All comments received through the public participation plan are given careful, thoughtful consideration. Because there are a number of different ways riders or members of the community can comment on proposed service or fare changes (mail, email, social media, public meetings and others), all comments are assembled into a single document for presentation to the City Council for consideration.

Identification of Stakeholders
Our Community Partners

Stakeholders are those who are either directly or indirectly affected by a plan, or the recommendations of that plan. Those who may be adversely affected, or who may be denied benefit of a plan’s recommendation(s), are of particular interest in the identification of specific stakeholders. Stakeholders can come from a number of groups including general citizens/residents, minority and low-income persons, public agencies, and private organizations and businesses. While stakeholders may vary based on the plan or program being considered, SMAT has assembled a listing of stakeholders with whom we regularly communicate through email and direct mail. A complete list of SMAT’s community stakeholders can be obtained by contacting SMAT.

Stakeholder List
Any community organization or person can be added to SMAT’s stakeholder list and receive regular communications regarding service changes by contacting the SMAT administrative office at (805) 925-0951, Ext. 225. Local organizations and businesses can also request that a speaker from SMAT attend their regular meeting at the same number or through the SMAT’s website.
SECTION FOUR:  
LANGUAGE ASSISTANCE PLAN

Improving Access for People  
With Limited English Proficiency

In order to ensure meaningful access to programs and activities, SMAT uses the information obtained in a Four Factor Analysis to determine the specific language services that are appropriate. This analysis helps SMAT to determine if it communicates effectively with LEP persons and informs language access planning.

The Four Factor Analysis is local assessment that considers:

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

Factor 1 – Number of LEP Persons in Service Region

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

To do this, SMAT evaluated the level of English literacy and to what degree people in its service area speak a language other than English and what those languages are. Data for this review is derived from the United States Census Bureau “American Fact Finder” web portal data from 2013. Data was reviewed for SMAT’s service area consisting of the city limits of Santa Maria, Lompoc, Buellton, Solvang, and the unincorporated areas of Los Alamos, Orcutt, and north Santa Barbara County.
Santa Barbara County Overview

SMAT's service system encompasses an area of thirty-four square miles in the County of Santa Barbara, California. The primary languages in the county are English and Spanish. Of the total County population (373,862), sixteen and one-half percent (16.5%) or 61,584 residents report speaking English “less than well.” The most populous groups in the category are shown below.

Within the County of Santa Barbara, thirty-two percent (32%) of the population of 373,862 reports speaking in a language other than English. Twenty-six percent (26%) or 99,180 of the total population speaks Spanish and of that number, thirty-three percent (33%) or 32,934 residents report speaking English “less than well.” Second to Spanish speaking residents are residents speaking other languages representing approximately six percent (6.2%) or 23,292 or, with less than one percent (>1%) or 2,607 reporting speaking English “less than very well.”

Speak English Less than Well (County)

This data reveals that at the county level, while there are numerous languages spoken at home, there is a significant Spanish speaking population which reports speaking English less than well.

<table>
<thead>
<tr>
<th>Speak English “Less than Very Well”</th>
<th>Population</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish</td>
<td>99,180</td>
<td>26.5%</td>
</tr>
<tr>
<td>Other Indo-European</td>
<td>653</td>
<td>0.17%</td>
</tr>
<tr>
<td>Asian &amp; Pacific Island</td>
<td>1,641</td>
<td>0.43%</td>
</tr>
<tr>
<td>Other</td>
<td>313</td>
<td>0.04%</td>
</tr>
</tbody>
</table>

Because SMAT’s service area also includes other cities and unincorporated areas of the county, additional census data was reviewed at the municipal level.

Santa Maria

Within the City of Santa Maria, fifty-two percent (52%) of the population of 70,334 reports speaking in a language other than English. Thirty four percent (34%) or 36,294 of the total population speaks Spanish and of that number, forty-two percent (42%) or 13,785 residents report speaking English “less than well.” Second to Spanish speaking residents are residents speaking other languages represent approximately five percent (5.1%) or 3,580 or, with approximately twenty percent (20%) or 695 reporting speaking English “less than very well.”

Lompoc

SMAT operates intercity service to the City of Lompoc. Within the City of Lompoc, thirty-one (31%) of the population of 37,955 reports speaking in a language other than English. Twenty-six percent (26%) or 10,117 of the total population speaks Spanish and of that
number, twenty-six percent (26%) or 2,716 residents report speaking English “less than well.” Second to Spanish speaking residents are residents speaking other languages (1,972) or approximately five percent (5.1%), with less than one percent (>1%) or 227 reporting speaking English “less than very well.”

Buellton

SMAT operates intercity service to the City of Buellton. Within the City of Buellton, twenty-seven (27%) of the population of 3,578 reports speaking in a language other than English. Twenty-three percent (23%) or 844 of the total population speaks Spanish and of that number, twenty-four percent (24%) or 204 residents report speaking English “less than well.” Second to Spanish speaking residents are residents speaking other languages (124) or approximately three percent (3.4%), with less than one percent (>1%) or five (5) reporting speaking English “less than very well.”

Solvang

SMAT operates intercity service to the City of Solvang. Within the City of Solvang, twenty-three (23%) of the population of 5,191 reports speaking in a language other than English. Seventeen percent (17%) or 903 of the total population speaks Spanish and of that number, thirty-five percent (35%) or 321 residents report speaking English “less than well.” Second to Spanish speaking residents are residents speaking other languages (305) or approximately six percent (5.8%), with less than one percent (>1%) or seven (7) reporting speaking English “less than very well.”

Orcutt

SMAT operates intercity service to Orcutt (unincorporated). Within Orcutt, twelve percent (12%) of the population of 27,210 reports speaking in a language other than English. Eight percent (8%) or 2,236 of the total population speaks Spanish and of that number, ten percent (10%) or 240 residents report speaking English “less than well.” Second to Spanish speaking residents are residents speaking other languages (1,612) or approximately six percent (5.9%), with less than one percent (>1%) or 137 reporting speaking English “less than very well.”

Los Alamos

SMAT operates local transit service to Los Alamos (unincorporated). Within Los Alamos, thirty-five percent (35%) of the population of 1,244 reports speaking in a language other than English. Fifteen percent (15%) or 194 of the total population speaks Spanish and of that number, forty-eight percent (48%) or 95 residents report speaking English “less than well.” Second to Spanish speaking residents are residents speaking other languages (27) or approximately (2.1%), with less than one percent (>1%) or five (5) reporting speaking English “less than very well.”
The table below summarizes SMAT’s service area:

<table>
<thead>
<tr>
<th>Area</th>
<th>Speak Spanish</th>
<th>Spanish Speaking English “Less than Well”</th>
<th>Speak other Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>California</td>
<td>12,401,756</td>
<td>30%</td>
<td>2.6%</td>
</tr>
<tr>
<td>County of Santa Barbara</td>
<td>99,180</td>
<td>33%</td>
<td>6.2%</td>
</tr>
<tr>
<td>Santa Maria</td>
<td>36,294</td>
<td>42%</td>
<td>5.1%</td>
</tr>
<tr>
<td>Orcutt</td>
<td>2236</td>
<td>10%</td>
<td>5.9%</td>
</tr>
<tr>
<td>Lompoc</td>
<td>10,117</td>
<td>26%</td>
<td>5.1%</td>
</tr>
<tr>
<td>Los Alamos</td>
<td>194</td>
<td>48%</td>
<td>2.1%</td>
</tr>
<tr>
<td>Buellton</td>
<td>844</td>
<td>24%</td>
<td>3.4%</td>
</tr>
<tr>
<td>Solvang</td>
<td>903</td>
<td>35%</td>
<td>5.8%</td>
</tr>
</tbody>
</table>

The Locations of the LEP Community

While the need to provide language services to the Spanish speaking population in the SMAT service area is clearly demonstrated in the tables above; it is helpful to understand where in the service area populations of limited English proficiency reside. The map below provides a spatial display of residents who speak Spanish at home and report speaking English “less than well.”
SMAT has long been aware of the significant Spanish speaking population in its service area. The map indicates locations where this population is concentrated in the service area; most notably in the Cities of Santa Maria, Buellton, Solvang, and Lompoc, and unincorporated Los Alamos and Orcutt.

Several conclusions can be drawn from this review:

- Thirty-three percent (33%) of residents of the County report speaking English “less than well”;
- Of those reporting speaking English “less than well”, the largest population speaks Spanish at home.
- This pattern is also true when data is reviewed at the municipal level.
- This pattern is also true in SMAT’s suburban communities; and
- The LEP population (Spanish) is concentrated in the core of SMAT’s service area.

Additionally:

- There is a need to translate documents and outreach materials into Spanish (SMAT uses Spanish for “Latin Americans living in the United States” for its translations)
- Additional language services would benefit other LEP populations, although the likely encounters with the service are significantly lower than the Spanish speaking group.
Factor 2 – Frequency of LEP Use

There are a large number of places where SMAT riders and members of the LEP population can come into contact with SMAT services including the use of fixed route and demand response buses, calls to customer service representatives, reservation agents, and SMAT’s outreach materials. An important part of the development of SMAT’s Language Access Plan is the assessment of major points of contact, including:

- The use of the bus service (on-board signage, announcements, and driver language skills);
- Communication with SMAT’s customer service staff;
- Bus pass sales;
- Printed outreach materials;
- Web-based outreach materials;
- Public meetings;
- Demand response reservation agents;
- Local news media (print and radio);
- Automatic, service related audio announcements on-board SMAT buses; and
- Service related posters at SMAT’s bus terminal.

To better understand the frequency with which LEP riders come into contact with SMAT services, SMAT conducted internal surveys of customer service staff, paratransit reservation agents, administrative staff, and both fixed route and demand response drivers. The survey tool was aimed at determining what language skills already exist among SMAT employees and the number and nature of encounters with riders or other community members where language has been a barrier.

SMAT distributed a language survey to its employees. The objective of the survey was to evaluate the needs of SMAT customers who are not able to communicate in English. The first question asked employees was if they could communicate in a language other than English, and if so, what language or languages.

Although varying degrees of fluency were indicated, 29 of the 50 respondents could speak one or more languages other than English.

- 26 speak Spanish or Spanish Creole
- 5 speak Other

Next, the survey asked if, in the previous year, employees had encountered customers who were unable to communicate in English and how often they heard or did not hear one of ten languages.
LEP Customer Encounters

<table>
<thead>
<tr>
<th>Language</th>
<th>Not at All</th>
<th>Rarely</th>
<th>Occasionally</th>
<th>Sometimes</th>
<th>Very Often</th>
<th>Frequently</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish</td>
<td>5</td>
<td>1</td>
<td>4</td>
<td>6</td>
<td>13</td>
<td>21</td>
</tr>
<tr>
<td>French</td>
<td>50</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Italian</td>
<td>49</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Portuguese</td>
<td>48</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>German</td>
<td>47</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Greek</td>
<td>50</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Persian</td>
<td>50</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Hindi</td>
<td>50</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Chinese</td>
<td>41</td>
<td>7</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Japanese</td>
<td>50</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Any Other Language</td>
<td>42</td>
<td>2</td>
<td>4</td>
<td>0</td>
<td>2</td>
<td>0</td>
</tr>
</tbody>
</table>

The next survey question asked what type of needs or requests for assistance had employees received from LEP customers. Those responses included:

- Help with route information (6).
- Help with directions (13).
- Help with bus schedule times (5).
- Help with translation (8).
- Help with ADA information (1).

No response (17)

The information obtained through this survey indicates a high number of SMAT staff members responding to the survey (58%) speak one or more languages other than English, many speaking Spanish. Additionally, riders speaking Spanish are among the most frequently encountered LEP populations.

Community Partners
As part of this assessment, SMAT also canvassed its community partners to assess the extent to which they come into contact with LEP populations. SMAT asked the partner agencies to estimate the percent of clients they interact with who would have limited English proficiency using the following questionnaire:

1. **Do you encounter non-English speaking/reading people who need your services?**
   - Of the eight respondents, eight (8) (100%) noted that they did encounter clients with limited English proficiency.
2. If so, what are the top three (3) languages that you encounter?
   o The eight (8) respondents noted the following languages; Spanish, Mixteco, Arabic, and Korean.

3. How do you address language barriers?
   o Respondents use a variety of processes to address language barriers including bi-lingual staff and bilingual print.

4. Do you find language to be a barrier in preventing you from providing service?
   o All respondents indicated that language was not a barrier from providing their services.

Community Partners
- Chamber of Commerce
- Santa Maria-Bonita School District
- Santa Maria Joint Union High School District
- Allan Hancock College
- The Village Apartments
- SMOOTH Transportation
- Community Partners in Caring
- Latino Business and Community Council in Santa Maria
Consulting Directly with the LEP Population

In addition to the census data, internal survey of employees and outreach to community partners, SMAT conducted a survey on April 13, 14, and 16, 2015 to its riders. Below are the questions and responses to the surveys.

1. Languages spoken at home?

<table>
<thead>
<tr>
<th>Language</th>
<th>Responses</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish &amp; English</td>
<td>43</td>
<td>30</td>
</tr>
<tr>
<td>Spanish Only</td>
<td>44</td>
<td>31</td>
</tr>
<tr>
<td>English Only</td>
<td>46</td>
<td>33</td>
</tr>
<tr>
<td>English &amp; Tagalog</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>English &amp; American Sign Language</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Spanish &amp; Mixteco</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Spanish &amp; Zapoteco</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Spanish &amp; Chinese</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Arabic</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

2. Is language a barrier to accessing SMAT services?

<table>
<thead>
<tr>
<th>Responses</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>33</td>
</tr>
<tr>
<td>No</td>
<td>108</td>
</tr>
</tbody>
</table>

3. Is language a barrier to accessing SMAT outreach materials?

<table>
<thead>
<tr>
<th>Responses</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>27</td>
</tr>
<tr>
<td>No</td>
<td>114</td>
</tr>
</tbody>
</table>

4. Is language a barrier to access SMAT customer service?

<table>
<thead>
<tr>
<th>Responses</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>32</td>
</tr>
<tr>
<td>No</td>
<td>109</td>
</tr>
</tbody>
</table>
5. Reasons for using bus service?

<table>
<thead>
<tr>
<th>Language</th>
<th>Responses</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Save Gas &amp; Money</td>
<td>6</td>
<td>4</td>
</tr>
<tr>
<td>Only Transportation or No Car</td>
<td>36</td>
<td>26</td>
</tr>
<tr>
<td>School</td>
<td>39</td>
<td>28</td>
</tr>
<tr>
<td>Work</td>
<td>15</td>
<td>11</td>
</tr>
<tr>
<td>Doctor Appointments</td>
<td>16</td>
<td>11</td>
</tr>
<tr>
<td>Do Not Know How to Drive</td>
<td>7</td>
<td>5</td>
</tr>
<tr>
<td>Leisure</td>
<td>22</td>
<td>16</td>
</tr>
</tbody>
</table>

Riders surveys were supplied at the Downtown Santa Maria Intermodal Transit Center and on-board the buses.
Factor 3: The Importance of SMAT Service to People’s Lives

Access to the services provided by SMAT, both fixed route and demand response are critical to the lives of many in SMAT’s service area. Many depend on SMAT’s fixed route services for access to jobs and for access to essential community services like schools, shopping, and medical appointments. Riders eligible for service under the American’s with Disabilities Act (ADA) require service for the same reasons. Because of the essential nature of the services and the importance of these programs in the lives of many of the region’s residents, there is a need to ensure that language is not a barrier to access.

In a Spring 2008 survey of 832 SMAT riders, eighty-three percent (83%) reported that they do not have a car available for their transportation needs. SMAT also asked riders: “For what purpose do you use the bus?” Forty-seven percent (47%) of the riders responding reported that they use the bus more than several times a week with purposes ranging from twenty-nine percent (29%) for work, fifteen percent (15%) for shopping, and thirty-three percent (33%) for school – all essential trip purposes.

Based on the survey from the bus riders, for the most part, limited English is not a barrier to using these services. However, nearly twenty percent (20%) that did express otherwise Critical information from SMAT which can affect access includes:

- Route and schedule information
- Fare and payment information
- Information regarding making the best use of the system (How To)
- Service announcements
- Safety and security announcements
- Complaint and comment forms
- Outreach related to opportunity for public comments
- Information about demand response services under the ADA and other special programs
- What to do in an emergency (where to look for service change announcements)

Example: SMAT Interior Signage

<table>
<thead>
<tr>
<th>SMAT</th>
<th>We want your ride with us to be safe, clean, on-time and friendly.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>If we are not meeting your expectations you can tell us by calling (805) 925-0951, x225 or visiting the customer service agent at the Transit Center</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SMAT</th>
<th>Queremos que viaje con nosotros en un ambiente seguro, limpio y agradable, y llegue puntual a su destino</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Si no estamos cumpliendo con sus expectativas usted puede llamarnos al (805) 925-0951, x225 o visitar al agente de servicio al cliente en el centro de tránsito.</td>
</tr>
</tbody>
</table>
Factor 4: Resources and Costs for LEP Outreach

SMAT has committed resources to improving access to its services and programs for LEP persons. Today, bilingual information (English/Spanish) is distributed in an extensive number of mediums including:

- A bilingual English/Spanish website
- A complete bilingual English/Spanish system timetable
- A complete bilingual English/Spanish Rider’s Guide to demand response services (ADA paratransit)
- Bilingual English/Spanish outreach materials (bus cards and rider alerts)
- Bilingual English/Spanish representation at public meetings
- Bilingual English/Spanish customer service representatives
- Bilingual English/Spanish Demand Response reservation agents/customer service representatives
- Bilingual English/Spanish on-board signage

To date, the costs associated with these efforts fit within the SMAT’s marketing and outreach budget.

Costs are predominantly associated with translation services and material production.
SECTION FIVE:
Findings and Outcomes

Findings from Surveys

From the Employee Survey, the findings are:
- Majority of the employees are bilingual in Spanish.
- Spanish is the more most frequent non-English language employees’ encounter
- Route information, directors, and translation are the highest request from customers.

From the Community Partner Survey, the findings are:
- All community partners encounter clients who are non-English speaking or cannot read the English language.
- Spanish is the most prevalent non-English speaking language.
- Having bilingual staff and bilingual print are the most prevalent strategies to overcome barriers.
- Language is not a barrier to providing services.

From the Bus Rider Survey, the findings are:
- Nearly one third speak Spanish
- For the most part, language is not a barrier to riding SMAT, customer service, and outreach materials.
- Primary reason for riding the bus is to attend school and no other transportation option.

New tools and alerting riders of language assistance

Following the “Four Factor Analysis”, SMAT concluded that, while there is currently extensive outreach and materials for the Spanish speaking LEP population of the service area, additional services would assist other LEP populations regardless of the total population in the region. These include:

1. Adding translation services for telephone communications with customer service representatives; and
2. Assigning staff to reach out to LEP community to improvement community.

The above items will be launched in 2016.
Additional recommendations learned from the internal staff survey include:

1. Offering employees conversational or transit specific language training;
2. Explore strategies to reduce barriers. This can be included in the next short-range transit plan.

SMAT is considering all or has implemented some of these items.

**Oversight**

Monitoring, Evaluating, and Updating the Language Assistance Plan and Public Participation Process.

In 2016, SMAT will be hiring a new Transit Services Coordinator. One of the responsibilities of this position will be to improve community engagement to ensure compliance with SMAT’s Title VI Plan, Public Participation Program, Language Assistance Plan, and other community outreach efforts. The monitoring of the Language Assistance Plan will include:

- Annual reviews of regional census data for changing patterns of LEP populations;
- Ongoing collaboration with regional partners;
- Ongoing review of translation requests at SMAT’s website and other material; and
- Post Event Assessments (PEA).

**Post-Event Assessments**

Following service changes, fare increases and planning projects, the Transit Services Coordinator will assess the effectiveness of public involvement against the goals established in this plan. This assessment will ask the questions:

1. Did the public know there was an opportunity to participate?
2. Was the purpose of the participation clearly articulated to the public?
3. Did the public have access to appropriate resources and information to allow for meaningful participation?
4. Did the decision making process allow for consideration and incorporation of public input?
5. Were there complaints about the public engagement process?
6. Were the public engagement efforts cost effective?
7. What additional methods could have been employed to improve the process?
8. Should the Public Participation Process or Language Assistance Plan be amended?
Training Employees

Currently, the Contractor does not have a program for “Spanish for Transit Employees.” However, the City is requiring the Contractor to implement a program by July 2015. The program will require annual training as part the drivers monthly Safety Meeting. The program will require the contractor to read, speak, and understand common words and phrases used by the Spanish speaking community when riding the bus.

From April 2015 to June 2015, the Contractor will create a driver task force to develop words and phrases used by the Spanish speaking community who ride the bus. The Contractor will use their recommendations to prepare a guide for the drivers.
Translation of Vital Documents

SMAT has translated many vital documents into Spanish and is in the process of translating others.

<table>
<thead>
<tr>
<th>Document</th>
<th>Translation Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Civil Rights Complaint Form</td>
<td>Done</td>
</tr>
<tr>
<td>ADA Eligibility Applications</td>
<td>Done</td>
</tr>
<tr>
<td>ADA Service Overview Booklet</td>
<td>Done</td>
</tr>
<tr>
<td>Service change announcements</td>
<td>Done, On-Going</td>
</tr>
<tr>
<td>On-board notices</td>
<td>Done, On-Going</td>
</tr>
<tr>
<td>Notification of free language services</td>
<td>SMAT currently will orally assist Spanish speaking riders on transit documents</td>
</tr>
<tr>
<td>Printed Media</td>
<td>Done</td>
</tr>
<tr>
<td>Service Complaint Forms</td>
<td>Done</td>
</tr>
</tbody>
</table>
SECTION SIX: Decision Making Bodies

City Council (Elected Members)

At SMAT, decisions regarding policy, service changes, fares, capital programming, and facility locations are made by City Council. The City Council is composed of four (4) elected City Council members, and one (1) elected Mayor.

Service Review Committee (Non-Elected Members)

SMAT also has a Service Change Committee consisting of the Transit Services Manager, Transit Services Coordinator, the Operations Manager, Training Manager, and the Operations Manager. This committee is an ad hoc group which meets during service changes. In addition, the membership of the committee may vary depending on the level of services changes.

<table>
<thead>
<tr>
<th>Body</th>
<th>Caucasian</th>
<th>Latino</th>
<th>African American</th>
<th>Asian American</th>
<th>Native American</th>
</tr>
</thead>
<tbody>
<tr>
<td>City Council</td>
<td>3</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Service Review Committee</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
SECTION SEVEN:
Service Standards and Policies

SMAT has developed a set of quantifiable service standards and policies. These service standards were updated in 2012 through a public participation process, approved by SMAT’s Board of Commissioners and with the input of SMAT’s Passenger Advisory Committee (PAC).

These service standards and policies include:

- Vehicle Load
- Headways (Frequencies)
- On-time Performance (Schedule Adherence)
- Service Availability
- Vehicle Assignment Policy
- Transit Amenity Policy

SMAT advertised and held a public information session to receive comments on the proposed standards. During the session, SMAT staff presented an overview of the components of SMAT’s public participation process as well as the various policies and standards. A copy of the presentation is available by contacting SMAT.
Example: Public Meeting Announcements

Public Workshop Notice
Unmet Transit Needs
Join us for the public workshop on UNMET TRANSIT NEEDS
Hosted by the City of Santa Maria Transit Division
Wednesday, November 19th, 2014
Shepard Hall, City of Santa Maria
Public Library, 1st floor
5:30 PM
In compliance with the Americans with Disabilities Act, individuals needing special accommodations to participate in the meeting should contact SMAT at least three working days prior to the meeting (805) 928-5524.

Acompañemos a un taller público sobre el servicio de autobús
Presentado por el transporte de la ciudad de Santa María
Miércoles, 19 de Noviembre del 2014
En Shepard Hall, el primer piso
En la biblioteca a las 5:30 PM
Conforme la ley de Americanos con Incapacidades personas que necesitan adapt...
Vehicle Load

Vehicle load is expressed as the ratio of passengers to the total number of seats on a vehicle.

<table>
<thead>
<tr>
<th>Vehicle Type</th>
<th>Seated Capacity</th>
<th>Standing Capacity</th>
<th>Total Capacity</th>
<th>Preferred</th>
<th>Average Load</th>
<th>Maximum Load</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gillig Low Floor</td>
<td>41</td>
<td>42</td>
<td>83</td>
<td>1</td>
<td>1.57</td>
<td>2</td>
</tr>
<tr>
<td>Gillig BRT</td>
<td>41</td>
<td>42</td>
<td>83</td>
<td>1</td>
<td>0.40</td>
<td>1</td>
</tr>
<tr>
<td>Optima 29’</td>
<td>23</td>
<td>20</td>
<td>43</td>
<td>1</td>
<td>0.40</td>
<td>1</td>
</tr>
<tr>
<td>Transtar 25’</td>
<td>14</td>
<td>11</td>
<td>25</td>
<td>1</td>
<td>0.07</td>
<td>1</td>
</tr>
<tr>
<td>El Dorado 25’</td>
<td>14</td>
<td>11</td>
<td>25</td>
<td>1</td>
<td>0.07</td>
<td>1</td>
</tr>
<tr>
<td>Starcraft 25’ Gillig</td>
<td>14</td>
<td>11</td>
<td>25</td>
<td>1</td>
<td>0.07</td>
<td>1</td>
</tr>
</tbody>
</table>

Vehicle Headway (Frequency)

Vehicle headway is the amount of time between two (2) buses traveling in the same direction on a given route. SMAT buses are scheduled with a variety of frequencies based generally on demand. Routes are scheduled in 30 and 60 minute frequencies.

Policy Headways and Periods of Operation

<table>
<thead>
<tr>
<th>Service</th>
<th>Weekday Peak</th>
<th>Weekday Off Peak</th>
<th>Saturday</th>
<th>Saturday Off Peak</th>
<th>Sunday Peak</th>
<th>Sunday Off Peak</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local</td>
<td>30</td>
<td>30</td>
<td>60</td>
<td>60</td>
<td>60</td>
<td>60</td>
</tr>
<tr>
<td>Intercity</td>
<td>60</td>
<td>90</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

On-Time Performance

Among the most important service standard for riders is on-time performance or adherence to published schedules.

- A vehicle is considered on-time if it departs a scheduled time point no more than two minutes early and no more than five (5) minutes late.
- SMAT’s on-time performance objective is 95% or greater.
Service Availability – Access to the Bus

SMAT currently provides transit service so that ninety (90%) of all residents of the City of Santa Maria are within a quarter of a mile (1/4 mile) walk of bus service. Consideration is given to new markets as demand warrants and as resources become available.

Vehicle Assignment Policy

In general, SMAT’s average fleet age is 2.8 years. SMAT is not concerned about assigning vehicles to routes based on vehicle age and environmental justice issues. However, consideration is made due to lengths, which are matched to the operating characteristics of the route.

Transit Amenity Maintenance

SMAT has over 180 stops in the service area – many located and installed more than 30 years ago. Stops, shelters, and benches will be placed according to industry standards with consideration of permitting and for local special needs.

The installation of new bus amenities can be requested through the customer service office, through the City’s website, or at public meetings.

When the annual cost of repairs to any amenity (beyond the cost of normal cleaning) is greater than the cost of the structure, SMAT reserves the right to permanently remove the amenity.

Monitoring Service Standards

For the on-going monitoring and measurement of service standards and policies, SMAT uses the following schedule and methods:

<table>
<thead>
<tr>
<th>Service Standard/Policy</th>
<th>Sample Schedule</th>
<th>Methodology</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicle Load</td>
<td>All Routes Bi-Annually</td>
<td>Automatic Passenger Counters on Fixed Route Buses</td>
</tr>
<tr>
<td>Vehicle Headways</td>
<td>Assessed Annually as Part of Service Planning</td>
<td>Service Review</td>
</tr>
<tr>
<td>On-Time Performance</td>
<td>Assessed Monthly</td>
<td>Ride Checks</td>
</tr>
<tr>
<td>Service Accessibility</td>
<td>Assessed Annually as Part of Service Planning</td>
<td>Service Review</td>
</tr>
<tr>
<td>Vehicle Assignment Policy</td>
<td>Assessed Annually</td>
<td>Service Review</td>
</tr>
</tbody>
</table>
Summary of Changes
Service Changes Since 2012

Since SMAT’s 2012 Title VI Plan Submission there have been no changes in SMAT’s fare structure and service changes. However, there has been a service revision to adjust several routes to better serve areas with limited English proficiency. The City conducted six (6) outreach meetings. The City provided translators at these meetings. The City was able to accommodate suggestions.

Construction Equity Analysis

When SMAT plans to construct or expand a facility, maintenance facility, transit hub, or operation center, the City will include a copy of the Environmental Justice Analysis conducted during the planning stage with regard to the location of the facility. The following principles will be applied in the analysis.

1. To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations;
2. To ensure the full and fair participation by all potentially affected communities in the transportation decision-making process; and
3. To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.

SMAT will follow federal guidance provided in FTA Circular 4703.1 (August 2012).
SECTION EIGHT: Program Specific Requirements

Title VI Monitoring (from 2012 Title VI Plan)
The results of the ongoing monitoring of service standards as defined in the SMAT’s 2009 program can be obtained by contacting SMAT.

Subrecipient Compliance
SMAT has two subrecipients: City of Lompoc (capital) and City of Guadalupe (capital).

SMAT provides oversight of these operations including Title VI. Based on the 2014 Final Report from the Federal Transit Administration Triennial Review, there were no Title VI findings, including SMAT’s oversight of these operators.

Equity Analysis for Facility
During the past three (3) years, SMAT has not constructed a vehicle storage, operations, or center of maintenance facility.

Demographic Service Profile
Because SMAT operates fewer than 50 buses in peak service, a demographic service profile was not prepared for this plan update.
SECTION NINE: Grants, Reviews and Certifications

Pending Applications for Financial Assistance
SMAT has no pending applications for financial assistance from any federal agency other than the FTA.

Pending FTA Grants
None

Open FTA Grants
- CA-90-Y783-00 OpAsst, RepBus, ReplVns, Sched SW
- CA-90-Y986-00 OpAsst, ExpBus, BusWash,CCC,Othr
- CA-90-Z035-01 OpAsst, Bus, APTS, BusStp,Othr

Civil Rights Compliance Reviews in the Past Three (3) Years
SMAT has not been the subject of any such reviews.

Recent Annual Certifications and Assurances
SMAT executed its most recent Certification and Assurances to the FTA for 2015. The City is current.

Previous Triennial Review Findings
SMAT’s 2014 Triennial Review resulted in no findings with respect to its Title IV Plan/activities.
SECTION TEN: Contact

For additional information on the Santa Maria Area Transit’s Title VI Plan, or its efforts to comply with the Civil Rights Act of 1964 or Executive Order 13166 Improving Access to Services for Persons with Limited English Proficiency, please contact:

Austin O’Dell, Transit Services Manager
City of Santa Maria (d.b.a. Santa Maria Area Transit)
110 S. Pine Street, Suite 101
Santa Maria, CA  93458
Tel: (805) 925-0951 Extension 480
E-Mail: aodell@cityofsantamaria.org
SECTION ELEVEN: Resolution

City Council will be adopting program in June 2015. Resolution will be incorporated as part of final plan.