

TITLE

VI

Title VI Program Update

Effective: March 13, 2019

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**Greater Bridgeport Transit
Title VI Program Update**

Effective Date: March 13, 2019

**Prepared by:
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Bridgeport, Connecticut 06610
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INTRODUCTION

GBT's Commitment to Civil Rights

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

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



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

—Civil Rights Act of 1964

iSolo pregunte!

Si necesita información en este idioma, llame al 203-333-3031.

Il vous suffit de demander!

Pour obtenir des informations dans cette langue, veuillez composer le 203-333-3031.

Wystarczy poprosić!

Jeśli potrzebują Państwo informacji w tym języku, prosimy zadzwonić pod numer 203-333-3031.

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Nếu quý vị cần thông tin bằng ngôn ngữ này, xin gọi số 203-333-3031.

尽管提出要求!

如果您需要以本文所呈现语言提供的信息, 请致电 203-333-3031.

اسأل فقط!

إذا كانت بحاجة إلى معلومات بلغة غير اللغة الإنجليزية، يرجى الاتصال بـ 203-333-3031.

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

—Executive Order 13166

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

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

GBT has engaged the public in the development of this program. The service standards detailed in this program, along with the public engagement process and the events triggering public outreach were all presented and discussed at a public information meeting. To develop a system to provide services to those with limited English proficiency, GBT engaged a number of community organizations and over 115 riders.

GBT's Board of Commissioners was actively involved in the update of this program. The content of the program was approved and adopted by the Board at a public meeting on March 13, 2019.

This program contains all of the elements required of a transit provider operating in an urbanized area of 200,000 or more in population and operating less than fifty vehicles in peak service. It supersedes GBT's Title VI Program of 2016 and is effective as of March 13, 2019. It has been prepared using data from the most recent U.S. Census.

GENERAL REQUIREMENTS

Notice to the Public

To make GBT's riders aware of its commitment to Title VI compliance, and of their right to file a civil rights complaint, GBT has presented the following language, in both English and Spanish, on its website gogbt.com, on posters at its Bus Station, in its System Timetable, in meeting rooms and in reception areas, at both its Bus Station and administrative facilities.

GBT alerts its riders and other community members of its Civil Rights policy and complaint process under Title VI using the following:

- Bi-lingual (English/Spanish) Web-based information available on the "Your Civil Rights" section of gogbt.com
- Bi-lingual (English/Spanish) signage on GBT Access paratransit buses;
- Bi-lingual (English/Spanish) signage on GBT fixed route buses;
- Bi-lingual (English/Spanish) signage on GBT's bus terminal platforms;
- Bi-lingual (English/Spanish) signage at GBT's Customer Service window;
- Bi-lingual (English/Spanish) signage in GBT's meeting rooms; and.
- Bi-lingual (English/Spanish) signage in the reception area of GBT's administrative facility

In addition to English/Spanish signage, all GBT Title VI notices have the following phrase, "if you need information in this language call 203-333-3031", translated into all nine Safe Harbor languages identified in the GBT service area. An example of which is on page five of this document.

Your Civil Rights

Greater Bridgeport Transit (GBT) operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with GBT. For more information on GBT's civil rights program and the procedures to file a complaint, please contact 203-366-7070; email info@gogbt.com or visit our administrative office at One Cross Street, Bridgeport, CT 06610 from 8:30 am to 4:30 pm Monday through Friday. A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington DC 20590 For more information about GBT programs and services, visit www.gogbt.com. If information is needed in another language, please contact 203-366-7070.

Discrimination Complaint Procedures

GBT has established a process for riders to file a complaint under Title VI. Any person who believes that she or he has been discriminated against on the basis of race, color, or national origin by GBT may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form available at our administrative offices or on our website gogbt.com.

The image shows two versions of the 'Greater Bridgeport Transit - Civil Rights Complaint Form'. The left version is the front side, featuring the GBT logo and sections for complainant information (Name, Address, Telephone, Electronic Mail Address, Accessible Format Requirements), complaint details (Section II: Are you filing this complaint on your own behalf?, Section III: If you answered 'yes' to this question, go to Section III; If not, please supply the name and relationship of the person for whom you are complaining; Section IV: Please explain why you have filed for a third party; Section V: Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party; Section VI: I believe the discrimination I experienced was based on (Check all that apply): Race, Color, National Origin; Date of Alleged Discrimination; and a section for a detailed explanation of the complaint. The right version is the back side, featuring sections for agency information (Section VII: Have you previously filed a Title VI complaint with this agency?, Section VIII: Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?), contact information for the agency (Section IX: Please provide information about a contact person at the agency/court where the complaint was filed), and a section for the complainant's signature and date (Section X: You may attach any written materials or other information that you think is relevant to your complaint; Signature and date required below:). Both forms include the GBT logo and contact information at the bottom.

Complaint forms are translated in all Safe Harbor languages and are available at gogbt.com and in hardcopy form, at GBT's administrative offices..

The Procedure

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

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

If GBT's investigator (from the Department of Human Resources) is not contacted by the complainant or does not receive the additional information within thirty days, GBT can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, one of two 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, they have ten days after the date of the letter or the LOF to do so.

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

Federal Transit Administration
Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590.
Title VI Complaint Form

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اسأل فقط!

إذا طُلبت بمساعدة لسانك، اتصل بنا على الرقم 203-333-3031.

Active Lawsuits, Complaints or Inquiries Alleging Discrimination

GBT maintains a list of active investigations conducted by FTA and entities other than FTA, including lawsuits and complaints naming GBT that allege discrimination on the basis of race, color or national origin. This list includes the date that the transit-related Title VI investigation, lawsuit or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit or complaint; and actions taken by GBT in response, or final findings related to the investigation, lawsuit, or complaint.

As of the writing of this program, there are no service complaints pending which allege discrimination on the grounds of race color, national origin or any other form of discrimination.

Active Lawsuits, Complaints or Inquiries Alleging Discrimination

Type (Investigation, Lawsuit, Complaint)	Date	Summary of Complaint	Status	Action(s) Taken
There are no current or pending lawsuits, complaints or inquiries.				

GBT's PUBLIC PARTICIPATION PLAN

Key Principles

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

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

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

Limited English Proficient (LEP)

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

Early, Continuous and Meaningful

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

Goals of the Public Participation Plan

The overarching goals of GBT's PPP, which were established through public participation in December 2012 include:

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

Objectives of the Public Participation Plan

GBT's Public Participation Plan is based on the following principles:

- **Flexibility** - The engagement process will accommodate participation in a variety of ways and be adjusted as needed.
- **Inclusiveness** - GBT will proactively reach out to and engage low income, minority and LEP populations from the GBT service area.
- **Respect** - All feedback will be given careful and respectful consideration.
- **Proactive and Timeliness** - Participation methods will allow for early involvement and be ongoing.
- **Clear, Focused and Understandable** - Participation methods will have a clear purpose and use for the input, and will be described in language that is easy to understand.
- **Honest and Transparent** - Information provided will be accurate, trustworthy and complete.
- **Responsiveness** - GBT will respond and incorporate appropriate public comments into transportation decisions.
- **Accessibility** - Meetings will be held in locations which are fully accessible and

welcoming to all area residents, including, but not limited to, low-income and minority members of the public and in locations relevant to the topics being presented and discussed.

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

- A fare increase or significant change in the method of fare payment is being considered;
- A new route is established;
- An existing route is proposed for elimination;
- Considering the total discontinuance of service on any line or group of lines on any given day when service is currently offered;
- Any system-wide change in service hours that exceeds (plus or minus) 10% of current total service hours;
- Routing on any given route or group of routes that affects more than 25% of the riders using the affected route(s); or
- Schedules are changed on any given route or group of routes that reduces the total number of one-way bus trips by more than 25% of the current number of bus trips.
- For minor schedule and service changes not rising to the level of those above, GBT will post service change notices on appropriate buses and stops sixty days in advance of the change date.

Regional Partnership/Capital Programming

For its capital programming, including major facility and bus procurements, GBT uses the Metropolitan Regional Council of Government's adopted public participation plan dated October 25, 2018. This plan clearly indicates that the MPO's public participation process satisfies GBT's public participation requirements for its Program of Projects. The notices for the regional Transportation Improvement Program (TIP) also state that the notice of public involvement activities and time established for public review of and comments on the TIP will satisfy FTA's program of projects requirement.

GBT's Public Participation Process

Outreach Efforts – Alerting Riders and Encouraging Engagement

GBT's PPP includes many new mediums extending beyond the traditional approach which relied on legal notices and intermittent media coverage. While GBT maintains these elements to its outreach program along with traditional seat-drop flyers, GBT has availed itself of the communication methods more widely used by members of our community and riders.

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

1. A service/fare change proposal is developed internally or as a result of public comment;
2. An internal review by the appropriate committees is conducted (for example, GBT's Service Review Committee, detailed later in this program, will review all service change proposals);
3. Proposals are reviewed by GBT's Passenger Advisory Committee (PAC);
4. If required, authorization from the GBT Board of Commissioners is sought to proceed to a public comment period;
5. Public outreach venues, dates and times are determined with consideration of the proposed changes and their impact on specific locations/populations within the GBT service area;
6. Bilingual (English and Spanish) public outreach materials and a program are developed;
7. Outreach In advance of public information sessions is released (using the tool-box of mediums listed below);
8. An Email is transmitted to GBT community partners;
9. Local radio station WICC or WCUM interviews may be conducted (if available);
10. The public comment period ends;
11. A GBT Board of Commissioners summary package is presented detailing the outcome of the public participation process along with staff recommendations;
12. The final service/fare change date is set;
13. Outreach is conducted in advance of any service or fare change;
14. Bilingual system timetable and website updated in advance of the proposed change.

Selection of Meeting Locations

When determining locations and schedules for public meetings, GBT will:

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

GBT Mediums (Bi-lingual)

- Print – Newspapers and other periodicals
- Outdoor – Advertising on-board buses (interior and exterior) and in bus shelters
- Website – GBT has assembled a comprehensive website with automatic alerts
- Web-Based Feedback - (Report It., Your Ideas.)
- Social Media – GBT has used Facebook (1,780+ followers in 2019) and Twitter (1,130+ followers in 2019) since 2009 to help engage community
- Email – GBT has developed an email newsletter which now reaches 1,537+ opt-in readers
- Podcasts – GBT's family of podcasts includes one on GBT Civil Rights efforts and can be found at soundcloud.com/gogbt/civil-rights
- Radio (if available and appropriate)
- Seat Drops, On-board Flyers – GBT regularly uses seat drops and flyers to provide riders with details of service changes and schedules of public meetings and hearings.
- On- board Scrolling messages
- On-Board Audio Messaging
- In Terminal Public Address System and scrolling messages
- Direct Mail to Community Partners
- Public Information Sessions
- Public Hearings
- Legal Notices

Facebook

The screenshot displays the Facebook page for GBT - Greater Bridgeport Transit. The cover photo shows a bus station with a sign that reads "TRANSPORTATION CENTER" and "BUS STATION". The profile picture is the GBT logo. The page has a navigation bar with links to Page, Messages, Notifications, Insights, and Publishing Tools. A post by Susan Rubinsky, published on January 23 at 10:31am, is visible. The post is in Spanish and reads: "Alerta No. 1 de tormenta de nieve. Si puede, hoy evite viajar. A medida que el clima siga empeorando, aumentarán las demoras y los trastornos en el servicio. Es probable que se cancele el transporte por autobús. Regrese luego para ver las actualizaciones de la información mientras la tormenta continúe y durante las tareas de limpieza. ¡Cuidese!". The post has 149 people reached and 199 likes. The page also shows engagement metrics like 1,378 likes and 893 people here.

Seat Drops

Transit Community Meeting

WEDNESDAY
SEP 23, 2015
6 PM

Housatonic Community College
Beacon Hall Events Center
800 Lafayette Blvd
Bridgeport, CT
06604

THURSDAY
SEP 24, 2015
6 PM

Ralphoia Taylor
Community Center YMCA
790 Central Ave
Bridgeport, CT
06607

Join us to help shape your transit future.

Over the last year, we have been working to create a long term transit vision. We encourage all people with an interest in the region to attend—from riders to workers to residents—and share your thoughts about our future.

At the meetings, we will present the themes and scenarios that have emerged from this work. Afterward we will have a Question and Answer session so that everyone's thoughts will be considered.

GBRC
Greater Bridgeport Regional Council

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MORE INFO at GBRCT.org/tod

Reunión con la comunidad de tránsito

6 PM
MIÉRCOLES
23 de septiembre de 2015

Housatonic Community College
Beacon Hall Events Center
800 Lafayette Blvd
Bridgeport, CT
06604

6 PM
JUEVES
24 de septiembre de 2015

Ralphoia Taylor
Community Center YMCA
790 Central Ave
Bridgeport, CT
06607

Proyectemos juntos el futuro del tránsito.

Durante el año pasado trabajamos juntos para crear una visión a largo plazo del tránsito. Convocamos a todos los interesados de la región (usuarios, trabajadores y residentes) a asistir y presentar ideas acerca de nuestro futuro.

En las reuniones presentaremos los temas y los distintos escenarios que han emergido de este trabajo. Después tendremos una sesión de "Preguntas y Respuestas" para escuchar las opiniones de todos.

GBRC
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MÁS INFORMACIÓN en GBRCT.org/tod

Email

Ver página de web | In English

Boletín informativo de GBT | 28 de diciembre de 2015

¿Está listo por clima invernal?

Muy pronto sentiremos los rigores del invierno. Cuando eso suceda, brindaremos información a través de diversos medios para mantener informados a los usuarios respecto a interrupciones, desvíos o cambios en el servicio.

Habrà siempre información actualizada en gogbt.com, y puede seguirnos en Twitter o elegir "me gusta" en Facebook; vea los enlaces indicados a continuación. También enviaremos información actualizada a Radio Cumbre (AM 1450), WICC (AM 630) y Connecticut News 12.

Sugerencias durante mal tiempo:

- Antes de salir, vea la información actualizada acerca de nuestro servicio
- Si tiene que viajar, salga con más tiempo de antelación
- Preste atención cuando camine hacia y desde las paradas de autobuses, así como cuando aborde el autobús, y use siempre las aceras y los cruces peatonales.

GBT en vivo.

Los inviernos de Nueva Inglaterra pueden causar demoras. Los horarios publicados por GBT son aproximados y están sujetos a demoras por las condiciones climáticas o por otros motivos. Cuando planifique un viaje, téngalo en cuenta.

Si hay mal tiempo, la información se difundirá a través de:

gbt

Search Twitter

Twitter

Home
 Moments
 Notifications
 Messages

GREATER BRIDGEPORT TRANSIT

gogbt.com

TWEETS 889 FOLLOWING 729 FOLLOWERS 843 LIKES 10

Edit profile

Greater Bpt Transit @goGBT

Greater Bridgeport Transit - We provide public bus service for people in the Greater Bridgeport, Connecticut, area.

Bridgeport, CT

gogbt.com

Joined March 2010

40 Photos and videos

Tweets Tweets & replies Photos & videos

Greater Bpt Transit @goGBT · Jan 29

Reunión en Estación Autobuses sobre mapas, lun. 1 feb., 6:15 pm ¡Comparta sus ideas sobre los mapas de GBT!

Greater Bpt Transit @goGBT · Jan 29

GBT Map Meeting - MON 2/1/16 - 6:15 PM at the bus station. Join us to share your ideas about GBT maps!

Greater Bpt Transit @goGBT · Jan 24

Thank you to @CityofBptCT & the Public Facilities folks for the great job cleaning up overnight and getting us back on the road!

Who to follow · Refresh · View all

MayorMark @MayorMark
Followed by Themis Klaride...
[Follow](#)

CT SenateGOP @CTSenate...
Followed by Kella Torres Oc...
[Follow](#)

Find friends

Trends · Change

#BlueSteelSelfie
Look really, really, ridiculously good. Show off your best Blue Steel.
Promoted by Zoolander 2

#MosqueVisit
50.5K Tweets

#kidscompany
Started trending in the last hour

#BetterWaysToElectPOTUS
10.7K Tweets

consultar lo siguiente:

Just Ask! Brochure

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Addressing Comments

The Incorporation of Public Comments into Decisions

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

Identification of Stakeholders

Our Community Partners

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

Stakeholder List

Any community organization or person can be added to GBT's mailing list and receive regular communications regarding service changes by contacting the GBT administrative office at (203) 366-7070, extension 100.

LANGUAGE ASSISTANCE PLAN

Improving Access for People with Limited English Proficiency

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

The **Four Factor Analysis** is a local assessment that considers:

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

Factor 1 - Number of LEP Persons in Service Region

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

To do this, GBT evaluated the level of English literacy and to what degree people in its service area speak a language other than English and what those languages are. Data for this review is derived from the United States Census Bureau "American Fact Finder" web portal data from the latest years currently available, mainly 2015 and 2017. Data was reviewed for GBT's four member municipalities as well as Fairfield County in its entirety.

Fairfield County Overview

GBT's service area encompasses a 100 square mile area of Fairfield County, Connecticut, and is home to a diverse population of more than thirty-eight languages groups. Of the total County population (897,739), 13.0% (116,784) residents report speaking English "less than very well." The most populous groups in the category are shown below. Of the remaining populations, those reporting speaking English "less than very well" range from 0% to 0.3% of the total County Population.

Speak English Less Than Very Well (County)

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

Speak English "Less than Very Well"	Population Speaking English "Less than Very Well"	Percent of County Population
Spanish or Spanish Creole	73,958	8.2%
Portuguese	11,996	1.3%
Chinese	4,533	0.5%
Haitian Creole	3,314	0.4%

Because GBT's service area does not include all of Fairfield County and is centered on four member municipalities, additional census data was reviewed at the municipal level.

Bridgeport

Within the City of Bridgeport, 46.5% of the population of 136,777, reports speaking a language other than English. As suggested by the county-wide data, 32.6% of the total population speaks Spanish or Spanish Creole (a total of 44,557 people) and of that number, 50.2% (22,380) report speaking English "less than very well." Following Spanish or Spanish Creole speaking residents, are Bridgeport residents who reported speaking Portuguese or Portuguese Creole (4,688 or 3.4%) and French Creole (4,196 or 3.1%). Of those residents who reported speaking Portuguese or Portuguese Creole and French Creole, 59.4% (2,786) and 35.4% (1,468) reported speaking English "less than very well," respectively.

Fairfield, Stratford, Trumbull

While the core of the service area and more than 80% of all GBT services are within the City of Bridgeport, some GBT routes travel to suburban communities with less dense populations. While the populations are lower, the same general characteristics e.g., after English, the next most popular language spoken at home being Spanish or Spanish Creole exist in GBT's other member municipalities. The table below summarizes language spoken at home and "less than very well" in GBT's suburban communities.

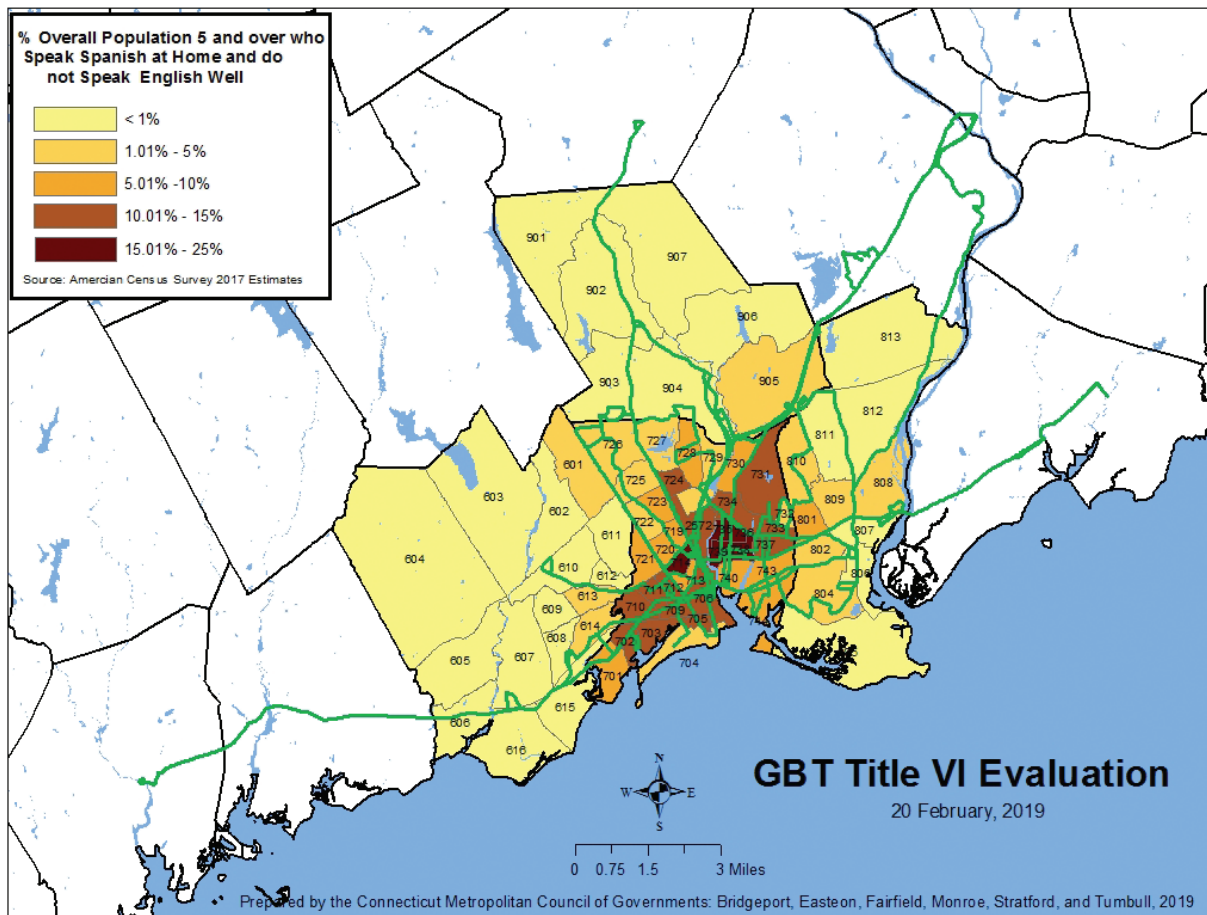
Speak English Less Than Very Well (Suburban Portion of GBT's Service Area)

As indicated by the current County wide data and supported by data at the municipal level, there is a high percentage of Spanish or Spanish Creole speaking residents in the GBT service area and while the overall number is lower in suburban portions of the service area, the largest population reporting speaking a language at home other than English and reporting speaking English "less than very well" remains the Spanish or Spanish Creole speaking residents.

Municipality	Percent Overall Speaking English "Less than Very Well"	Percent Speaking Spanish or Spanish Creole	Percent Speaking Spanish or Spanish Creole speaking English "Less than Very Well"
Fairfield	5.1%	4.0%	30.1%
Stratford	7.1%	9.3%	32.0%
Trumbull	4.7%	4.5%	26.3%

The Locations of the LEP Community

While the need to provide language services to the Spanish speaking population in the GBT service area is clearly demonstrated in the tables above; it is helpful to understand where in the service area populations of limited English proficiency reside. The map below provides a spatial display of residents who speak Spanish at home and report speaking English "less than very well."



GBT has long been aware of the significant Spanish speaking population in its service area. The map indicates locations where this population is concentrated in the service area; most notably in the Bridgeport downtown area and neighborhoods in the East End/East Side, North End, Mill Hill and the west end, including Black Rock. It is also noteworthy that there are "pockets" of residents reporting speaking English "less than very well" in Stratford's South End and Center.

Several conclusions can be drawn from this review:

- Approximately 13% of residents of the County report speaking English "less than very well";
- Of those reporting speaking English "less than very well," the largest population speaks Spanish or Spanish Creole at home;
- This pattern largely holds true when data is reviewed at the municipal level; and
- The largest LEP language group (Spanish or Spanish Creole speaking) is concentrated in the core of GBT's service area.

Safe Harbor Provision

Beyond those reporting speaking Spanish or Spanish Creole at home and speaking English "less than very well", there are nine Safe Harbor languages groups, which are likely to be encountered in GBT's services area, which meet the Safe Harbor Provision thresholds, "of 5% or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered". Those language groups are depicted in the table below.

Safe Harbor Language Group	Population	Percent of Service Area Population
Service Area Population	279,049	100%
Spanish or Spanish Creole	53,153	19.0%
French	2,048	0.7%
French Creole	4,812	1.7%
Italian	2,855	1.0%
Portuguese or Portuguese Creole	6,519	2.3%
Polish	1,616	0.6%

Safe Harbor Language Group	Population	Percent of Service Area Population
Chinese	1,711	0.6%
Vietnamese	1,181	0.4%
Arabic	1,714	0.6%

To ensure members of these language groups are not excluded from participating in or denied the benefits of GBT services, due to a limited ability to read, write, speak or understand English, GBT provides free language services, to ensure inclusion of persons, whose primary Language is not English. These services include, Google Translation, over the phone (OTP) services, bilingual signage and documents, in person interpreters, employee language training and guides. These services are discussed in more detail at points throughout this document.

As the data in the table above indicates, Spanish or Spanish Creole is by far the largest language group to likely be encountered by GBT. Further surveys of GBT's riders and employees support this conclusion. As a matter of practice, many of GBT's written and verbal communications and documents are provided in both English and Spanish.

Documents pertaining to vital subject matters are translated into the Safe Harbor languages noted above. GBT will provide language assistance for all other languages upon request. Those vital documents include:

- Complaint forms
- Intake and application forms
- Notices of denials, losses or decreases in benefits or services
- ADA complementary paratransit eligibility applications
- Guidance on how to apply for ADA complementary paratransit service
- Title VI complaint forms
- Notices of a person's rights under Title VI
- Fare and half fare information
- Guidance on how to obtain schedule and route information
- Guidance on how to receive notice of and participate in public events and outreach
- Guidance on how to contact GBT or file a complaint

GBT has provided a "Just Ask!" brochure, which contains the below notice, translated into the nine Safe Harbor language groups, informing members of those groups, of the language services provided to them, by GBT, free of charge.

"Greater Bridgeport Transit (GBT) is committed to ensuring that no person(s) is excluded from participating in or denied the benefits of GBT services, due to a limited ability to read, write, speak

or understand English. These services include, Google Translation, over the phone translation (OTP) services, bilingual signage and documents, and in person interpreters.

As a matter of practice, many of GBT's written and verbal communications and documents are provided in both English and Spanish. However, documents pertaining to vital subject matter are also translated into this language upon request. Those vital documents include:

- Complaint forms*
- Intake and application forms*
- Notices of denials, losses or decreases in benefits or services*
- ADA complementary paratransit eligibility applications*
- Guidance on how to apply for ADA complementary paratransit service*
- Title VI complaint forms*
- Notices of a person's rights under Title VI*
- Fare and half fare information*
- Guidance on how to obtain schedule and route information*
- Guidance on how to receive notice of and participate in public events and outreach*
- Guidance on how to contact GBT or file a complaint"*

Factor 2 - Frequency of LEP Use

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

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

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

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

Although varying degrees of fluency were indicated, 26 of 49 respondents could speak one or more languages other than English.

This data mirrors that of a similar survey conducted in 2016.

- 16 speak Spanish or Spanish Creole
- 2 speak French or French Creole
- 4 speak Italian
- 2 speak Brazilian Portuguese
- 1 speak Arabic

Next, the survey asked if in the previous year employees had encountered customers who were unable to communicate well in English and how often they heard or did not hear the language that the customer was comfortable communicating in.

LEP Customer Encounters

	Sometimes	Often	Very Often
Chinese	8	1	1
Filipino		1	
French	7	1	
German	1		
Greek	1		
Gujarati			
Haitian	8		1
Hawaiian	1		
Hebrew	2		
Hindi	2		
Italian	12		

	Sometimes	Often	Very Often
Japanese	5		
Korean	3		
Lao		1	
Mandarin	1		
Nepali	1		
Persian	2		
Polish	2	1	
Portuguese	6		1
Punjabi		1	
Russian	4	1	
Somali	1		
Spanish	1	6	16
Thai	1		
Ukrainian	1		
Urdu		1	
Vietnamese	1		
Sign Language	1	1	

Riders surveys were applied at the GBT bus station in Downtown Bridgeport.

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

- Fare information
- Schedule and route information

The information obtained through this survey indicates a high number of GBT staff members responding to the survey (57%) speak one or more languages other than English, many speaking Spanish. Additionally, riders speaking Spanish are among the most frequently encountered LEP populations.

Community Partners

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

Do you encounter non-English speaking/reading people who need your services?

All eight respondents noted that they did encounter clients with limited English proficiency.

If so, what are the top three languages that you encounter?

The eight respondents noted the following languages; Spanish, Spanish Creole, Portuguese, French, Haitian Creole, Asian, and African Languages.

How do you address language barriers?

Respondents use a variety of processes to address language barriers including bi-lingual staff, Language Line, translation services and family members.

Do you find language to be a barrier in preventing you from providing service?

While some expressed some difficulty in dealing with limited English skills, none of the respondents were prevented from providing their services as a result of a language barrier.

Community Partners

- Action for Bridgeport Community Development
- The Center for Family Justice
- Connecticut Commission on Human Rights & Opportunities
- Hall Neighborhood House
- Bridgeport Child Advocacy Coalition
- Career Resources
- Cardinal Sheehan Center
- The Kennedy Center (Mobility Services)

Consulting Directly with the LEP Population

In addition to the census data, internal survey of employees and outreach to community partners, GBT applied a survey to its riders asking the following questions:

- Languages spoken at home?
- Is language a barrier to accessing GBT services?
- Is language a barrier to accessing GBT outreach materials?
- Is language a barrier to access GBT customer service?

More than 115 riders responded to the survey, applied in-person at the GBT bus station. When asked what language they spoke at home, 23 (20%) reported Spanish or Spanish Creole. The 10 other languages reported in the survey represented 32% of the respondents.

When asked if language was a barrier to accessing GBT buses 87 (76% of respondents) reported that language was not a barrier while 15% responded that language was a barrier or was sometimes a barrier.

When asked if language was a barrier to accessing outreach materials 86 (75% of respondents) reported that language is not a barrier to accessing GBT outreach materials while 13% reported that language is a barrier or sometimes a barrier.

When asked if language is a barrier to accessing GBT customer service representatives (telephone and in-person) 92 (80% of respondents) reported that language was not a barrier to accessing customer service representatives while 12% reported that language was or was sometimes a barrier.

Example: GBT Interior Signage in English


TITLE VI

Your Civil Rights

Greater Bridgeport Transit (GBT) operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with GBT.

For more information on GBT's civil rights program and the procedures to file a complaint, please contact 203-366-7070 or visit our administrative office at One Cross Street, Bridgeport, CT 06610 from 8:30 am to 4:30 pm Monday through Friday.

For more information about GBT programs and services, visit www.gogbt.com. If information is needed in another language, please contact 203-366-7070.



"No person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal assistance."
—Civil Rights Act of 1964

Isola preguntel
Si necesito informacion en este idioma, llame al 203-333-3031.

Il vous suffit de demander
Pour obtenir des informations dans cette langue, veuillez composer le 203-333-3031.

Ja Mandel
Si au bezween enformasyon nan lang sa a rele nimewo 203-333-3031.

Perguntel
Se precisar de informaçoes neste idioma, ligue 203-333-3031.

Basta chiedere!
Per informazioni in questa lingua chiamare il numero 203-333-3031.

Wystarczy poprosić!
Jeśli potrzebują Państwo informacji w tym języku, prosimy zadzwonić pod numer 203-333-3031.

Chi Cần Hỏi
Nếu quý vị cần thông tin bằng ngôn ngữ này, xin gọi số 203-333-3031.

需要提出需求!
如果您需要以本文所呈现语言去提供的信息, 请致电 203-333-3031.

203-333-3031

اسأل فقط!
إذا كنتم بحاجة إلى معلومات بلغة أخرى، يرجى الاتصال برقم 203-333-3031.

ggbt GREATER BRIDGEPORT TRANSIT

Factor 3: The Importance of GBT Service to People's Lives

Access to the services provided by GBT, both fixed route and demand response are critical to the lives of many in the region. Many depend on GBT's fixed route services for access to jobs and for access to essential community services like schools, shopping and medical appointments. Riders eligible for service under the American's with Disabilities Act (ADA) require service for the same reasons. Because of the essential nature of GBT 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.

During the same survey applied in Factor 2 of the LEP analysis, GBT also asked riders: For what purpose do you use the bus. The top three essential trip purposes for GBT riders surveyed were work (43%), General Transportation (43%) and Medical (11%).

If limited English is a barrier to using these services, then the consequences for the individual could limit their access to obtain health care, education or employment. Critical information from GBT which can affect access includes:

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

Example: GBT Interior Signage in Spanish

TITLE

V I

Sus derechos civiles

Greater Bridgeport Transit (GBT) ofrece sus programas y servicios sin discriminar por motivos de raza, color y nacionalidad, de conformidad con el Título VI de la Ley de Derechos Civiles. Toda persona que piense que ha sido agredida por cualquier conducta discriminatoria ilegal, según el Título VI, puede presentar una queja con GBT.

Para obtener más información sobre el programa de derechos civiles de GBT y sobre los procedimientos para presentar una queja, comuníquese llamando al 203-366-7070 o visitando nuestra oficina administrativa en One Cross Street, Bridgeport, CT 06610, de lunes a viernes de 8:30 a.m. a 4:30 p.m.

Para obtener más información sobre los programas y servicios de GBT, ingrese a www.gogbt.com. Si necesita información en otro idioma, comuníquese llamando al 203-366-7070.



"Ninguna persona será excluida de participar o se le negarán los beneficios o será objeto de discriminación por motivos de raza, color o nacionalidad, en cualquier programa o actividad que reciba asistencia financiera federal."
—Ley de Derechos Civiles de 1964

Solo pregunte!
Si necesita información en este idioma, llame al 203-333-3031.

Il vous suffit de demander!
Pour obtenir des informations dans cette langue, veuillez composer le 203-333-3031.

Ja! Mande!
Si ou bezwen enfòmasyon nan lang sa a rele ninewo 203-333-3031.

Pergunte!
Se precisar de informações neste idioma, ligue 203-333-3031.


Basta chiederel!
Per informazioni in questa lingua chiamare il numero 203-333-3031.

Wystarczy poprosić!
Jeśli potrzebuję Państwa informacji w tym języku, prosimy zadzwonić pod numer 203-333-3031.

Chỉ Cần Hỏi!
Nếu quý vị cần thông tin bằng ngôn ngữ này, xin gọi số 203-333-3031.

尽管提出需求!
如果您需要以本文所呈报语言提供的信息, 请致电 203-333-3031.

اسأل فقط!
إذا كنت بحاجة إلى معلومات بلغة أخرى، يرجى الاتصال برقم 203-333-3031.



Factor 4 – Resources and Costs for LEP Outreach

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

- “Just Ask!” brochure
- A bi-lingual English/Spanish website
- A complete bilingual English/Spanish system timetable
- A complete bilingual English/Spanish Rider’s Guide for demand response services (ADA paratransit)
- Bilingual English/Spanish outreach materials (seat drops and service change alerts)
- Bilingual English/Spanish representation at public meetings
- Bilingual English/Spanish customer service representatives
- Bilingual English/Spanish demand response reservation agents/customer service representatives
- Bilingual English/Spanish on-board signage
- Bilingual English/Spanish guides and training for GBT drivers.
- Use of Bilingual English/Spanish Twitter Feeds and Facebook posts.

To date, the costs associated with these efforts fit within GBT’s marketing and outreach budget. Costs are predominantly associated with translation services and material production.

OUTCOMES

New tools and alerting riders of language assistance

Following the “Four Factor Analysis” conducted with GBT’s 2016 Title VI Program update, it was concluded that, while there are currently extensive outreach and materials for LEP populations of the service area, additional services would be beneficial, particularly to less prevalent LEP populations in the region. These additional services included:

1. The expansion of Google Translate on GBT’s website to include all nine “Safe Harbor” language groups identified in the 2016 Title VI program update. As of the writing of this 2019 program update, GBT is changing this translation service to LingoTek, which is more accurate and reliable than GBT’s current Google Translate service.
2. The addition of translation services for telephone communications was completed in 2016.
3. GBT created a new page, with multiple languages for print system timetables and web-based postings, indicating how GBT provides language assistance. GBT’s “JustAsk!” brochure, discussed previously in this program update, was created as a result of the 2016 Title VI Program update, to ensure that members of the nine

previously identified “Safe Harbor” language groups are able to understand how to and obtain vital materials in the language they feel most proficient in.

Additional recommendations gleaned from the internal staff survey include:

1. Use a smart phone with a translation application;
2. Offering employees conversational or transit specific language training;
3. Recruiting more multilingual employees;
4. A multi-language touch screen monitor where passengers can access bus route information at the terminal
5. On-board announcements in different languages

GBT is considering or working to expand all of these.

Oversight

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

GBT's Director of Planning and Service Development is responsible to ensure compliance with GBT's Title VI Plan, Public Participation Program, Language Assistance Plan and other community outreach efforts. The monitoring of the Language Assistance Plan will include:

- Periodic reviews of regional census data for changing patterns of LEP populations;
- Ongoing collaboration with regional partners;
- Post Event Assessments (PEA)

Post-Event Assessments

Following service changes, fare increases and planning projects, GBT's Director of Planning and Service Development assesses the effectiveness of public involvement against the goals established in this plan. This assessment will ask the questions:

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

Training Employees

As part of their regular training, GBT operators are provided training on Spanish for transit employees. All staff are provided with the booklet "Basic Spanish for Transit Employees" prepared by Colorado Mountain College, in association with the Colorado Department of Transportation, and passenger language identification cards. GBT staff is also trained in the use of over the phone translation services, provided by Transperfect.

Translation of Vital Documents

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

- Civil Rights Complaint Form – Translated into all nine Safe Harbor languages – 2016
- ADA Eligibility Applications – Translated in 2006
- ADA Service Overview Booklet – Translated into Spanish in 2006
- Service change announcements – Translated into Spanish since 2001
- On-board notices – Translated into Spanish since 2001
- Notification of free language services, translated into all nine Safe Harbor languages – completed since 2016
- Maps and schedules, rider information, ADA service information, news and event announcements are all translated into Spanish on GBT's website www.gogbt.com
- Service Complaint Forms – Translated in March 2013

DECISION MAKING BODIES

Non-Elected Committees and Councils

GBT Board of Commissioners

At GBT, decisions regarding policy, service changes, fares, capital programming and facility locations are made by a municipally appointed Board of Commissioners. GBT's Board of Commissioners is composed of ten members (currently one vacancy) representing four cities and towns who are members of GBT. These members are appointed by the chief elected officials of these member municipalities. Currently GBT has no mechanism to influence who is appointed. Meetings of the GBT Board of Commissioners are always open to the public, held at GBT's bus station or administrative offices and noticed on our calendar of events at gogbt.com.

Body	Caucasian	Latino	African American	Asian American	Native American
Board of Commissioners	8	0	1	0	0

Non-Decision Making Working Groups

GBT also works with two informal working groups, composed of meetings of Bus Operators and Riders. The Service Review Committee and the Passenger Advisory Committee meet to discuss routes, schedules, and other topics important to the community and our riders and contribute valuable ideas to GBT's planning and operations.

Service Review Committee

The Service Review Committee is an informal technical meeting of GBT Bus Operators, who are selected to discuss specific aspects of GBT's service. Attendees are selected based on their experience with a specific service or services. For example, a committee meeting to discuss modifications to GBT's Route 1 service would consist of current Route 1 Bus Operators. Attendance at these meetings is voluntary. However, GBT's employees are often eager to share their ideas and while this is not a decision making body, the services that the Agency puts out are greatly influenced by their input.

Passenger Advisory Committee (PAC)

Passenger Advisory Committee (PAC) is an open public meeting of riders, which meets bi-monthly, to discuss all aspects of GBT's Services, from the perspective of the public. All riders are encouraged to attend and these meetings are noticed publically. All meeting dates are posted on GBT's website. Attendance at these meetings is fluid, while some attendees do attend regularly. The PAC is not a decision making body. However, their comments have a significant impact on GBT services.

SERVICE STANDARDS and POLICIES

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

These service standards and policies include:

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

Following the internal updating of these policies and standards, GBT advertised and held a public information session to receive comments on the proposed standards. During the session, GBT staff presented an overview of the components of GBT's public participation process as well as the various policies and standards. A copy of the presentation is available by contacting GBT.

Vehicle Load

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

Agency ID	Vehicle Type	Seated Capacity	Standing Capacity	Total Capacity	Preferred	Average Load	Maximum Load
4300	2003 40' NewFlyer Diesel	39	18	57	1	1.5	2
5300	2003 35' NewFlyer Diesel	29	14	43	1	1.5	2
4200	2012 40' Gillig Diesel	40	20	60	1	1.5	2
329 - 330	2011 40' NewFlyer Hybrid	38	25	63	1	1.5	2
4701 - 4711	2017 40' NewFlyer Hybrid	40	25	65	1	1.5	2
3701 - 3709	2017 35' NewFlyer Hybrid	31	14	45	1	1.5	2
4712 - 4720	2017 40' NewFlyer Diesel	40	25	65	1	1.5	2
3710 - 3715	2017 35' NewFlyer Diesel	31	14	45	1	1.5	2
2221 - 2224	2012 GForce Mini Bus	20	0	20	1	NA	NA
2701 - 2724	2017 Transit350 Mini Bus	11	0	11	1	NA	NA

Agency ID	Vehicle Type	Seated Capacity	Standing Capacity	Total Capacity	Preferred	Average Load	Maximum Load
2725 - 2726	2017 Caravan	6	0	6	1	NA	NA

Vehicle Headway (Frequency)

Vehicle headway is the amount of time between two buses traveling in the same direction on a given route. GBT buses are scheduled with a variety of frequencies based generally on demand. Routes are schedule in 30 and 60 minute frequencies. GBT will also consider more frequent (20-min.) service where ridership levels warrant and funding levels permit and less frequent services where demand dictates.

Policy Headways and Periods of Operation

Service	Weekday Peak	Weekday Off Peak	Saturday	Saturday Off Peak	Sunday Peak	Sunday Off Peak
GBT Local and Express Services	30	60	30	60	30	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 scheduled time point no more than two minutes early and no more than five minutes late.
- GBT's on-time performance objective is 90% or greater.

Service Availability – Access to the Bus

GBT currently provides transit service so that 90% of all residents of the City of Bridgeport are within a 1,300 feet (1/4 mile) walk of bus service. Consideration is given to new markets as demand warrants and as resources become available.

Vehicle Assignment Policy

With several practical considerations, GBT assigns buses to service so that average age of the buses serving each route does not exceed the average age of the fleet. Bus assignments take into account the operating characteristics of buses of various lengths, which are matched to the operating characteristics of the route. For example, routes with clearance restrictions or turning radius limitations.

Transit Amenity Policy

GBT has over 1,400 stops in the service area – many located and installed more than 30 years ago. Stops, shelters and benches will be placed according to industry standards (TCRP Report 19) with consideration of permitting and for local and special needs.

The installation of new bus amenities can be requested through the customer service office, through the "Suggest it" form on GBT's website or at public meetings.

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

Monitoring Service Standards

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

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TITLE
VI

Service Standard/Policy	Sample Schedule	Methodology
Vehicle Load	All Routes Bi-Annually	Automatic Passenger Counters on Fixed Route Buses
Vehicle Headways	Assessed Annually as Part of Service Planning	Automatic Vehicle Location System
On-Time Performance	Assessed Monthly	Automatic Vehicle Location system
Service Accessibility	Assessed Annually as Part of Service Planning	Planning Desk/Geographic Information System Review
Vehicle Assignment Policy	Assessed Quarterly	Automatic Vehicle Location System

Summary of Changes

Service Change Evaluations/Taking Action/Summary of Significant Service Changes Since 2016

Since GBT's 2016 Title VI Plan Submission there have been no changes in GBT's fare structure and three service reductions.

"The development and urban renewal befitting a community as a whole will not be unjustifiable purchased through the disproportionate allocation of its adverse environmental and health burdens on the community's minorities".

—Executive order 12898: Federal Actions to Address Environmental Justice in Minority and Low Income Populations



Construction Equity Analysis

When GBT plans to construct or expand a facility, such as a vehicle storage facility, maintenance facility, transit hub or operation center, the agency will include a copy of the Title VI Equity Analysis conducted during the planning stage with regard to the location of the facility. The following principles will be applied in the analysis:

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

GBT will follow federal guidance provided in FTA Circular 4703.1 (August 2012).

PROGRAM SPECIFIC REQUIREMENTS

Title VI Monitoring

Because GBT operates fewer than 50 buses in peak service, some service standards are not monitored as part of GBT's Title VI Program.

Subrecipient Compliance

During this report period, GBT did not engage with any subrecipients.

Equity Analysis for Facility

During the past three years, GBT has not constructed a vehicle storage, operations center or maintenance facility.

Demographic Service Profile

Because GBT operates fewer than 50 buses in peak service, a demographic service profile was not prepared for this plan update.

GRANTS, REVIEWS and CERTIFICATIONS

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Pending Applications for Financial Assistance

GBT has no pending applications for financial assistance from any federal agency other than the FTA.

Pending FTA Grants

GBT has one pending grant 1752-2018-3

Open FTA Grants

CT-04-0015-00 Bus Maintenance Facility Rehabilitation
CT-90-X455-00 Facilities, Shelters, Vehicles, Farebox Replacement
CT-90-X512-00 Transit Amenity Improvement Projects
CT-90-X526-00 2015 – Multiple Capital Projects
CT-90-X900-00 Multiple Project Capital Improvements
CT-95-X013-00 Regional T.O.D. Pilot Program
CT-95-X018-00 Purchase of Replacement Hybrid Buses
CT-2017-001
CT-2018-004
CT-2018-003

Civil Rights Compliance Reviews in the Past 3 Years

GBT has not been the subject of any such reviews since its 2016 submission.

Recent Annual Certifications and Assurances

GBT executed its most recent Certifications and Assurances to the FTA in January 2018 and will execute the 2019 Certifications and Assurances when they become available.

Previous Triennial Review Findings

GBT's September 2016 Triennial Review resulted in two findings with respect to its Title VI Plan/activities.

1. D.289 – "Lacking a Language Assistance Plan"
2. D.203 – "Title VI Public Notification Deficiencies"

CONTACT

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

Douglas C. Holcomb, General Manager/Chief Executive Officer
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BOARD ADOPTION of POLICY

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RESOLUTION 03-13-2019-01

Authorization to Adopt the GBT Title VI Plan Update

On a motion made by Commissioner McNeal, seconded by Commissioner Preuss, it is hereby resolved to authorize GBT Staff to Adopt the GBT Title VI Plan Update.

The members cast the following voting units on the foregoing resolution:

		Aye			Nay		
BRIDGEPORT							
Mark Anastasi		1	x2.00=	2	0	x2.00=	0
Andrew Ifill	A	1	x2.00=	2	0	x2.00=	0
Andrea Kovacs		0	x2.00=	0	0	x2.00=	0
Ginnie Preuss	A	1	x2.00=	2	0	x2.00=	0
FAIRFIELD							
Mitchell Fuchs		0	x1.65=	0	0	x1.65=	0
Michael Mears		1	x1.65=	1.65	0	x1.65=	0
STRATFORD							
		0	x1.43=	0	0	x1.43=	0
Joe Kubic		1	x1.43=	1.43	0	x1.43=	0
TRUMBULL							
Neil Lieberthal		0	x1.00=	0	0	x1.00=	0
Sharon McNeal		1	x1.00=	1	0	x1.00=	0
		TOTAL	10.08	TOTAL	0

The resolution was passed unanimously.

CERTIFICATION

I, Christine Michaels, Clerk of the Board of Commissioners of the Greater Bridgeport Transit Authority, do hereby certify that the foregoing resolution was adopted by the ballots depicted above at a meeting of that body, duly called and held on Wednesday, March 13, 2019



Christine Michaels

Christine Michaels, Clerk of the Board

3/13/19

Date