



Title VI Program for San Luis Obispo (SLO) Transit, Operated by the City of San Luis Obispo, CA

Public Review Draft: June 11, 2025
Final Draft: September 2, 2025

Prepared by:
City of San Luis Obispo
Public Works Department
990 Palm Street
San Luis Obispo, CA 93401
Tel: (805) 781-7121
www.slocity.org

Table of Contents

I: CIVIL RIGHTS STATEMENT	4
II: TITLE VI NOTICE TO THE PUBLIC	5
III: TITLE VI COMPLAINT PROCEDURES	6
POST-SUBMITTAL ACTIONS	7
IV: TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS	7
V: PUBLIC PARTICIPATION PLAN	8
PUBLIC PARTICIPATION TOOLBOX	9
MAJOR SERVICE REDUCTION OR FARE INCREASE	11
SUMMARY OF OUTREACH EFFORTS MADE SINCE LAST TITLE VI SUBMISSION	12
VI: LANGUAGE ASSISTANCE PLAN	14
FOUR FACTOR ANALYSIS	15
FACTOR 1 – THE NUMBER OF PERSONS WITH LEP ELIGIBLE TO BE SERVED OR LIKELY TO BE ENCOUNTERED BY SLO TRANSIT	15
FACTOR 2 – FREQUENCY WITH WHICH LEP PERSONS COME INTO CONTACT WITH SLO TRANSIT’S SERVICES AND PROGRAMS	17
FACTOR 3: THE NATURE AND IMPORTANCE OF SLO TRANSIT’S SERVICES AND PROGRAMS IN PEOPLE’S LIVES	21
FACTOR 4: THE RESOURCES AVAILABLE TO SLO TRANSIT FOR LEP OUTREACH AND THE ASSOCIATED COSTS	21
VII: FOUR FACTOR ANALYSIS FINDINGS	22
OVERSIGHT	23
TRAINING EMPLOYEES	23
TRANSLATION OF VITAL DOCUMENTS	24
VIII: DECISION MAKING BODIES	24
MASS TRANSPORTATION COMMITTEE (NON-ELECTED MEMBERS)	24
IX: SERVICE STANDARDS AND POLICIES	25
VEHICLE LOAD	25
VEHICLE HEADWAY (FREQUENCY)	26
ON-TIME PERFORMANCE	26
SERVICE AVAILABILITY – ACCESS TO THE BUS	26
VEHICLE ASSIGNMENT POLICY	26
TRANSIT AMENITY POLICY	26
MONITORING SERVICE STANDARDS	27
X: PROGRAM SPECIFIC REQUIREMENTS	27
SUB-RECIPIENT ASSISTANCE AND MONITORING	27
TITLE VI EQUITY ANALYSIS	27
DEMOGRAPHIC DATA COLLECTION AND REPORTING	28
TRANSIT SERVICE MONITORING	28
SERVICE AND FARE EQUITY ANALYSIS	28
XI: ATTACHMENTS	28

I: Civil Rights Statement

San Luis Obispo (SLO) Transit is committed to ensuring that no person is excluded from participation in or denied the benefits of its transit services on the basis of race, color, or national origin.

This program has been prepared in accordance with Section 601 of Title VI of the Civil Rights Act of 1964, Executive Order 13116 (Improving Access to Services for Persons with Limited English Proficiency), and the Federal Transit Administration (FTA) Circular 4702.1.B (Title VI Requirement and Guidelines for Federal Transit Administration Recipients).

Section 601 of Title VI of the Civil Rights Act of 1964 states that, “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.”

Executive Order 13166 states that, “Federal agencies are to examine the services they provide, identify any need for services to those with Limited English Proficiency (LEP), and develop and implement a system to provide those services so LEP persons can have meaningful access to them.”

Per FTA Circular 4702.1.B, this program meets the following objectives:

- Ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner; and
- Promote full and fair participation in public transportation decision-making without regard to race, color, or national origin; and
- Ensure meaningful access to transit-related program and activities by person with limited English proficiency.

This document was prepared by SLO Transit, a program of the City of San Luis Obispo's Public Works Department and approved by the City Council of the City of San Luis Obispo (Attachment A – Resolution No. XXXXX (2025 Series)). The document complies with all applicable federal requirements for all transit agencies.

For additional information on SLO Transit, or its efforts to comply with the Civil Rights Act of 1964, Executive Order 13166 Improving Access to Services for Persons with Limited English Proficiency, or the FTA Circular 4702.1.B please contact:

Alex Fuchs
Mobility Services Business Manager
1260 Chorro Street
San Luis Obispo, CA 93401
Email: slotransit@slocity.org

II: Title VI Notice to the Public

SLO Transit informs the public of its commitment to Title VI compliance and the right to file a civil rights complaint using the following notification.

Figure 1 - Notice to the Public (English)


<p>TITLE VI POLICY</p> 	<p>Title VI of the Civil Rights Act of 1964 (Title VI) prohibits discrimination on the basis of race, color, and national origin in programs that receive federal funding. SLO Transit is committed to complying with the requirements of Title VI in all of its federally funded programs and activities.</p> <p>Any person who believes that they have been aggrieved by any unlawful discriminatory practice, under Title VI, may file a complaint with the City of San Luis Obispo.</p> <p>For more information on the Title VI transit obligations and how to file a complaint, contact SLO Transit as listed below:</p> <p>City of San Luis Obispo Mobility Services Business Manager 1260 Chorro Street, San Luis Obispo, CA 93401 805.781.7121 slotransit@slocity.org</p>  slotransit.org
---	---

Figure 2 - Notice to the Public (Spanish)



<p>PÓLIZA DEL TÍTULO VI</p> 	<p>El acto de Derechos Civiles Título VI de 1964 (Título VI) prohíbe la discriminación en base de raza, color, u origen nacional en programas que reciben fondos federales. SLO Tránsito se compromete a cumplir con los requisitos de Título VI en todos sus programas federales y actividades.</p> <p>Cual quiere que pienda ha sido la víctima de una práctica discriminatoria y ilegal, bajo Título VI, pude suminstrar su queja a la ciudad de San Luis Obispo.</p> <p>Para más información de las obligaciones de Tránsito del Título VI y como presentar una queja, comuníquese con el sistema de tránsito de la Ciudad de San Luis Obispo de acuerdo a la información siguiente:</p> <p>City of San Luis Obispo Mobility Services Business Manager 1260 Chorro Street, San Luis Obispo, CA 93401 805.781.7121 slotransit@slocity.org</p>  slotransit.org
--	--

Table 1 lists the locations whereby the Notice to the Public is posted.

Table 1 - Notice to the Public Posting Locations

Location Description	Location
Bus Interior	All SLO Transit revenue vehicles
SLO Transit Webpage	Civil Rights City of San Luis Obispo, CA (slocity.org)
Public Works Department Office	919 Palm Street, San Luis Obispo, CA
Mobility Services Division Office	1260 Chorro Street, San Luis Obispo, CA
Downtown Transit Center	800 block of Osos Street, San Luis Obispo, CA

III: Title VI Complaint Procedures

Any person who believes that she or he has been discriminated against on the basis of race, color, and/or national origin may file a Title VI complaint with SLO Transit by completing and submitting a Title VI Complaint Form (Attachment B). **The Diversity, Equity, and Inclusion (DEI) Manager is the City's designated Title VI Coordinator.** SLO Transit staff are responsible for receiving complaints, investigations, and preparation of notices. The DEI Manager is responsible for tracking complaints, investigations, and lawsuits and for recommending changes, if necessary, to ensure continued compliance.

English and Spanish versions of the Title VI complaint form is available on SLO Transit's webpage at [Civil Rights | City of San Luis Obispo, CA \(slocity.org\)](#). Physical copies can also be obtained in person at the Mobility Services Office located at 1260 Chorro Street, San Luis Obispo, CA. Once the form is obtained, complainants can follow the steps below to complete and submit the form.

1. **Complete the Complaint Form.** If a customer needs assistance in completing the form, then they may contact SLO Transit at 805-781-7121 for assistance.
2. **Sign the Complaint Form.** Customers are required to sign the Complaint Form.
3. **Submit the Complaint Form.** Civil rights complaints should be filed immediately. However, SLO Transit will investigate complaints up to 180 days after the alleged incident. Customers should submit their complaints to:

City of San Luis Obispo
Mobility Services Business Manager
1260 Chorro Street
San Luis Obispo, CA 93401
Email: slotransit@slocity.org
Phone: (805) 781-7121

Alternatively, customers may also submit their complaints directly to the FTA's Office of Civil Rights using the following address:

Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue SE
Washington, DC 20590

Post-Submittal Actions

The following post-submittal actions are taken to ensure complaints are thoroughly investigated and that the complainant is informed of the results of the investigation.

1. **Acknowledgement.** Complaints will be recorded and assigned a complaint number. SLO Transit will review the complaint to determine if there was a Title VI violation(s). Staff will send an acknowledgement letter for receipt of complaint (Attachment B) informing the customer that their complaint for was received and that SLO Transit will investigate.

2. **Investigation.** SLO Transit has up to thirty (30) days to investigate the complaint. If more information is needed to resolve the case, then SLO Transit may contact the complainant. The complainant has thirty (30) days from the date of contact to send requested information to the investigator assigned to the case.

If the investigator is not contacted by the complainant or does not receive the additional information within thirty (30) days, then SLO Transit can administratively close the case. The case can also be administratively closed if the complainant no longer wishes to pursue their case.

3. **Outcome.** After the investigator reviews the complaint, one 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, then they have ten (10) days after the date of the closure letter or the LOF to do so.

IV: Transit-Related Title VI Investigations, Complaints, and Lawsuits

SLO Transit maintains a list of public transit-related Title VI investigations, complaints, and lawsuits filed since the time of the last Title VI program submission which alleges discrimination on the basis of race, color, or national origin. This list includes the date that the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the

status of the investigation, lawsuit, or complaint; and actions taken by SLO Transit in response, or findings related to the investigation, lawsuit, or complaint.

As of the writing of this program, there are **zero (0)** transit-related Title VI investigations, complaints, or lawsuits which allege discrimination on the grounds of race, color, national origin, or any other form of discrimination as shown in Table 2 below.

Table 2 - List of Transit-Related Title VI Investigations, Complaints, and Lawsuits

Type	Date	Summary (Incl. basis of complaint)	Status	Action(s) Taken
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.				
2.				

V: Public Participation Plan





SLO Transit's Public Participation Plan (PPP), developed in alignment with the [City's Public Engagement and Noticing Manual](#), is both a strategic guide and a commitment to inclusive, transparent, and equitable engagement. The PPP emphasizes early, continuous, and meaningful public involvement, particularly for those traditionally underserved like minority and Limited English Proficiency (LEP) populations, ensuring all voices are considered when making transit decisions.

The PPP ensures that:

- Community members affected by transit decisions can participate in shaping outcomes that may impact their environment or health.
- Public input meaningfully informs service planning.
- Diverse perspectives are considered throughout the decision-making process.
- SLO Transit actively engages individuals and groups who may be impacted.

Guided by the principles of **Inform, Consult, and Collaborate** (See Figure 3); SLO Transit provides clear information, actively seeks feedback, and partners with the public in identifying and evaluating alternatives.

Figure 3 - Action Plan Matrix

		COMMUNICATION OBJECTIVE		
		INFORM	CONSULT	COLLABORATE
		<ul style="list-style-type: none"> One way communication – outreach to citizens. Provide public with balanced and objective project/issue information to increase awareness and/or understanding of problems, alternatives and solutions. 	<ul style="list-style-type: none"> Get ideas on finite number of options / limited time discussion. Take public feedback on project or other issue proposal. 	<ul style="list-style-type: none"> Interactive process that incorporates recommendations as much as possible. Partner with the public to develop alternatives and identify preferred solutions. May be open ended. 
DECISIONMAKING: LEVEL OF COMPLEXITY 	1 STAFF LEVEL Normal procedures, existing program, services delivery	✓	✗	✗
	2 DEPARTMENT HEADS, CITY MANAGER New program, expansion of existing program	✓	○	✗
	3 ADVISORY BODIES (i.e., land use issues, development projects)	✓	✓	○
	4 CITY COUNCIL New laws, major plans, significant issues (i.e. drought strategy)	✓	✓	✓
		✓ Yes ○ Maybe ✗ Not Required		

To support equitable participation, SLO Transit maintains a network of nonprofits, businesses, and community organizations—particularly those serving underrepresented groups. Follow-up with participants helps close the feedback loop, and an engagement toolbox supports accessible, effective outreach.

Public Participation Toolbox

SLO Transit uses a variety of tools to ensure effective, inclusive, and bilingual public engagement. These tools support transparent communication and provide accessible opportunities for community feedback.

Media and Communication Channels

- **Print and Digital Media:** Advertisements and notices in newspapers and other periodicals, and on social media (X, Instagram, etc.)
- **Television and Radio:** Use of press releases, radio spots, and news segments.
- **Outdoor Advertising:** Information displayed on-board buses, at bus shelters, and public offices.
- **Website:** Meeting notices and public information are regularly posted on SLO Transit's website.

- **Web-Based Feedback:** Public comments are collected through online survey platforms.
- **Email:** The public can send questions and comments directly to SLO Transit at slotransit@slocity.org.

On-Board and Rider Communication

- **Bus Cards & Flyers:** On-board bus cards and flyers are regularly used to inform riders about service changes, meeting schedules, and hearing notices.
- **On-Board Messaging:** Service alerts and public engagement opportunities displayed on digital messaging boards on buses.
- **Rider Alerts:** Printed materials available on buses and posted at public offices, online, and on social media (See Figure 4).

Figure 4 - Example Rider Alert

RIDER ALERT
AVISO AL PASAJERO

Effective Monday, April 15th; due to extended construction near the intersection of Nipomo and Monterey, Routes 1B, 2A, 2B, and the SLO Trolley will be rerouted until Fall 2025.

Please see the following reroutes with stop closures:

A partir del lunes 15 de abril; debido a la construcción extendida cerca de la intersección de Nipomo y Monterey, las rutas 1B, 2A, 2B y el tranvía SLO se desviarán hasta el otoño de 2025.

Consulte las siguientes rutas con cierres de paradas:

Route 1B
Nipomo at Higuera Marsh at Broad

Route 2A
Nipomo at Higuera Nipomo at Plano

Route 2B
Nipomo at Higuera Nipomo at Plano

For more information, please visit slotransit.org or call SLO Transit at (805) 781-7012. Thank you!
Para obtener más información, visite slotransit.org o llame a SLO Transit al (805) 781-7012.
Muchas Gracias!

Community Outreach

- **Community Partners:** Flyers and notices are distributed via email and/or mail to list of local organizations representing traditionally underserved communities.
- **Informational Sessions & Workshops:** Informational sessions and/or workshops are hosted as part of the development or updating of planning documents (e.g. Short-Range Transit Plan).

- **Public Hearings:** City Council holds meetings twice a month which serve as public input opportunities. The Mass Transportation Committee is a transit advisory body of the City and meets every other month which also serves as public input opportunities.
- **Legal Notices:** Published in accordance with legal requirements to ensure transparency and public awareness.

This toolbox is designed to reach a broad and diverse audience, ensuring all community members—regardless of language, location, or access to technology—have the opportunity to stay informed and participate.

Major Service Reduction or Fare Increase

If the City Council, based on staff recommendations and supporting documentation, determines that a major service reduction and/or fare increase may be necessary, SLO Transit staff will provide public notification and opportunities for input in accordance with the City's Public Noticing and Engagement Manual and with SLO Transit's Major Service Reduction and Fare Increase Policy (Attachment C). The schedule shall provide a minimum of 45 (calendar) days public notice of the service or fare changes prior to their implementation.

Procedure

A minimum of two public meetings (one prior to 5:00 p.m. and one after 5:00 p.m.) will be scheduled and advertised. Public notices will be posted in English and Spanish at the locations listed below. Figure 5 is an example of a public notice for the Short-Range Transit Plan Update public meetings.

- City Hall (990 Palm Street)
- Mobility Services office (1260 Chorro Street)
- Downtown Transit Center
- Onboard all fixed-route transit vehicles
- County/City Public Library (995 Palm Street)
- SLO Transit website (with email link for public comment)
- Social media platforms
- Legal notices in local newspapers
- Press releases distributed to local media outlets

Figure 5 - Notice for Short-Range Transit Plan Meetings



Public meetings will be conducted in **convenient, accessible, and diverse locations**, with the following considerations:

- Locations will be served by transit routes whenever possible.
- Meetings will be facilitated by SLO Transit staff.
- Public comments will be formally recorded and archived.
- A public meeting may be held during a regularly scheduled **Mass Transportation Committee (MTC)** meeting.
- **Spanish-language assistance** will be available at each meeting to ensure inclusive participation.

Summary of Outreach Efforts Made Since Last Title VI Submission

Since SLO Transit's previous Title VI Plan submission, there have been significant public outreach conducted for various planning and programming efforts as summarized below. All these outreach activities were advertised to the public in both English and Spanish.

Short-Range Transit Plan Update

In September 2023, SLO Transit kicked off a joint Short-Range Transit Plan update in coordination with the area's regional service provider, San Luis Obispo Regional Transit Authority. SLO Transit's Short-Range Transit Plan was adopted by its board on April 15, 2025 and recommends services, programs, and fares changes for fiscal years 2025-26 through 2029-30. Throughout the plan update process, thorough public engagement was conducted as part of the Short-Range Transit Plan update process including the following efforts:

- Onboard Surveys were collected in October 2023, on all SLO Transit fixed route and tripper services. A total of 427 survey responses were received.
- Stakeholder Workshops were in November and included representatives from other government agencies, transit providers, and higher education institutions throughout the county.
- Community (online) Surveys were collected between November and December 2023, using a Survey Monkey and using the City's Open City Hall program. A total of 254 survey responses were received.
- Three Joint Advisory Body Meetings were held between March and October 2024, to present progress on the plan update and to solicit feedback from committee members and the public.
- Three Community Workshops were held in June 2024 to present and receive feedback from the public on the initial service alternatives analysis.
- City Council Study Session was held on July 16, 2024, and provided another opportunity for the public to provide input through written correspondence and through public testimony.
- MTC Meeting was held on January 8, 2025, to present the draft SRTP and to receive feedback from the committee and the public as to what recommendations to incorporate into the final plan.
- Targeted outreach was conducted in January 2025 with a focus on engaging community organizations that serve disadvantaged communities.

Transit Innovations Study

In 2023, a Transit Innovation Study was conducted to explore and evaluate transit operational improvements. The findings of the study were compiled into a report and provides actionable recommendations to help meet the City's climate and mode split objectives. The study's recommendations are planned to be implemented with the 2024-25 Supplemental Budget, with future budgets, and through updates to applicable planning documents.

The consultant produced seven memos on topics ranging from existing conditions and needs assessment to service enhancements evaluation. Between May and August of 2023 memos were sent to both internal and external stakeholders for review and comment. The comments were then incorporated into their respective memos and compiled into a draft report. Staff completed an initial review of the draft report then scheduled a workshop through which stakeholders would have an opportunity to review the recommendations as presented by the consultant and to re-prioritize them based on their experiences of transit in the City and beyond.

On September 25, 2023, staff held a stakeholder workshop and invited those involved in the memo review process as well as representatives from the City's Community Development Department, Ride-On Transportation, Cal Poly's Associated Students, Inc. (ASI), SLO Climate Coalition, YIMBY Action, and Diversity SLO. The workshop included a breakout session based on participants' areas of interests, a recommendation prioritization exercise, and an open discussion about the applicability of the

recommendations to SLO Transit. Staff asked participants during the workshop to rank the draft recommendations based on the effect of their ability to increase ridership. The results of the workshop helped re-prioritize the recommendations and were incorporated into the final report.

Annual Unmet Transit Needs Assessment

Every year the San Luis Obispo Council of Governments (SLOCOG) conducts an Unmet Transit Needs Assessment. The purpose of this assessment is to ensure that any unmet transit needs that are found reasonable to meet are programmed before Transportation Development Act (TDA) funds are expended for non-transit uses. SLO Transit is an eligible recipient of TDA funds and, therefore, is subject to the Unmet Transit Needs Assessment. SLO Transit promotes the public notices on its buses, on its website, and at meetings of the City's Mass Transportation Committee. SLO Transit also receives a list of comments submitted by the public and provides SLOCOG responses to the comments.

K-12 Discount Pass Pilot Program

Based on feedback from parents of the local school district, SLO Transit recommended to its board the approval of a K-12 discount 15-Ride pass pilot program. On November 13, 2023, staff met with Laguna Middle School staff to discuss expanding K-12 fare and pass options. School staff forwarded SLO Transit contact information and the proposed student pass and fare options to the school's Parent Teacher Association for review. In January 2024, City Council approved the pilot program and in February 2024 the new discount pass became available to the public.

In August 2024, staff attended Laguna Middle School's orientation day to promote the new discount pass pilot program and to provide students and parents with information about our services. A banner was also installed across the street from the school advertising the new pilot program. In September 2024, staff attended Pacheco Elementary School's Back to School Night for the same reason. On April 15, 2025, City Council approved formalization of the pilot program based on the utilization of the new pass option.

Other Outreach Efforts

Every year, the City participates in the National Public Works Week. The City and other municipal agencies in the county attend Downtown San Luis Obispo's Farmers' Market to highlight our respective programs and projects. SLO Transit staff attends the event and provides information to the public as well as answers questions about services and programs. Staff also regularly attends Cal Poly events throughout the year to engage with students, faculty, and staff.

VI: LANGUAGE ASSISTANCE PLAN

SLO Transit has developed its Language Assistance Plan (LAP) to address SLO Transit's responsibilities as a recipient of federal funding. The LAP helps to identify reasonable steps for providing language assistance to persons with Limited English Proficiency (LEP) who wish to access transit services and programs. Persons with LEP are those who do not speak English as their primary language and have limited ability to read, write or understand English.

SLO Transit's goal is to provide meaningful access for persons with LEP to all of its services, programs, and information. Efforts to effectively engage persons with LEP will ensure that they can equally contribute to and benefit from the development and improvement of SLO Transit's services and programs.

SLO Transit will comply with the Safe Harbor Provision, which outlines circumstances that can provide a "safe harbor" for recipients regarding translation of written materials for LEP populations. The Safe Harbor Provision states that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. These safe harbor provisions apply to the translation of written documents only.

Four Factor Analysis

In order to ensure meaningful access to programs and activities, SLO Transit uses the information gathered from a Four Factor Analysis to determine the specific language services that are appropriate to provide. This analysis helps SLO Transit to determine if it communicates effectively with persons with Limited English Proficiency (LEP) and informs language access planning. The Four Factor Analysis is local assessment that considers:

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

Factor 1 – The Number of Persons with LEP Eligible to be Served or Likely to be Encountered by SLO Transit

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

SLO Transit 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's 2023 American Community Survey. Refer to Table 3 for source details.

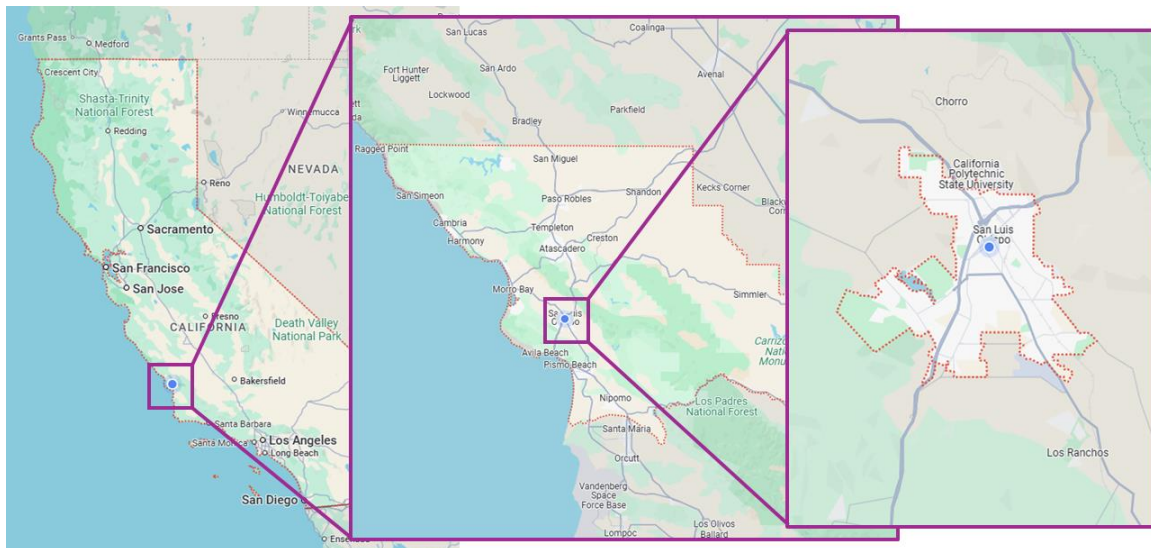
Table 3: Census Data Source Information

Criteria	Figure
Table ID	DP02
Survey/Program	American Community Survey
Vintage	2023
Dataset	ACSDP5Y2023
Product	ACS 5-Year Estimates Data Files
GEOs	California; San Luis Obispo County, California; San Luis Obispo City, California
Web Address	https://api.census.gov/data/2023/acs/acs5/profile

San Luis Obispo County Overview

SLO Transit's service system encompasses an area of twenty-two square miles in the County of San Luis Obispo, California as shown in Figure 6. The primary languages in the county are English and Spanish. Of county residents aged five and older, six percent reported speaking English less than “very well”. Within the County of San Luis Obispo, 13.4 percent of residents speak Spanish at home. Residents who speak Spanish and reported speaking English less than “very well” make up 4.4 percent of the population. Further detailed statistics can be found in Table 4 below.

Figure 6 - Location of the City of San Luis Obispo



San Luis Obispo (City) Overview

SLO Transit serves the City of San Luis Obispo and the adjacent university campus. The primary languages spoken in the City of San Luis Obispo are English and Spanish. The total population of the City is 48,039, and of residents aged five and older, three percent report speaking English less than “very well.”

Nearly 10 percent of the population of the City speaks Spanish and, of that number, two percent (911 residents) report speaking English less than “very well.” Following Spanish speakers, those who primarily speak languages other than English account for 6.7 percent of the population. These languages include “Other Indo-European languages,” “Asian and Pacific Islander languages,” and “Other languages” as outlined by the Census Bureau.

Table 4: Comparison of Language Spoken at Home

Language Spoken at Home	San Luis Obispo County		San Luis Obispo (City)	
	Estimate	Percent of Total	Estimate	Percent of Total
Total Speak Only English	22,1301	82.1%	38,864	83.4%
Total Speak Language Other Than English	48,194	17.9%	7,760	16.6%
Total Speak Spanish	36,081	13.4%	4,608	9.9%
Total Speak English Less Than “Very Well”	48,194	6.0%	1,404	3.0%
Total Population (5 years and older)	269,495		46,624	
Speak English Less Than “Very Well” – Detail (ACS Survey Language Categories)				
Speaks Spanish	11,847	4.4%	911	2.0%
Speaks Other Indo-European Languages	1,466	0.5%	165	0.4%
Speaks Asian / Pacific Islander Languages	1,742	0.6%	291	0.6%
Speaks Other Language	1,035	0.4%	37	0.1%

Factor 1 Summary of Findings

Based on the available population data for the SLO Transit service area and for the region in which SLO Transit operates, no single LEP language group meets or exceeds the DOT’s Safe Harbor provisions threshold of five percent or 1,000 persons (which is less) required to provide written translation of vital documents. However, SLO Transit is committed to translating all vital documents, including press releases and public notices, into Spanish.

Factor 2 – Frequency with which LEP Persons Come into Contact with SLO Transit’s Services and Programs

To determine the frequency of contract between persons with LEP and SLO Transit services, SLO Transit deployed a variety of surveys to employees, riders, and community partners. The survey results and a summary of findings for each survey is presented in this section.

SLO Transit Employee Survey

SLO Transit conducted internal surveys of employees including drivers, dispatch, road supervisors, and management staff. The intent of the survey was to determine what language skills already exist among SLO Transit employees and the number and nature of encounters with riders or other community members with LEP.

The first question asked employees if they could communicate in a language other than English, and if so, what language(s). Although varying degrees of fluency were indicated, six of the 17 respondents can speak one or more languages other than English. Of the six who indicated they spoke a language other than English, two spoke Spanish, one spoke German, and one spoke Mandarin. The remaining two respondents did not indicate which language they spoke other than English.

The survey also asked if, in the previous month, whether employees encountered customers who were unable to communicate in English and, if so, the frequency to which they heard one of ten languages. All respondents reported encountering riders with LEP speaking a language other than English between “rarely” to “daily”. The most common

non-English language encountered was Spanish followed by Chinese (Cantonese, Mandarin) as shown in Table 5.

Table 5 - How Often Have You Encountered Riders With Limited English Proficiency Speaking The Following Language?

	Not At All	Rarely	Occasionally	Sometimes	Often	Daily
Spanish	5	3	2	1	3	3
French	16	0	1	0	0	0
Tagalog	15	0	1	1	0	0
Japanese	16	1	0	0	0	0
Chinese (Cantonese, Mandarin)	14	0	3	0	0	0
Italian	17	0	0	0	0	0
Portuguese	15	0	1	1	0	0
German	15	1	0	1	0	0
Persian	16	0	0	1	0	0
Hindi	17	0	0	0	0	0
All Other Languages	0	0	1	0	0	0

The next survey question asked what type of needs and/or requests for assistance employees had received from riders with LEP. The most types of needs and/or request for service include information on routes and directions (50 percent) followed by information on bus times (39 percent), translation assistance (22 percent), and ADA information (six percent).

Employee Survey Findings

The information obtained through this survey indicates about one-third of SLO Transit staff members that responded to the survey speak one or more languages other than English, many of which speak Spanish. Additionally, riders that speak Spanish are among the most frequently encountered LEP populations. The survey also revealed that riders with LEP most often requested information about bus routes and directions to points of interest in the community.

Community Partners Survey

SLO Transit also surveyed community partners, listed in Attachment D, to assess the extent to which they come into contact with LEP populations, the types of services they offer to LEP persons, challenges with serving persons with LEP, and frequency of requests from LEP persons to translate/interpret transit information. Questions and consolidated responses are provided below.

Of the 13 community partners contacted, only four completed the survey. Of the four respondents, three indicated that up to 25 percent of the individuals served by their organization are persons with LEP. The fourth organization indicated that between 50 percent and 75 percent of individuals served are persons with LEP. All of the respondents indicated that Spanish is the most commonly spoken language, aside from English, amongst persons with LEP served by their organization. No other languages were indicated.

When asked about the type of services their organization provides to persons with LEP, all of the respondents indicated that interpretation (in-person and remote) services are provided. When asked about the frequency of requests to translate and/or interpret transit-related information, two organizations indicated 'very often', one indicated 'somewhat often', and one indicated 'not often at all'. Lastly, when asked about challenges faced by their organization when serving persons with LEP, three respondents indicated 'lack of bilingual staff' and one indicated 'limited access to interpreters'.

Community Partner Survey Findings

Though the number of responses was low, relevant and actionable information can be surmised from the data. Spanish is the most common language spoken by persons with LEP served by the respondent organizations. In-person and remote translation services are offered by all respondents and several of them often get requests to translate transit-related information. Lastly, lack of bilingual staff and/or limited access to interpreters is a challenge for all respondents.

Transit Rider Survey

A survey of transit riders was conducted between May 12-16, 2025, to determine how well do current riders read and speak English, language(s) other than English spoken at home, encounters with SLO Transit staff, how they get information about SLO Transit services, and why they ride the bus. The survey was offered in both English and Spanish and was available in print and digitally via QR Code. Attachment E includes a copy of the survey form. A total of 111 riders completed the survey: 105 in English and 6 in Spanish. Below are the questions and consolidated responses.

Table 6: English Proficiency of SLO Transit Riders Surveyed

	How well do you read English		How well do you speak English	
	Total	Percent	Total	Percent
Very Well	103	94%	102	92%
Somewhat Well	5	5%	4	4%
Not Very Well	2	2%	5	5%

Of the riders surveyed, 103 of the respondents (94 percent) indicated that they read English "very well" and 102 (92 percent) of the respondents indicated that they speak English "very well" as shown in Table 6. Of the riders surveyed, 33 percent said they spoke a language other than English at home. Of respondents who provided what language they spoke at home, 73 percent indicated Spanish. Table 7 shows the languages other than English spoken at home.

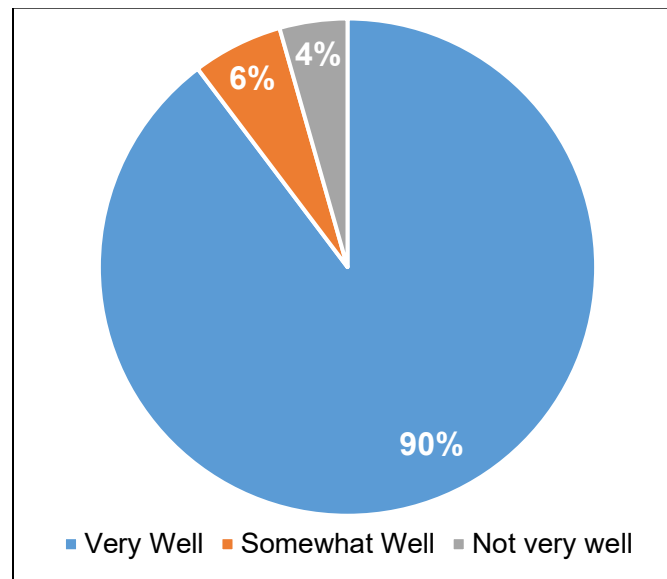
Table 7: Language other than English spoken at home

Language	No. of Respondents
Spanish	16
Hindi	1
Russian	2
Chinese	1
Japanese	1

Language	No. of Respondents
Filipino	1

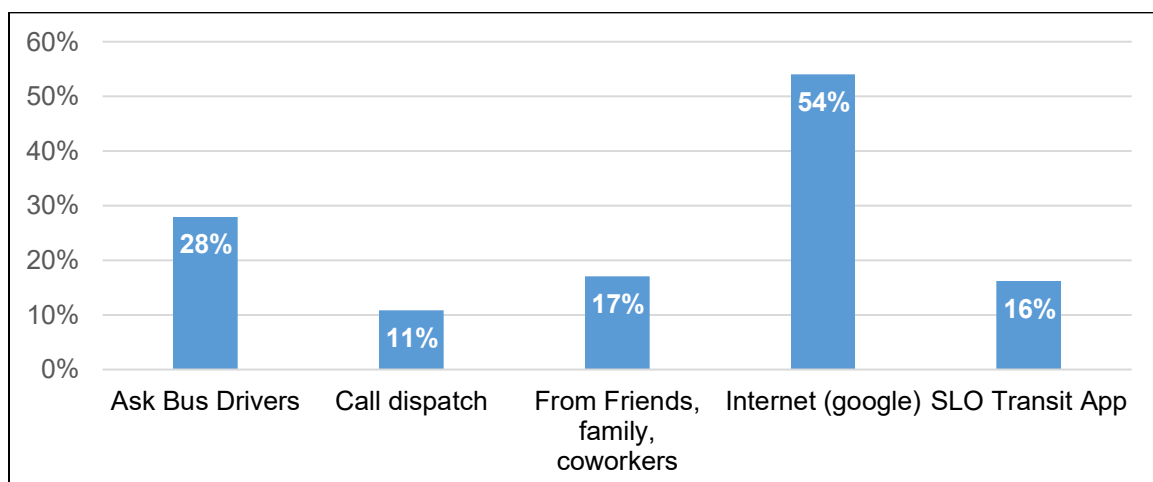
Riders were asked if they have called SLO Transit dispatch for assistance, and if so, how easy it was to communicate with staff. Though the original intent of the question was to assess ease of communication with dispatch staff, it was interpreted by riders to mean communication with staff in general. Of the riders surveyed, 90 percent indicated that they communicate with staff “very well” as shown in Figure 7.

Figure 7 - How Well Were You Able to Communicate with Staff?



Riders were asked where they get information about SLO Transit services. Of the riders surveyed, the most common responses were internet (54 percent), ask bus drivers (28 percent), and from friends, family, and coworkers (17 percent) as shown in Figure 8. Of the respondents, 28 (25 percent) indicated that they get information from more than one source.

Figure 8 - Where Do You Get Information About SLO Transit Services?



Lastly, riders were asked an open-ended question about why they ride the bus. The responses were categorized into the following themes:

- Not owning a car
- Transportation option for those with medical conditions
- Affordability
- Environmental reasons
- Convenient and no-cost for Cal Poly students

Transit Rider Survey Findings

Based on the transit rider survey, Limited English Proficiency is not a barrier to SLO Transit's services. Within SLO Transit's service area, three percent of residents speak English less than "very well" and based on the rider surveys, five percent of respondents reported speaking English "not very well" and two percent reported reading English "not very well". This indicates that SLO Transit is likely serving residents with Limited English Proficiency at a rate that is more than representative of the population it serves.

Finally, of residents reporting which language they spoke other than English at home, 73 percent reported speaking Spanish. This indicates that, while not required, SLO Transit's practice of translating vital documents into Spanish is a benefit to both riders and non-riders of the service area.

Factor 3: The Nature and Importance of SLO Transit's Services and Programs in People's Lives

Access to SLO Transit's services and programs is critical to the lives of many in SLO Transit's service area. Many depend on SLO Transit's fixed route services for access to jobs and to essential community services like schools, shopping, and medical appointments. As part of the public outreach for the [Short-Range Transit Plan \(2025\)](#) update, 70 percent of riders surveyed indicated they use the bus three or more times a week for various purposes including university (47 percent), work (19 percent), and medical or social services (8 percent).

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. The City will continue to translate vital documents into Spanish and offer interpreters and translations services where possible. The City also partners with a variety of community organizations to support historically underserved and underrepresented groups to ensure equitable access to public services.

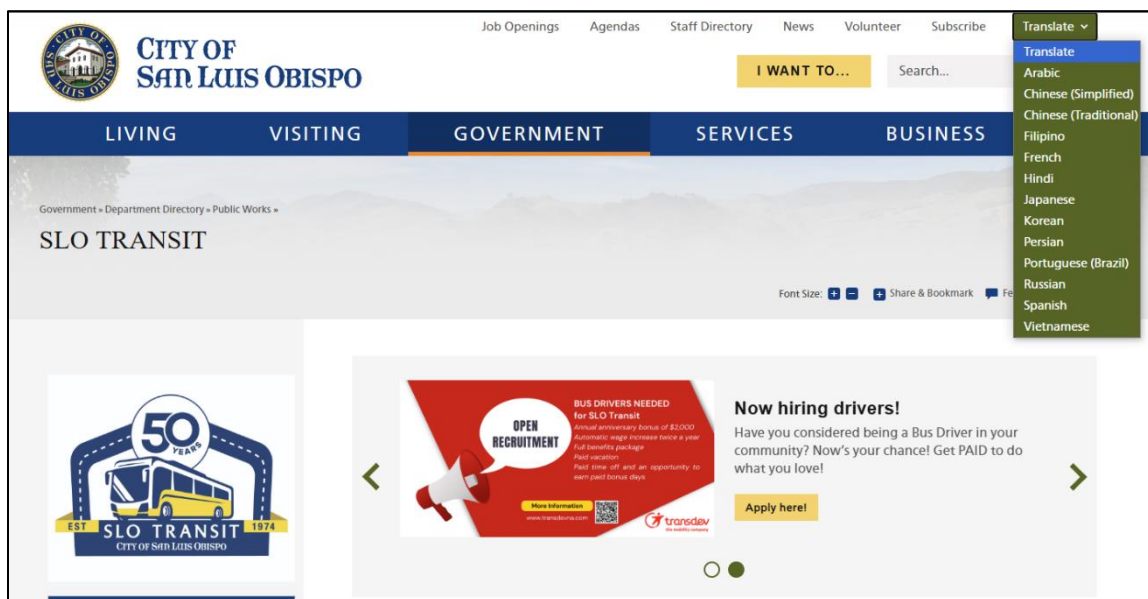
Factor 4: The Resources Available to SLO Transit for LEP Outreach and the Associated Costs

The City has a Bilingual Certification Examination program which assesses City employees' Spanish speaking and writing skills. Depending upon the results of the examination, employees will be certified for oral and/or written Spanish speaking translation services. All City departments and programs can utilize these certified bilingual employees for free translation services. Certified employees are compensated for this

service as negotiated through their respective Memorandum of Understanding. SLO Transit utilizes certified bilingual employees to translate vital documents into Spanish.

SLO Transit's annual budget includes costs of printing services, digital and print advertising, and for public outreach opportunities. These activities include production of English and Spanish documents and notifications. The City's website, including SLO Transit information, can be translated into multiple languages, as shown in Figure 9, powered by Google Translate.

Figure 9 - City Website Translation Options



VII: Four Factor Analysis Findings

A quick summary of the Four-Factor Analysis findings shows the importance of language assistance to members of the SLO Transit community who do not speak English very well, and the City's and SLO Transit's commitment to provide that assistance.

- **Factor 1** found that three percent of the City's population speaks English less than "very well"; this SLO Transit's LEP population. Even though no language is spoken by more than five percent or 1,000 people within the service area, per the Department of Transportation's "safe harbor" provision threshold, SLO Transit is committed to translating all vital documents into Spanish.
- **Factor 2** found that persons with LEP frequently use SLO Transit services and often interact with SLO Transit employees. Only four percent of transit riders surveyed reported communicating with staff "not very well." Riders most common source of information is the internet followed by asking bus drivers.
- **Factor 3** found that both English speaking and persons with LEP rely on SLO Transit services to access essential services like jobs, school, medical appointments, and for recreation. The City has an extensive community

partnership network that assist with distributing information and gathering feedback on transit services.

- **Factor 4** found that resources are available and within budget for SLO Transit to continue translating vital documents and to publish notifications in English and in Spanish.

Oversight

Oversight includes monitoring, evaluating, and updating of the Language Assistance Plan and the Public Participation Plan. SLO Transit have a responsibility to improve community engagement to ensure compliance with SLO Transit's Title VI Plan, Public Participation Plan, Language Assistance Plan, and other community outreach efforts. Monitoring of the Language Assistance Plan will include:

- On a triennial basis, SLO Transit will review regional census data for changing patterns of LEP populations
- Ongoing collaboration with regional and community partners
- Ongoing review of translation requests at SLO Transit's website and other material
- Post-Event Assessments (PEA)

Post-Event Assessments

Following service changes, fare increases and planning projects, staff 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 presented 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 Plan or Language Assistance Plan be amended?

Training Employees

The purchased transportation contractor retains the existing staff from the incumbent transit contractor if a new contractor is awarded the contract. Currently, dispatch and customer service staff are bilingual and/or have bilingual staff readily available. The purchased transportation contractor utilizes translation applications (i.e. Google Translate) to assist in communication with customers with LEP if bilingual staff is unavailable.

Translation of Vital Documents

It is existing practice of SLO Transit to translate the vital documents listed in Table 8 into Spanish.

Table 8 - SLO Transit Vital Documents

Document Type	Translation Status
Civil Rights complaint forms	Done
Fare and service change announcements (Rider alerts)	On-going
Legal notices	On-going
Printed media (Rider's Guide, route brochures)	Done
Passenger Code of Conduct policy	Done
General promotional materials	On-going
Website	Done

VIII: Decision Making Bodies

The City encourages all residents, minorities, women, and persons with disabilities who live in the City to serve on committees and boards.

Mass Transportation Committee (Non-Elected Members)

The Mass Transportation Committee (MTC) assists with the ongoing program of public transit in the City and on Cal Poly's campus. The MTC provides recommendations and input to the Council regarding routes, schedules, capital projects, fares, marketing, and additional services. The MTC meets in-person the second Wednesday of every other month at 2:30 p.m. at City Hall, 990 Palm Street, San Luis Obispo.

The MTC has seven members, consisting of one Cal Poly designated employee, one Cal Poly student representative designated by Associated Students, Inc. (ASI), one senior citizen, one person from the business community, one person with technical transportation planning experience, one persons from disabled community, one member at-large, and one student. Racial and ethnic make-up of the committee members is shown in Table 9 below.

Table 9 - Racial and Ethnic Make-up of the Mass Transportation Committee

White / Caucasian	Hispanic / Latino	Black / African American	Arab American / Middle Eastern / North African	Asian / Asian American / South Asian	American Indian / Alaska Native	Native Hawaiian / Other Pacific Islander	Indigenous (Not Lised)	Two or More	Prefer Not to Answer
5	2	0	0	0	0	0	0	0	0

IX: Service Standards and Policies

SLO Transit's [Short-Range Transit Plan](#), adopted on April 15, 2025, outlines service standards, policies, and performance measures to monitor service performance for the next five-year period (Table 4 on pages 29-30). SLO Transit is also required to set service policies for the distribution of transit amenities for each mode and vehicle assignment (pages 97-98). The plan includes the following service standards and policies relevant to the Title VI Program Plan.

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

The City of San Luis Obispo Transit currently has an active fleet of seventeen (17) buses¹ that are used for the City of San Luis Obispo fixed-route transit service. Only eleven (11) of these buses are used at peak periods of service. This does not trigger the threshold of additional service standards which transit providers that operate 50 or more fixed-route vehicles in peak service must include as part of their Title VI Program.

Vehicle Load

Vehicle load is expressed as the ratio of passengers to the total number of seats on a vehicle. SLO Transit sets a standard load factor of 1.25 during peak times and 1.0 for off-peak times for bus capacity. When capacity exceeds 125 percent for any route, it is SLO Transit's intention of alleviating overcrowding by dispensing additional supplemental service. Table 10 shows peak and off-peak standard load factor for each vehicle type within its revenue fleet.

Table 10 - Vehicle Load by Vehicle Type

Vehicle Type	Seated Capacity	Standing Capacity	Total Capacity	Peak Load	Off-Peak Load
Gillig 30'	28	14	42	1.25	1.0
Gillig 35'	32	16	48	1.25	1.0
Gillig 40'	40	20	60	1.25	1.0
Proterra 35'	29	15	44	1.25	1.0

¹ Fourteen heavy-duty buses, one double-decker bus, one cutaway bus, and one replica trolley

Vehicle Type	Seated Capacity	Standing Capacity	Total Capacity	Peak Load	Off-Peak Load
New Flyer 35'	32	16	48	1.25	1.0
Dennis 40' (Double-Decker)	86	43	129	1.25	1.0
El Dorado 28' (Cutaway)	28	14	42	1.25	1.0

Vehicle Headway (Frequency)

Vehicle headway is the amount of time between two buses traveling in the same direction on a given route. SLO Transit buses are scheduled with 20-, 45- and 60-minute headways depending upon individual route demand and period of operations. As a standard, SLO Transit operates 60-minute headways, at a minimum, throughout the year, Table 11 outlines the headways during different periods of operations.

Table 11 - Headways by Period of Operation (in Minutes)

Service	Weekday	Weekday Evening	Saturday Peak	Saturday Off Peak	Sunday Peak	Sunday Off Peak
Route Level	20-60	45-60	45-60	45-60	45-60	45-60

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 time point no more than five minutes after as shown on the route schedule. Buses are not allowed to depart earlier than the scheduled time points. SLO Transit's on-time performance objective is 95 percent or greater.

Service Availability – Access to the Bus

SLO Transit's standard for service is availability is that 90 percent of residents in the service area live within a quarter of a mile walk of a bus route. Consideration is given to new markets as demand warrants and as resources become available.

Vehicle Assignment Policy

Buses are assigned to certain routes based on ridership as well as maneuverability. Routes with higher demand are assigned larger buses (i.e. 35-foot and 40-foot) to accommodate higher passenger loads. Certain routes serve older residential areas with narrow rights-of-way which may require use of smaller, more maneuverable buses (i.e. 30-foot).

Transit Amenity Policy

SLO Transit serves 166 individual stops in the service area – many located and installed more than 30 years ago. Of these stops, 50 have shelters and 111 have benches. Solar lights are installed at 23 stops and electronic, real-time schedule signs are installed at 3 stops. Almost all the SLO Transit bus stops have an information kiosk (96 percent).

Various stops are shared with the regional transit operator – San Luis Obispo Regional Transit Authority.

All bus stops should have, at a minimum, a sign denoting the route(s) that serve it and information kiosks for the posting of route schedules and/or rider alerts. The recently adopted Short-Range Transit Plan includes a proposed measure to install solar lighting at 100 percent of bus stops. A bench will be installed at bus stops with ten or more combined daily boardings and a shelter and a bench will be installed at bus stops with 20 or more combined daily boardings. Boardings at individual stops that are shared between multiple routes will be added together to estimate daily boardings for the purpose of determining whether a threshold has been met. There is no threshold for installation of trash receptacles and are instead evaluated on a case-by-case basis.

Maintenance requests for existing stops and new bus shelter requests can be made by contacting SLO Transit through email at slotransit@slocity.org or via the City's mobile application [Ask SLO](#). When the annual maintenance and/or repair costs to any amenity are greater than the value or cost of the structure, SLO Transit reserves the right to permanently remove the amenity.

Monitoring Service Standards

Table 12 lists the schedule and methodology used for the on-going monitoring and measurement of service standards and policies.

Table 12 - Service Standards and Policies Monitoring

Service Standard/Policy	Sample Schedule	Methodology
Vehicle Load	All routes bi-annually	NTD survey data and staff observations
Vehicle Headways	Assessed annually (as part of service planning)	Service review
On-Time Performance	Assessed monthly	Ride checks
Service Accessibility	Assessed annually (as part of service planning)	Service review
Vehicle Assignment Policy	Assessed annually	Service review

X: Program Specific Requirements

Sub-recipient Assistance and Monitoring

A subrecipient is an entity that receives federal funds from another state or local government agency to carry out part of a federal program. SLO Transit does not have subrecipients nor does it have subrecipient oversight responsibilities.

Title VI Equity Analysis

SLO Transit has not constructed a facility since the last Title VI program update and, therefore, has not undergone a Title VI Equity Analysis. An equity analysis is a review conducted to determine whether a policy, program, or project fairly serves all populations,

especially those that are historically underserved or disadvantaged, such as persons of low-income and persons of Limited English Proficiency.

When SLO Transit considers and/or plans to construct a new maintenance facility, transit hub, and/or operations center, the City will conduct an equity analysis to maintain full compliance with FTA's Title VI regulations.

Demographic Data Collection and Reporting

SLO Transit operates fewer than 50 buses in peak service and is therefore not required to collect or report on demographic and service profile nor ridership and travel patterns for this plan update.

Transit Service Monitoring

SLO Transit operates fewer than 50 buses in peak service and is therefore not required to monitor the performance of its transit service for this plan update.

Service and Fare Equity Analysis

SLO Transit operates fewer than 50 buses in peak service and is therefore not required to evaluate service and fare equity changes for this plan update.

XI: Attachments

The following pages are attachments to SLO Transit's Title VI Program.

Attachment A – Resolution No. XXXXX (2025 Series)

PLACEHOLDER FOR RESOLUTION

Attachment B - Title VI Complaint Procedures Forms



Public Works

919 Palm Street, San Luis Obispo, CA 93401-3218
805.781.7200
slocity.org

Title VI Complaint Form

City of San Luis Obispo Transit – SLO Transit

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Home Telephone No: () _____ | Work Telephone No: () _____

Email Address: _____

Are you Filing this complaint on your own behalf? ☐ Yes ☐ No

If answering **YES**, please supply the name and relationship of the person for whom you are complaining:

Name: _____ Relationship: _____

Please explain why you have filed for a third party:

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party: ☐ Yes ☐ No

What do you believe is the reason for your discrimination?: ☐ Race ☐ Color ☐ National Origin

Date of Alleged Incident: _____

Explain as clearly as possible what happened and how you believe 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 or state court?

☐ Yes ☐ No

If yes, check all that apply:

☐ Federal agency ☐ Federal Court ☐ State Agency ☐ State Court ☐ Local Agency

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

Name: _____ Agency: _____

Address: _____

Telephone Number: _____

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:

City of San Luis Obispo
Mobility Services Business
Manager
Mobility Services
1260 Chorro Street
San Luis Obispo, CA 93401
(805)781-7121

Title VI of the Civil Rights Act of 1964 states: *"No person in the United States 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 financial assistance."*

The City of San Luis Obispo Transit (SLO Transit) respects civil rights and operates its programs and services without regard to race, color or national origin. SLO Transit is committed to complying with Title VI requirements in all of its programs and services.

Any person who believes he/she has been subjected to discrimination in the delivery of or access to public transportation origin, may file a complaint with SLO Transit. Such complaint must be filed in writing with SLO Transit no later than 180 days after the alleged discrimination. A letter of acknowledging receipt of complaint will be mailed within 30 days.

For more information on the Title VI transit obligations and how to file a complaint, please contact SLO Transit: City of San Luis Obispo Mobility Services Business Manager, Mobility Services Dept, 1260 Chorro Street, San Luis Obispo, CA 93401



TÍTULO VI FORMULARIO DE RECLAMACIÓN

City of San Luis Obispo Transit – SLO Transit

Nombre: _____

Domicilio: _____

Ciudad: _____ Estado: _____ Código postal: _____

Número de teléfono de casa: () _____ | Número de Trabajo: () _____

Correo electrónico: _____

¿Está presentando esta queja en su propio nombre? ☐ Sí ☐ No

Si responde Sí, proporcione el nombre y la relación de la persona por la que presenta la queja:

Nombre: _____ Relación: _____

Por favor explique por qué ha presentado la solicitud para un tercero:

Por favor, confirme que ha obtenido el permiso de la parte afectada si está presentando la solicitud en nombre de un tercero: ☐ Sí ☐ No

¿Cuál cree usted que es el motivo de su discriminación?: ☐ Raza ☐ Color ☐ Origin nacional

¿Cuál fue la fecha de la supuesta discriminación?: _____

Explique con la mayor claridad posible qué sucedió y cómo cree que fue discriminado. Indique quiénes estuvieron involucrados. Asegúrese de incluir los nombres y la información de contacto de los testigos. Si necesita más espacio, utilice el reverso del formulario.

¿Ha presentado la queja ante cualquier otra agencia federal, estatal o local, o ante cualquier agencia federal o la corte estatal?

☐ Si ☐ No

En caso afirmativo, marque todo lo que corresponda:

☐ Agencia Federal ☐ Corte federal ☐ Tribunal Estatal ☐ Agencia del estado ☐ Agencia local

Proporcione información sobre una persona de contacto en la agencia / tribunal donde se presentó la queja archivado:

Nombre: _____ Agencia: _____

Habla a: _____

Teléfono: _____

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

Firma: _____ Fecha: _____

Por favor envíe este formulario a:

City of San Luis Obispo
Mobility Services Business
Manager
Mobility Services
1260 Chorro Street
San Luis Obispo, CA 93401
(805)781-7121

El Título VI de la Ley de Derechos Civiles de 1964 establece: “Ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional, será excluida de participar, se le negarán los beneficios ni será objeto de discriminación en ningún programa o actividad que reciba asistencia financiera federal.”

El Servicio de Tránsito de la Ciudad de San Luis Obispo (SLO Transit) respeta los derechos civiles y opera sus programas y servicios sin importar la raza, el color ni el origen nacional. SLO Transit se compromete a cumplir con los requisitos del Título VI en todos sus programas y servicios.

Cualquier persona que considere haber sido objeto de discriminación en la prestación o el acceso al transporte público puede presentar una queja ante SLO Transit. Dicha queja debe presentarse por escrito a SLO Transit a más tardar 180 días después de la presunta discriminación. Se enviará por correo una carta de acuse de recibo de la queja dentro de los 30 días.

Para obtener más información sobre las obligaciones de tránsito del Título VI y cómo presentar una queja, comuníquese con SLO Transit: Gerente comercial de Servicios de Movilidad de la ciudad de San Luis Obispo, Departamento de servicios de movilidad, 1260 Chorro Street, San Luis Obispo, CA 93401



Public Works

919 Palm Street, San Luis Obispo, CA 93401-3218
805.781.7200
slocity.org

Acknowledgement Letter for Receipt of Complaint

[enter date]

[first name][last name]

[address 1]

[address 2]

[City], [state] [zip]

Dear [salutation & last name]:

This letter is to acknowledge receipt of your complaint against San Luis Obispo Transit alleging

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by telephoning _____ or write to me at this address. s

Sincerely,

**Mobility Services Business Manager
City of San Luis Obispo
Public Works Department
1260 Chorro Street
San Luis Obispo, CA 93401
(805) 781-7121
slotransit@slocity.org**



Public Works

919 Palm Street, San Luis Obispo, CA 93401-3218
805.781.7200
slocity.org

Carta de acuse de recibo de la queja

[Ingresar fecha]

[Nombre][Apellido]

[Dirección 1]

[Dirección 2]

[Ciudad], [Estado] [Código postal]

Estimado/a [Saludo y apellido]:

Esta carta es para acusar recibo de su queja contra San Luis Obispo Transit, alegando

En breve se iniciará una investigación. Si tiene información adicional o preguntas sobre este asunto, no dude en comunicarse con esta oficina llamando al _____ o escríbame a esta dirección.

Atentamente,

**Mobility Services Business Manager
City of San Luis Obispo
Public Works Department
1260 Chorro Street
San Luis Obispo, CA 93401
(805) 781-7121
slotransit@slocity.org**



Public Works

919 Palm Street, San Luis Obispo, CA 93401-3218
805.781.7200
slocity.org

City of San Luis Obispo Transit – SLO Transit

Service Reduction & Fare Increase Policy

I. Purpose

49 USC Chapter 53, Section 5307(d)(1)(I) provides that urban grant recipient shall have:

“a locally developed process to solicit and consider public comment before raising a fare or carrying out a major reduction of transportation.”

The City of San Luis Obispo’s fixed-route SLO Transit system is a recipient of Federal Transit funding and therefore must establish an acceptable public meeting procedure with respect to fare increase and major service reductions as required by Federal law.

II. Definitions

a. Major Service Reduction:

- i. An indefinite reduction of more than 15 percent of daily revenue miles or hours; or
- ii. A number of indefinite service reductions in any given fiscal year that add up to more than 15 percent of daily revenue miles or hours.

b. Fare Increase:

- i. Any increase to a fare price per unit of service.

c. Emergency Service Change:

- i. Service change that is to be in effect for fewer than thirty (30) days; and
- ii. Service change does not meet the criteria of Section II.A.

Examples of emergency service changes include, but are not limited to; those due to power failure, severe weather, major construction, reconstruction, and improvement projects.

III. Procedure



Public Works

919 Palm Street, San Luis Obispo, CA 93401-3218
805.781.7200
slocity.org

- a. If a Major Service Reduction or Fare Increase is determined to be necessary by SLO Transit staff, a recommendation and supporting materials will be submitted to the City of San Luis Obispo City Council (Council) for consideration.
- b. If the Council determines that a Major Service Reduction or Fare Increase may be necessary based on staff's recommendation and supporting documentation, staff will schedule and advertise a no less than two public meetings to be conducted in accordance with City's most recently adopted [Public Engagement Manual](#). One said meeting will be held during typical work day hours (before 5 p.m.) and the other after work day hours (after 5 p.m.). At a minimum, public notices for public meetings will be posted at or electronically sent to the following locations, in both English and Spanish:
 - i. City Hall (990 Palm St.)
 - ii. Transit Center
 - iii. On board fixed-route vehicles
 - iv. County/City Public Library
 - v. Local Access TV Channel 21
 - vi. SLO Transit website with email link for comments
 - vii. City of San Luis Obispo website with email link for comments
 - viii. Social Media (e.g. Facebook)
 - ix. Paid and legal notices in local print periodicals
 - x. Press Releases to local media outlets
- c. A public meeting on the Major Service Reduction or Fare Increase will be held in a convenient, accessible and diverse location.
 - i. The location selected will be along bus routes whenever possible;
 - ii. The public meeting will be held under the supervision of SLO Transit Manager;
 - iii. The public comments will be recorded and filed; and
 - iv. The public meeting may be held at a regular Mass Transit Advisory Committee meeting.
 - v. Spanish speaking assistance availability
- d. After the public meeting is closed, staff will give a recommendation for consideration by the Council
- e. If Council adopts a plan for a Major Service Reduction or Fare Increase, the SLO Transit Manager shall be authorized and directed to implement the action according to the approved transit schedule. The schedule shall provide a minimum of 45 (calendar) days public notice of the service or fare changes prior to their implementation.



Public Works

919 Palm Street, San Luis Obispo, CA 93401-3218
805.781.7200
slocity.org

IV. Exemptions

The following criteria establish certain instances which are exempt from the requirement to solicit public comment:

- a. Standard seasonal variations;
- b. Special Events (e.g. marathon, triathlon, etc.)
- c. Changes imposed and under the control of private organizations (e.g. CalPoly)
- d. An Emergency Service Change;
- e. Experimental service changes for a period of 180 days or less, unless the changes extend beyond 180 days and meet the criteria of a Major Service Reduction as defined in Section II.A;
- f. Any fare, ticket or pass rate changes that do not result in increased fares per unit of service;
- g. Increases in service; or
- h. Decreases in fares.

Attachment D – Community Partners List

Below is a list of the community partners that were contacted to complete a survey as part of the Four Factor Analysis.

- People's Self-Help Housing (PSHH)
- Community Action Partnership of SLO (CAPSLO)
- Housing Authority of SLO (HASLO)
- County of San Luis Obispo Public Health
- Cal Poly Transportation & Parking Department
- Transitions Mental Health Association (THMA)
- Gay and Lesbian Alliance (GALA)
- Race Matters
- San Luis Obispo Chamber of Commerce
- San Luis Coastal Unified School District
 - SLO High School Leadership
 - Laguna Middle School Leadership
 - Bishops Peak Principal
 - CL Smith Principal
 - Hawthorne Elementary Principal
 - Los Ranchos Elementary Principal
 - Sinsheimer Elementary Principal
 - Teach Elementary Principal
- Cal Poly University Office of Diversity and Inclusion
- Ride-On Transportation
- San Luis Obispo County Access for All (Pathpoint)



San Luis Obispo Transit

1260 Chorro Street, San Luis Obispo, CA 93401
805.781.7012
www.slotransit.org

TITLE VI PROGRAM UPDATE – RIDER SURVEY (ENGLISH VERSION)

We want your feedback to improve services for riders with limited English. This short survey helps us better support all riders. Your answers are confidential. Thank you!

1. How well do you read English?
 - a. Very well
 - b. Somewhat well
 - c. Not very well
2. How well do you speak English?
 - a. Very well
 - b. Somewhat well
 - c. Not very well
3. Do you speak a language(s) other than English at home?
 - a. No
 - b. Yes, I speak _____
4. Have you called SLO Transit Dispatch for assistance?
 - a. Yes
 - b. No
5. If yes, how well were you able to communicate with staff?
 - a. Very well
 - b. Somewhat well
 - c. Not very well
6. How do you get information about SLO Transit services?
 - a. Ask bus drivers
 - b. Call dispatch
 - c. From friends, families, co-workers
 - d. Internet (Google)
 - e. Other: _____
7. Why do you ride the bus?



San Luis Obispo Transit

1260 Chorro Street, San Luis Obispo, CA 93401
805.781.7012
www.slotransit.org

ENCUESTA DEL TÍTULO VI – ACCESO AL IDIOMA

Queremos conocer su opinión para mejorar los servicios para personas con dominio limitado del inglés. Esta breve encuesta nos ayuda a brindar mejor apoyo a todos los pasajeros. Sus respuestas son confidenciales. Hay ayuda disponible en su idioma si la necesita. ¡Gracias!

1. ¿Qué nivel de inglés tiene?
 - a. Muy bien
 - b. Algo bien
 - c. No muy bien
2. ¿Habla bien inglés?
 - a. Muy bien
 - b. Algo bien
 - c. No muy bien
3. ¿Habla en casa otro(s) idioma(s) distinto(s) del inglés?
 - a. No
 - b. Sí, hablo _____
4. ¿Ha llamado a SLO Transit Dispatch para pedir ayuda?
 - a. Sí
 - b. No
5. En caso afirmativo, ¿cómo de bien pudo comunicarse con el personal?
 - a. Muy bien
 - b. Algo bien
 - c. No muy bien
6. ¿Cómo obtiene información sobre los servicios de SLO Transit?
 - a. Pregunte a los conductores
 - b. Llama a la central
 - c. De amigos, familiares, compañeros de trabajo
 - d. Internet (Google)
 - e. Otros: _____
7. ¿Por qué viaja en autobús?