ROARING FORK TRANSPORTATION AUTHORITY

2022 LIMITED ENGLISH PROFICIENCY (LEP) PLAN

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GENERAL INFORMATION

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Grantee Number:	6184
Chief Executive Officer:	Dan Blankenship 2307 Wulfsohn Road Glenwood Springs, CO 81601 (970) 384-4981
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2022 LEP Plan Submission Date:	June 1, 2021
2022 LEP Plan Reviewed by:	Dan Blankenship, Chief Executive Officer (CEO) Kurt Ravenschlag, Chief Operations Officer (COO) Michael Yang, Chief Financial Administrative Officer (CFAO) Nicole Schoon, Title VI & LEP Compliance Officer

2021 BOARD OF DIRECTORS

Chair:	Dan Richardson, Town of Carbondale
Vice-Chair:	Bill Kane, Town of Basalt
Jurisdiction Members:	Jonathan Godes, City of Glenwood Springs Alyssa Shenk, Town of Snowmass Village Jeanne McQueeney, Eagle County Ann Mullins, City of Aspen Greg Poschman, Pitkin County Art Riddile, Town of New Castle
Legal Counsel:	Paul Taddune, Personal Counsel (P.C.)
Chief Executive Officer:	Dan Blankenship
Chief Operations Officer:	Kurt Ravenschlag
Chief Financial and Administrative Officer:	Michael Yang
Secretary:	Nicole Schoon, Secretary to RFTA Board of Directors

RFTA'S MISSION

"Connecting our region with transit and trails."

RFTA'S VISION

"RFTA pursues excellence and innovation in providing preferred transportation choices that connect and support vibrant communities."

RFTA'S CORE VALUES

- ✓ **Accountable –** *RFTA will be financially sustainable and accountable to the public, its users, and its employees.*
- ✓ **Affordable –** *RFTA will offer affordable and competitive transportation options.*
- ✓ **Convenient –** *RFTA's programs and services will be convenient and easy to use.*
- ✓ **Dependable –** *RFTA will meet the public's expectations for quality and reliability of services and facilities.*
- ✓ **Efficient –** *RFTA will be agile and efficient in management, operations and use of resources.*
- ✓ **Safe –** *Safety is RFTA's highest priority.*
- ✓ **Sustainable –** *RFTA will be environmentally responsible.*

PURPOSE

Roaring Fork Transportation Authority's (RFTA), Limited English Proficiency (LEP) Plan is a resource tool that will serve as a guide in addressing the responsibilities as a recipient of federal financial assistance from the Colorado Department of Transportation (CDOT), concerning the needs of individuals with limited English language skills. This plan was designed in accordance with Section 601 of Title VI of the Civil Rights Act of 1964, (42 U.S.C. 2000d) and its implementing regulations, which state that no person shall "on the grounds of race, color, national origin, age, sex, or disability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

Discrimination against a person because of limited ability to understand the English language is a form of national origin discrimination, prohibited by Title VI of the Civil Rights Act of 1964. In August 2000, President Bill Clinton issued the Federal Executive Order No. 13166, "Improving Access to Services for Persons with Limited English Proficiency," reprinted which declared to "…improve access to federally conducted and federally assisted programs and activities for persons who, as a result of national origin, are limited in their English proficiency (LEP)…" President George W. Bush affirmed his commitment to Executive Order 13166 through a memorandum issued on October 25, 2001, which directed a strengthening of enforcement of Title VI in a memorandum dated July 10, 2009.

Most individuals living in the United States, read, write, speak and understand English. However, for many of these individuals, English is not their primary language. According to the US Census Bureau's 2012-2016 American Community Survey 5-Year Estimates, the United States has a population of 298.7 million individuals (5-years and older). Of those individuals, approximately 235.5 million individuals, speak only English, while 63.2 million speak a language other than English. Those individuals whose primary language is not English and who have a limited ability to read, write, speak or understand English are considered limited English proficient (LEP). The majority of LEP individuals in the U.S. speak Spanish, 39.1 million or 13.1%.

LEP individuals can be faced with barriers, such as accessing benefits of services, understanding and exercising their rights, complying with instructions or regulations, or understanding information regarding federally assisted programs or activities. RFTA, as a recipient of federal financial assistance, has an obligation to reduce language barriers that can prevent LEP individuals' access to important services.

In certain circumstances, failure to ensure that LEP persons can effectively participate in or benefit from federally assisted programs or activities may violate the prohibition against national origin discrimination under Title VI of the Civil Rights Act of 1964. The purpose of this LEP plan is to help identify reasonable steps to provide language assistance for persons seeking meaningful access to RFTA services. This plan details procedures on how to identify persons who may need language assistance, the ways in which assistance may be provided, the approach for training staff, how to notify LEP persons that assistance is available and information on future plan updates.

LEP persons that feel they have been denied meaningful access may file a discrimination complaint based upon national origin under Title VI of the Civil Rights Act. RFTA's discrimination complaint form and complaint procedure can be found at https://www.rfta.com/title-vi/.

RFTA'S NON-DISCRIMINATION POLICY

It is RFTA's policy that no person shall be excluded from participation in, be denied the benefits of, or be subjected to discrimination in any operation of RFTA regardless of race, color, national origin, sex, age, or disability. RFTA will maintain an environment that is free of discrimination.

MINORITY REPRESENTATION ON ADVISORY BOARDS

RFTA has a Governing Board of Directors consisting of eight member jurisdictions and eight alternate members. The members of RFTA Board of Directors are elected officials by voters from that jurisdiction. RFTA's Board of Directors members and alternate members consist of six (6) Caucasian females and ten (10) Caucasian males. RFTA does not play any role in choosing the elected officials to its Board of Directors, they are chosen by voters within each jurisdiction. Two (2) members per each jurisdiction are assigned to serve on the RFTA Board of Directors.

Jurisdiction	Name	Gender	Race
Pitkin County	George Newman	Male	Caucasian
Alternate	Francie Jacober	Female	Caucasian
City of Glenwood Springs	Jonathan Godes	Male	Caucasian
Alternate	Shelley Kaup	Female	Caucasian
City of Aspen	Ann Mullins	Female	Caucasian
Alternate	Ward Hauenstein	Male	Caucasian
Town of Basalt	Bill Kane	Male	Caucasian
Alternate	Gary Tennenbaum	Male	Caucasian
Eagle County	Jeanne McQueeney	Female	Caucasian
Alternate	Kathy Chandler-Henry	Female	Caucasian
Town of Snowmass Village	Alyssa Shenk	Female	Caucasian
Alternate	Bill Madsen	Male	Caucasian
Town of Carbondale	Dan Richardson	Male	Caucasian
Alternate	Ben Bohmfalk	Male	Caucasian
Town of New Castle	Art Riddile	Male	Caucasian
Alternate	Scott Owens	Male	Caucasian

RFTA encourages minority population participation in planning for its various projects by publishing advertisements, public notices, web-site information, and announcements, in English and Spanish. RFTA does not have separate advisory boards, councils or committees because of its geographical operation stretch of 70 miles of rural area. As listed in the Goals for and Purpose of Public Participation Plan category above, RFTA encourages and attempts to engage participation of the minority population for numerous purposes.

RFTA LEP FOUR FACTORS

RFTA is required to take reasonable steps to ensure meaningful access to its programs and activities for LEP individuals. In accordance with federal guidance, in order to determine what language assistance measures should be implemented, RFTA will consider and balance the following four factors:

Factor #1 *– The number or proportion of LEP individuals eligible to be served or likely to be encountered by RFTA.*
Factor #2 *– The frequency in which LEP individuals come into contact with RFTA.*
Factor #3 *– The nature and importance of the service RFTA provides.*
Factor #4 *– The resources available for language assistance and the costs of such resources.*

A four factor analysis has been conducted for RFTA's current services, programs, and activities. When RFTA develops new services or programs, or expands existing ones, RFTA will conduct a four factor analysis to determine the appropriate language assistance measures to be provided to ensure meaningful access for LEP persons. Additionally, as described later in the language assistance plan, this analysis will be reviewed on a regular basis to ensure reasonable language assistance measures are provided to LEP persons.

Factor #1

United States LEP Demographic Data

In 2019 the United States (U.S.) had a total population of 328,239,523 people and a total Limited English Proficient (LEP) population of 70,571,497, which is 21.5% of the overall population in the U.S. The following table shows the top four (4) languages spoken by LEP persons in the U.S. and their percentage of the total U.S. population.[1]

Language	Number of LEP Persons	Percentage of Colorado's Total Population
Spanish	39,145,066	13.1%
Other Indo-European	10,827,536	3.6%
Asian/Pacific Island	10,172,370	3.4%
Other	3,027,087	1.0%

[1]Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates; www.census.org

Colorado LEP Demographic Data

In 2019 Colorado had a total population of 5,758,736 people and a total Limited English Proficient (LEP) population 403,940, which is 7.0% of Colorado's overall population. The following table shows the top four (4) languages spoken by LEP persons in Colorado and their percentage of the total Colorado population.[2]

Language	Number of LEP Persons	Percentage of Colorado's Total Population
Spanish	258,716	4.5%
Other Indo-European	69,795	1.2%
Asian/Pacific Island	52,490	0.9%
Other	22,939	0.4%

[2]Source: U.S. Census Bureau, 2019 ACS 1 Year Estimates; www.data.census.gov.

RFTA LEP Demographic Data

In 2019 the RFTA service area had a total population of 77,553 people and a total Limited English Proficient (LEP) population of 18,351, which is 23.7% of RFTA's overall service area. Of those LEP individuals in the RFTA service area, 21.1% are Spanish speakers. The following table shows RFTA's demographic service area LEP populations and their percentages.[4]

County	Population	Total LEP Population	Spanish LEP Population	Other Languages LEP Population
Garfield	55,077	14,662 (26.6%)	13,621 (24.7%)	1,041 (1.9%)
Pitkin	17,108	2,778 (16.2%)	1,427 (8.3%)	1,351 (7.9%)
Eagle[3]	8,122	2,475 (30.4%)	2,067 (25.4%)	408 (5.0%)

[3]Pitkin County has a limited portion (El Jebel & Basalt) which are within the RFTA service area. US Census Bureau; Place; Basalt Town, Colorado and Place; El Jebel CDP, Colorado were used for LEP data.
[4]Source: US Census Bureau, 2019 ACS 1 Year Estimates; https://www.data.census.gov.

There is a frequent need to respond to LEP individuals in the permanent population of RFTA's service area. The majority of individuals who have difficulty speaking English are Spanish speakers. Therefore, for this LEP Plan, additional local contacts were not made to clarify the need among the permanent population of the RFTA service area. The RFTA service area is very diverse and RFTA is committed to continuing to monitor the LEP needs of the community.

Visitors

As a year round resort community, the Aspen/Snowmass area attracts individuals from all over the world, especially during the winter ski-season. The RFTA service area also attracts visitors for special events, including Jazz Fest, X-Games, and other specialized events, which increases the potential for additional LEP resources. RFTA is committed to monitoring and altering, as needed, LEP needs among the RFTA service area.

Summary

Given the nature of the permanent population of RFTA's service area and the large numbers of international visitors who may have Limited English Proficiency needs, RFTA is committed to addressing LEP needs, as they may arise.

Factor #2

Nature of Contact

RFTA provides a variety of services to address the demands of a diverse, geographically expansive service area that spans over 70 miles of the Roaring Fork and Colorado River Valleys. These services range from local fixed routes, such as those provided in Aspen, Snowmass, Carbondale, and Glenwood Springs, to commuter corridor-based services such as the Snowmass Down-Valley, the Highway 82 local, the Grand Hogback, and VelociRFTA BRT services. RFTA offers printed material such as maps, schedules, and fares and passes information, Board Meeting minutes and information, careers, solicitation, and public documents are available on the RFTA website www.rfta.com. RFTA bus operators have the potential of daily contact with LEP individuals, and customer service representatives receive periodic calls in regard to RFTA operations from LEP individuals.

Frequency of Contact

RFTA ridership has increased over the past six (6) years from 3,865,697 riders in 2010 to 5,065,569 riders in 2016. However, due to COVID-19 from the 5,065,569 riders in 2016, RFTA has experienced a decline in ridership to 2,647,936 riders in 2020. The frequency in which RFTA comes into contact with

LEP individuals is significantly high due to the number of riders, expansive service area and number of routes provided.

Factor #3

Importance of Contact

As a transit service that provides service in areas with moderate LEP populations, RFTA has frequent and important contact with LEP persons. RFTA services are the primary mode of transportation for numerous LEP individuals commuting to and from work, school, medical services, etc. RFTA services are extremely important, and not having access to these services could significantly negatively impact LEP individuals' lives.

Factor #4

Resources available and the cost of such resources

The following is a summary of the language assistance resources and services that have already been or are currently being utilized by RFTA:

- Translation for RFTA Public Notices and Board Agendas in Spanish. RFTA translates Public Notices and Board Agendas in Spanish, free of cost, through Google Translation services and Spanish speaking employees. A copy of Public Notices and Board Agendas are attached as Appendix A.
- Translation of relevant RFTA news releases, posters, and flyers about new and proposed service changes in Spanish. RFTA Spanish speaking employees translate these items during normal working hours. RFTA will continue to translate these types of materials in the future in addition to referring members of the Spanish speaking population to a phone number posted on the RFTA website for personal contact. A copy of service schedules are attached at Appendix B.
- Spanish speaking customer service agents are available for questions and information through the RFTA website www.rfta.com and by phone (970) 384-4950.
- Translation of RFTA passenger surveys in Spanish. In 2018, RFTA distributed passenger surveys, and received 588 completed surveys, of which 87 or 14.8% were in Spanish. RFTA distributes passenger surveys every two (2) years, in English and Spanish.
- Spanish translation and signing services are available at all public hearings, upon request with at least five (5) days advanced notice.
- Ticket Vending Machines contain instructions for purchasing RFTA bus tickets and are available in English and Spanish.
- RFTA bus stops contain printed route schedules in English and Spanish.
- RFTA distributes the "**Basic Spanish for Transit Employees**" to operators, customer service staff, and other appropriate employees at new employee orientation, and as needed.
- RFTA website, www.rfta.com offers website translation into Spanish and other languages, powered by Google Translate, free of charge.

PLANS FOR FUTURE LEP EFFORTS

Given the current and potential future need to respond to individuals with Limited English Proficiency our LEP Plan includes the elements identified below.

Identifying LEP Persons

RFTA will take the following measures in order to identify potential future LEP needs with respect to RFTA's transit services:

- Review Census updates as they become available;
- Periodically review perceived LEP needs with drivers and other front-line staff;
- Make periodic contacts with school districts, RFTA jurisdiction leaders, area Chamber of Commerce, and other community agencies that may know of LEP persons or groups.

Language Assistance Measures

The following are additional language assistance resources for RFTA staff to consider for future LEP needs:

- Bilingual Staff: hire additional Spanish-speaking customer service staff and/or drivers;
- DOT Civil Rights & Business Resource Center: RFTA is encouraged to consult with the Civil Rights & Business Resource Center (CRBRC) on the development of additional language assistance measures or on how to best respond to specific language assistance requests. The CRBRC may also be able to provide funding and additional resources to RFTA for future language assistance measures;
- Become familiar with Language Line services www.languageline.com;
- Obtain copies of Census Bureau's "I Speak Cards" to have on hand, if needed.

Monitoring & Updating Plan

RFTA will monitor and update its LEP Plan every 3 years, or as needed. The update process will include:

- Continue reviewing the LEP Plan with RFTA staff;
- Continue reviewing demographic changes in RFTA's service area;
- Continue documenting any LEP-related complaints received since the last LEP update;
- Identify agencies in the RFTA service area that may serve LEP populations;
- Continue to provide opportunities for LEP participation at public meetings, through advertising and conduct of meetings, as appropriate.

Staff Training

Similarly, as the need arises, RFTA will consider the following training topics/opportunities:

- Federal LEP requirements on the LEP Plan and Title VI will be covered by Certified Trainers;
- Staff and driver awareness training;
- Documenting language assistance requests;
- Use of any of the language assistance measures as described above.

Dissemination of LEP Plan

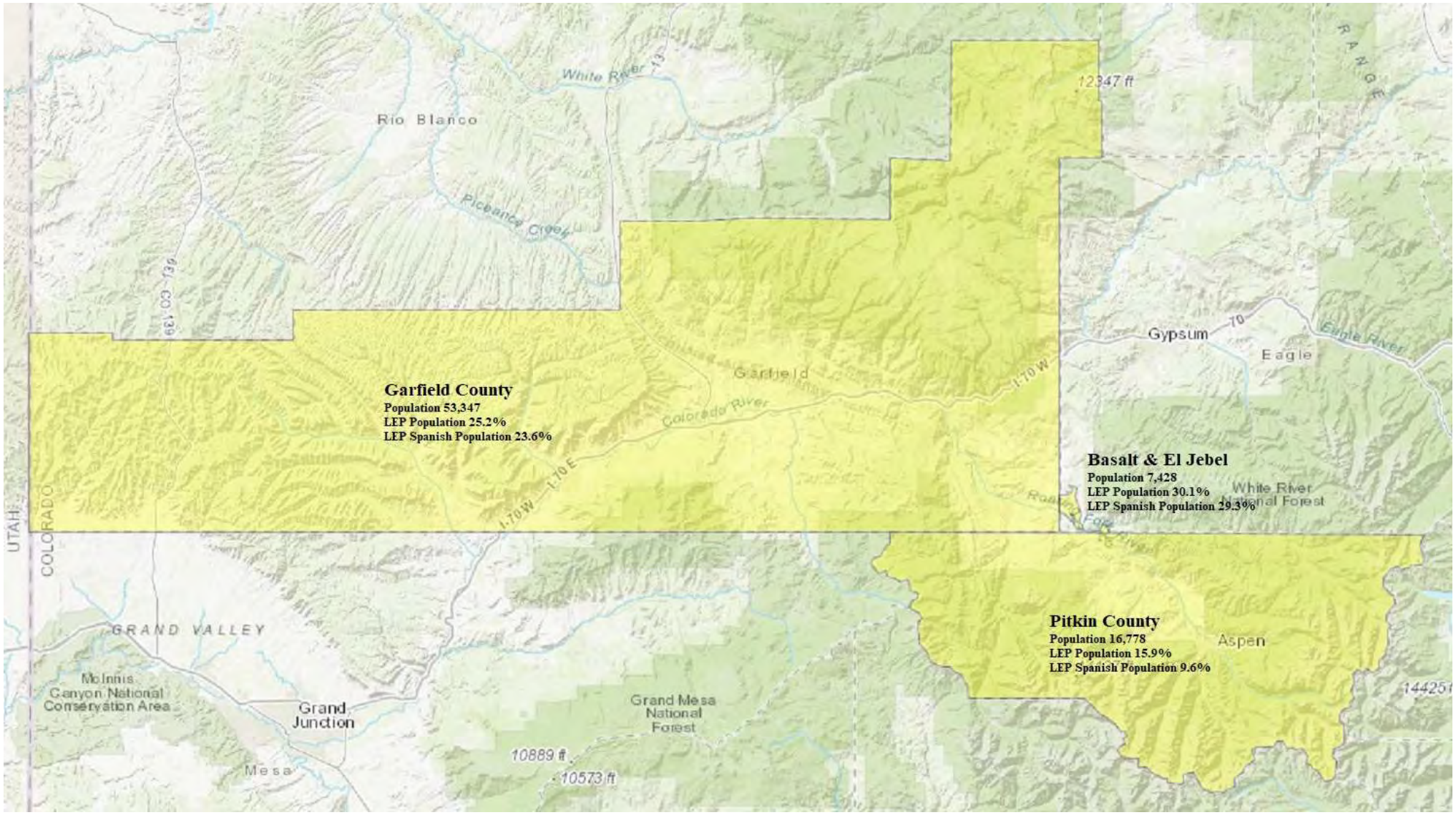
RFTA's LEP Plan will be disseminated through the following resources:

- Copies of the RFTA LEP plan will be available to agencies serving LEP populations in our area and for individual requests;
- Posted on the RFTA website www.rfta.com;
- Adopted by the Roaring Fork Transportation Authority Board of Directors;
- Federal Transit Administration;
- Colorado Department of Transportation (CDOT);

- Sent to jurisdiction's clerk and recorder's offices for posting on bulletin boards;
- Staff post on bulletin boards at Glenwood Administration Office, Glenwood Maintenance Facility, Carbondale Maintenance Facility, Carbondale Administration Office and Aspen Maintenance Facility;
- Notice in newspaper;
- Copy of LEP Plan distributed to all RFTA employees via email, staff meetings or personal work mailboxes.

APPENDIX A

LEP Population Map – RFTA Service Area



APPENDIX B

Spring and Summer Schedules (English & Spanish)

PLAN YOUR COMMUTE CHANGES ACCORDINGLY AND PREVIEW THE RFTA SPRING SEASON SCHEDULES NOW AT WWW.RFTA.COM

STARTING APRIL 10th:

- VelociRFTA-BRT will have reduced frequency and discontinue on the weekends
- Carbondale Circulator will discontinue on the weekends, and the local buses will serve downtown Carbondale
- Downvalley Express buses will no longer travel into Downtown Carbondale
- Hogback service will have reduced frequency on weekends
- Woody Creek service will discontinue until summer

STARTING APRIL 17th:

- Aspen service will have reduced hours (7am-12am Monday-Saturday, 9am-9pm Sundays)
- Crosstown Shuttle & Galena Shuttle service will discontinue

Planee su viaje con anticipacion de estos cambios y revise los horarios de la temporada de primavera por visitando www.RFTA.com.

A PARTIR DEL 10 DE ABRIL:

- VelociRFTA BRT tendrá reduccion de frecuencia y discontinúara durante los fines de semana
- El Circulador de Carbondale discontinúara durante los fines de semana y los autobuses locales entraran al centro de Carbondale los Sabados y Domingos
- Servicio de Hogback tendrá reduccion en frecuencia los fines de semana
- Servicio de Woody Creek será descontinuado hasta el verano

A PARTIR DEL 17 DE ABRIL:

- Servicio de la ciudad de Aspen tendrá horario reducido (7am-12am Lunes-Sabado, 9am-9pm Domingo)
- Servicio Crosstown Shuttle & Galena será descontinuado

RFTA ROARING FORK TRANSPORTATION AUTHORITY

THE CITY OF ASPEN

EFFECTIVE SATURDAY, JUNE 10TH

RFTA SUMMER SEASON SCHEDULES

Summer schedules are effective **SATURDAY, JUNE 10TH.**

Changes have occurred on the VelociRFTA BRT, Local-Valley, Hogback, and City of Aspen routes.

Preview schedules at **WWW.RFTA.COM**

HORARIOS RFTA PARA LA TEMPORADA DE VERANO

Horarios de verano son efectivos el **SABADO, 10 de JUNIO.**

Cambios han ocurrido a las rutas de VelociRFTA BRT, Local-Valley, Hogback, y rutas de la Ciudad de Aspen.

Para ver los horarios con anticipación visite **WWW.RFTA.COM**

FOR MORE INFORMATION
CALL (970) 925-8484
OR VISIT WWW.RFTA.COM

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