

The City of Springfield-SCAT (Springfield City Area Transit) Title VI Program August 1, 2014

Title VI of the Civil Rights Act of 1964 ensures that public transportation and other FTA-funded service to the public are provided without regard to race, color and national origin. To help us verify that, FTA issued Circular 4702.1A in 2007, which requires recipients of FTA funds to submit a Title VI Program every three years. Chapter IV of the circular explains the policies, practices and procedures that FTA recipients must document to constitute a Title VI Program. The full circular can be found online at: www.fta.dot.gov/circulars Please pay special attention to the requirements in Chapter IV.

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Introduction

This program reflects The City of Springfield-SCAT's commitment to ensuring that no person shall, on the grounds of race, color, national origin, religion, age, marital status, sexual orientation or disability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity provided by the City of Springfield-SCAT.

Signed Policy Statement

A policy statement signed by the Minority Business Development Coordinator assuring the City of Springfield-SCAT's compliance with Title VI of the Civil Rights Act of 1964 can be found as **Attachment A**.

Title VI Discrimination Complaint Procedure

If you believe you have been excluded from participation in, denied the benefit of, or subjected to discrimination, you may file a written complaint to the City of Springfield-SCAT. In this written complaint, please include the following:

- Your name, address, and how to contact you (phone number, e-mail, etc.)
- How, why, when and where you believe you were discriminated against. Include the location, names, and contact information of any witness. If the alleged incident occurred on the bus, give date, time of day, and bus number if available.
- You must sign your letter of complaint

All complaints will be investigated promptly. Reasonable measures will be taken to preserve any information that is confidential. If necessary, a neutral party will be assigned to investigate. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The investigation process and final report should take no longer than twenty-five (25) days. If no violation is found the complainant may appeal the decision.

Record of Title VI Investigations, complaints, or lawsuits

Over the reporting period, the City of Springfield-SCAT had three Title VI complaints, investigations or lawsuits filed against it. All three complaints were filed by employees of the SCAT franchisee. Further information is available upon request through the Minority Business Development Coordinator.

The City of Springfield-SCAT Limited English Proficiency Outreach Plan

Analysis of the 2010 U.S. Census data showed that those that speak English “less than very well” represent 1.5% of the population in Clark County Ohio. This represents such a low percentage of the population that a LEP plan is not warranted.

Subject	Total Estimate	Springfield city, Ohio Percent of specified language speakers	
		Speak English "very well" Estimate	Speak English less than "very well" Estimate
Population 5 years and over	56,255	98.5%	1.5%
Speak only English	95.6%	(X)	(X)
Speak a language other than English	4.4%	66.1%	33.9%
Spanish or Spanish Creole	2.7%	58.8%	41.2%
Other Indo-European languages	1.4%	78.5%	21.5%
Asian and Pacific Island languages	0.2%	79.6%	20.4%
Other languages	0.1%	61.7%	38.3%
SPEAK A LANGUAGE OTHER THAN ENGLISH			
Spanish or Spanish Creole	1,538	58.8%	41.2%
Other Indo-European languages	776	78.5%	21.5%
Asian and Pacific Island languages	137	79.6%	20.4%
Other languages	47	61.7%	38.3%
CITIZENS 18 YEARS AND OVER			
All citizens 18 years and over	44,701	99.4%	0.6%
Speak only English	97.3%	(X)	(X)
Speak a language other than English	2.7%	77.1%	22.9%
Spanish or Spanish Creole	1.4%	78.5%	21.5%
Other languages	1.3%	75.6%	24.4%
PERCENT IMPUTED			
Language status	3.7%	(X)	(X)
Language status (speak a language other than English)	6.4%	(X)	(X)
Ability to speak English	9.8%	(X)	(X)

Source: U.S. Census Bureau, 2008-2012 American Community Survey

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.

Notification of The City of Springfield-SCAT's Title VI Obligations

The City of Springfield-SCAT publicizes its Title VI program by posting its commitment to providing services without regard to race, color or national origin in all vehicles and the City of Springfield-SCAT-owned facilities. Further:

- The City of Springfield-SCAT does not discriminate in the operation of its programs on the basis of race, color or national origin.
- Please contact The City of Springfield-SCAT with questions or comments about The City of Springfield-SCAT non-discrimination policies, to get additional information, or to file a complaint.

In person or by mail:

Cheryl DeGroat Dover
Minority Business Development Coordinator
The City of Springfield, Community Development
76 East High Street
Springfield, Ohio 45502
Phone: 937.324.7380
Fax: 937.328.3489 Email: cdover@ci.springfield.oh.us

The City of Springfield-SCAT Discrimination Policy

The City of Springfield-SCAT is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Acts of 1964, as amended.

It is the City of Springfield-SCAT's objective to:

Ensure that the level and quality of service is provided without regard to race, color or national origin.

Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations.

Promote the full and fair participation of all affected populations in transportation decision making.

Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations.

Ensure meaningful access to programs and activities by persons with limited English proficiency.

The City of Springfield-SCAT Service Standards

Vehicle Load

Fixed Route	Less than or equal to 1.25 passengers per seat
Demand Response	Less than or equal to 1.0 passengers per seat

Vehicle Headway

Fixed Route	Less than or equal to 60 minutes
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On-Time Performance

	Acceptable Early	Acceptable Late	Minimum Standard On-Time
Fixed Route	0-1 minutes	0-4 minutes	97%
Demand Response	0-15 minutes	0-15 minutes	97%

Service Availability

Fixed Route	Distribute transit service so that 90% of all residents in the area are within ¼ mile of bus service.
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The City of Springfield-SCAT Service Policies

Transit Amenities Policy

Installation of transit amenities along bus routes are based on number of passenger boardings at stops along the routes

Vehicle Assignment Policy

A dispatcher is responsible for making bus assignments and replacements. In larger systems, this may be performed by a hostler or other maintenance personnel. A vehicle availability board should be available to facilitate communication between dispatch and maintenance, with all vehicles assumed to be available unless noted otherwise. The board should indicate vehicles pulled from service for repair or inspection, the date to be pulled from service and the date available to return to service. Also, the board should note vehicles with only marginal non-safety related, malfunctions that could be available for service in emergency situations.

Attachment A

City of Springfield-SCAT

Title VI

Non-Discrimination – Policy Statement

The City of Springfield-SCAT is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or be subject to discrimination in the receipt of its services or programs on the basis of race, color or national origin or any other characteristics protected by law, including Title I of the Civil Rights Act of 1964, as amended. Further, under the Americans with Disabilities Act (ADA) of 1990, no entity shall discriminate against an individual with a physical or mental disability in connection with the provision of transportation service.

To obtain more information on the City of Springfield-SCAT's nondiscrimination obligations or to file a Title VI complaint, contact the City of Springfield-SCAT Title VI Coordinator at:



Cheryl DeGroat Dover
Minority Business Development Coordinator
The City of Springfield, Community Development
76 East High Street
Springfield, Ohio 45502
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Attachment B

Title VI Complaint Form

The City of Springfield-SCAT

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Home Phone: _____

Work Phone: _____

Were you allegedly discriminated against because of:

- Race
- National Origin
- Color
- Other: _____

Date of alleged incident: _____

Explain as **clearly as possible** what happened and how you were discriminated against. Indicate **who was involved**. Be sure to include **the names and contact information of any witnesses**. If more space is needed please use the back of the form.

Have you filed this complaint with any other federal, state, or local agency or with any federal state court? Yes No

If yes, check all the apply:

Federal Agency
State Court

Federal Court
Local Agency

State Agency

Please provide information about a contact person at the agency/court where the complaint was filed:

Name: _____

Address: _____

City, State and Zip Code: _____

Telephone: _____

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

Signature

Date

Please mail this form to:

**Cheryl DeGroat Dover
Minority Business Development Coordinator
The City of Springfield, Community Development
76 East High Street
Springfield, Ohio 45502**