

CITY OF SIDNEY
SHELBY PUBLIC TRANSIT

TITLE VI
PROGRAM

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Approval by the Transportation Advisory Committee:
Xxx x, 2015

**Shelby Public Transit
Limited English Proficiency Plan
October 7, 2015
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Notifying the Public of Rights under Title VI

THE CITY OF SIDNEY

- The City of Sidney 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 the City of Sidney.
- For more information on the City of Sidney's civil rights program and the procedures to file a complaint, contact 937-498-8151, (TTY 800-750-0750); email title.vi.complaint@sidneyoh.com; or visit our administrative office at 413 South Vandemark Road, Sidney, OH 45365. For more information, visit <http://www.sidneyoh.com/public-transit/index.asp>.
- For transportation-related Title VI matters, a complainant may file a complaint directly with the Ohio Department of Transportation by filing a complaint with the Office of Equal Opportunity, Attention: Title VI Coordinator, 1980 West Broad St., Columbus, OH 43223.
- For transportation-related Title VI matters, 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.
- If information is needed in another language, contact 937-498-8151.
 - Si necesita información en otro idioma, Contacta con 937-498-8151

**Posting Locations of
Public Notice of Rights under Title VI
2015**

- 1. Front lobby of transit building**
- 2. Meeting/Training Room in transit building**
- 3. Bulletin Board in common hall of transit building**
- 4. All transit vehicles**
- 5. City of Sidney/Shelby Public Transit website**

**CITY OF SIDNEY
SHELBY PUBLIC TRANSIT**

TITLE VI COMPLAINT PROCEDURE

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the City of Sidney (hereinafter referred to as “the City”) may file a Title VI complaint by completing and submitting the City’s Title VI Complaint Form. The City investigates complaints received no more than 180 days after the alleged incident. The City will process complaints that are complete.

Once the complaint is received, the City will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The City has 30 days to investigate the complaint. If more information is needed to resolve the case, the City may contact the complainant. The complainant has 10 business days from the date of the letter 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 10 business days, the City 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, she/he will issue one of two letters 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. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.

For transportation-related Title VI matters, a person may also file a complaint directly with the Ohio Department of Transportation, ODOT Office of Equal Opportunity, Attention: Title VI Coordinator, 1980 West Broad St., Columbus, OH 43223.

For transportation-related Title VI matters, a person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

**CITY OF SIDNEY
SHELBY PUBLIC TRANSIT
TITLE VI COMPLAINT FORM**

Section I:

Name:

Address:

Telephone (Home):

(Cell):

(Work):

Email Address:

Accessible Format
Requirements

Large Print

TDD

Audio Tape

Other

Section II:

Are you filing this complaint on your own behalf?

Yes*

No

*If you answered "yes" to this questions, go to Section III

If not, please supply the name and relationship of the person for whom you are complaining:

Please explain why you have filed for a third party:

Please confirm you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.

Yes

No

Section III:

I believe the discrimination I experienced was based on (check all that apply):

Race

Color

National Origin

Date of Alleged Discrimination (Month, Day, Year) _____

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of the next page.

Section IV:

Have you previously filed a Title VI complaint with this agency?	Yes	No
--	-----	----

Section V:

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:

Title:

Agency:

Address:

Telephone:

Section VI:

Name of agency complaint is against:

Contact person:

Title:

Telephone Number:

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

Signature and date required below.

Signature

Date

Please submit this form in person at the address below, or mail this form to:

City of Sidney Title VI Coordinator
413 South Vandemark Road
Sidney, OH 45365

**CITY OF SIDNEY
SHELBY PUBLIC TRANSIT
TITLE VI PROGRAM**

SUBJECT: Providing Language Assistance to Persons with Limited English Proficiency (LEP)

PURPOSE: To provide guidance regarding the obligation to provide language assistance to persons with LEP

AUTHORITY: Executive Order 13166, Title VI of the Civil Rights Act of 1964, and the Title VI regulations regarding language access

SCOPE: SPT's Advisory Committee has reviewed and approved this plan to provide meaningful access to SPT by persons with LEP.

INTRODUCTION: This Limited English Proficiency (LEP) Plan has been developed by Shelby Public Transit (a department of the City of Sidney) to help identify reasonable steps for providing language assistance to persons that are limited English proficient (LEP) who wish to access services provided by the transit agency. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English.

a. FOUR-FACTOR ANALYSIS:

SPT will annually assess and update the LEP Four-Factor Analysis for SPT. At a minimum, the analysis will include the following four components:

- The number or proportion of persons with LEP eligible to be served or likely to be encountered by SPT.
- The frequency with which persons with LEP come into contact with SPT.
- The nature and importance of SPT to persons with LEP.
- SPT's Resources and Anticipated Costs for providing meaningful access to persons with LEP.

Prior to the development of the SPT LEP Plan, a Four-Factor Analysis was conducted by the City of Sidney Transit Manager. Various forms of federal, state and local LEP-related data were analyzed. The Analysis provided the City of Sidney with a more comprehensive understanding of how many people with LEP are likely to be encountered by SPT and how often those persons have accessed SPT in the past year. The Analysis served as the basis for SPT's LEP Plan.

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by Shelby Public Transit.

Census, state and local demographic data: According to data from the U.S. Census Bureau's American FactFinder five year estimate for 2009-2013, of the 45,948 residents of Shelby County, 441 (or 0.01% of the total population) speak English less than "very well". Of these, 149 speak Spanish or Spanish Creole, 35 speak German and West

Germanic languages, 8 speak Chinese, 97 speak Japanese, 57 speak Korean, 14 speak Tagalog, 6 speak other Pacific Island languages and 75 speak an African language. (See Appendix A)

In the Ohio Department of Transportation “Title VI, Civil Rights, Standard Operating Procedure” as revised in February 2013, the population of Shelby County is listed as 49,423 with an LEP population of 642 residing in the county (1.30%). (See Appendix B)

In reviewing the available mapping data on www.city-data.com for Shelby County, Ohio, the only discernable concentration of persons with limited English proficiency in Shelby County is within the city limits of the City of Sidney. (See Appendix C)

2. **Determining the frequency with which LEP persons come into contact with Shelby County programs:**

Seven local entities, thought likely to serve persons with LEP, were sent surveys by SPT. Five of the agencies responded and provided information on how they serve their LEP clientele. (Appendix D)

- **Sidney Municipal Court** handles over 7,800 cases in 2014 and had 8 instances when non-English speaking people required the presence of an interpreter. Languages spoken were Spanish, Japanese, French, Arabic, Fulani and Wolof (African dialects). The Court uses Vocalink, a language service provider located in Dayton, Ohio. They have not had any requests for transportation service.
- **Shelby County Department of Jobs and Family Services** serves approximately 9,500 individuals in Shelby County and reports that less than 5% speak no English or speak it less than very well. Spanish, Fulani and French are the non-English language spoken by the LEP individuals. Vocalink is used for interpretation services and most written materials are from the State of Ohio and are available in a variety of languages. They have not received any requests for transportation service.
- **Sidney Department of Fire and Rescue** provides services to approximately 45,000 people in Sidney and surrounding townships in Shelby County. They report they responded to approximately 2,500 calls that spoke African dialects, Spanish and East Asian, an increase in service to the LEP population. The first responders have an app, Translate, on their phones and tablets to assist with communication. They have not received any requests for transportation services.
- **Sidney Police Department** serves the City of Sidney area, approximately 22,000 people, and had 773 incidents involving the LEP population, approximately 320 individuals. SPD reports a decrease in incidents involving the LEP population. An interpretation service is used when needed but they have not had to use a service for a long time. The need for transportation service has been expressed to officers and they were directed to contact our office.
- **Sidney City Schools** have approximately 3,500 students enrolled and serve 56 students with limited English proficiency in the 2015-2016 school year. The students speak 16 different languages and the school has Japanese interpreters to assist with that language when needed. For most of the students there is no interpretation service available. The schools do receive requests for transportation

services and SPT works with the schools to provide transportation to students that need transportation but do not qualify for school bus transportation or have special needs the school transportation service cannot provide.

- **Catholic Social Services** serves an estimated 1,500 clients per month over the age of 60 in eight counties in west central Ohio. Currently they have 4 clients that do not speak English well that are Russian, Korean and Hispanic. While the agency has seen an increase in non-English speaking clients, currently the families of the four clients assist with verbal communication and CSS is not aware of any interest in accessing public transit in this area.

Freshway Foods, a local employer with an LEP workforce of approximately 20% of its 400+ employees, was contacted by phone. Their LEP workforce speaks Spanish, Fulani or French. They have employees on site that can interpret for these employees, and they have a limited quantity of written material that has been translated. The majority of their LEP employees use public transit to get to and from work. If they are unable to speak English, an interpreter or friend makes the arrangements for them. (Contact: Michelle Allison)

Wilson Hospital serves patients in Shelby and surrounding counties. The Patient Advocate reported by phone that they have needed to use Spector Corp., a language service less than once or twice a month. They have several employees that speak Spanish to assist patients, and most patients who speak Fulani or Wolof (African dialects) bring a friend with them that speaks English. They have not had requests for transportation services from the LEP population but will arrange for transportation if needed. (Contact: Nikki Behr)

Our last customer survey was taken in 2013 for the Transit Needs Study. Ninety eight surveys were completed, ninety five in English and three in Spanish. The three Spanish respondents were students and stated they are very satisfied with the transit system.

3. **The nature and importance of the transit service to people's lives:** To date, SPT drivers and office staff report they have had one encounter with a limited or non-English speaking client about two years ago. Language Line was contacted to interpret the call but they were unable to determine the language spoken by the client. The client contacted a friend who scheduled the trip for them. SPT has not received any requests for translated documents or needed an interpreter since that time.

Riders from the LEP community use our service to get to school, work and shopping. The clientele either speak English well or have a family member or friend who schedules the trips for them.

4. **Resources available to Shelby Public Transit for LEP outreach, as well as the costs associated with that outreach:**

SPT currently has no staff members that can provide free interpretation or translation of printed materials for any of the languages most common in our area so we rely on outside resources. SPT has made an effort to arrange for free language assistance for any

consumer—regardless of the language spoken with minimal or no cost to the transit system. A list of resources and the costs are detailed in the Language Plan in Section b.

b. DEVELOPING A LANGUAGE ASSISTANCE PLAN

The Four-Factor Analysis indicates that Spanish, Japanese and African dialects are the languages most likely to be encountered if language assistance is needed. SPT staff will use one of the services detailed below to obtain oral or written interpretation. The following measures have been implemented by SPT:

- SPT uses “I speak...” a language identification guide published by the Ohio Office of Criminal Justice Services. The booklet is free and kept in all transit vehicles and administrative offices. It will help identify the language spoken by individuals that do not speak English and need interpretative services. *(See Appendix F)*
- SPT has contracted with Language Line Solutions for over-the-phone interpretation. Language Line Solutions has been in business for more than 30 years, offers interpretation services in over 200 languages, and is available 24/7/365. Enrollment and monthly fees are waived for government entities and charge \$1.50 per minute to access their services. *(See Appendix G)*
- Google Translate, a webpage translator, is now available on the City of Sidney/Shelby Public Transit website to translate system information in 90 languages. The program is free.
- The Sidney Family Support Center located at 1079 Fairington Drive in Sidney, OH offers free services, including interpretation, for the local Japanese speaking population. The Sidney Family Support Center is an outreach center operated through Honda of America. Our system information is available in Japanese at the Sidney Family Support Center, however no hard copy has been provided to our office. Contact number: (937) 492-5001.
- Freshway Foods will assist with Spanish, Fulani and French if an employee needs to schedule a trip and is unable to speak or understand English at no charge. The majority of the LEP population in our area that speaks Fulani works at Freshway.
- Our brochure was translated into Spanish by a local interpreter at no charge and is available upon request.
- Google Translate is a free website that translates words, phrases, sentences or documents in 90 languages. This service will be utilized when needed.

c. SAFE HARBOR PROVISION

Although Shelby County does not meet the 5% threshold covered by the Safe Harbor Provision, the system has implemented measures to provide translation services to anyone needing transportation service.

d. SUMMARY

Shelby Public Transit will review and update the LEP plan each year to monitor changes in the LEP population in our service area. Efforts to reach out to their communities to ensure our program information is available to everyone will continue.

Training on the use and availability of the tools we have identified is provided to every driver and office staff and updates are given when new information is available.

Public hearing notices will include the following statement: “Those individuals who are non-English speaking and require an interpreter should contact the Transit Manager at least 48 hours prior to the public hearing. Upon timely request, these services will be provided free of cost.”

**City of Sidney
Shelby Public Transit
Title VI Program**

Appendix A

**U.S. Census Bureau
American FactFinder
2009-2013**



B16001

LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER

Universe: Population 5 years and over

2009-2013 American Community Survey 5-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

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

*441 - speak English less than "very well"
0.0095% (1%)*

	Shelby County, Ohio	
	Estimate	Margin of Error
Total:	45,948	+/-35
Speak only English	44,778	+/-226
Spanish or Spanish Creole:	438	+/-100
Speak English "very well"	289	+/-105
Speak English less than "very well"	149	+/-71
French (incl. Patois, Cajun):	22	+/-17
Speak English "very well"	22	+/-17
Speak English less than "very well"	0	+/-24
French Creole:	0	+/-24
Speak English "very well"	0	+/-24
Speak English less than "very well"	0	+/-24
Italian:	0	+/-24
Speak English "very well"	0	+/-24
Speak English less than "very well"	0	+/-24
Portuguese or Portuguese Creole:	0	+/-24
Speak English "very well"	0	+/-24
Speak English less than "very well"	0	+/-24
German:	101	+/-51
Speak English "very well"	85	+/-45
Speak English less than "very well"	16	+/-18
Yiddish:	0	+/-24
Speak English "very well"	0	+/-24
Speak English less than "very well"	0	+/-24
Other West Germanic languages:	71	+/-78
Speak English "very well"	52	+/-53
Speak English less than "very well"	19	+/-28
Scandinavian languages:	0	+/-24
Speak English "very well"	0	+/-24
Speak English less than "very well"	0	+/-24
Greek:	0	+/-24
Speak English "very well"	0	+/-24
Speak English less than "very well"	0	+/-24
Hawaiian:	0	+/-24
Speak English "very well"	0	+/-24
Speak English less than "very well"	0	+/-24
Polish:	0	+/-24

Shelby County, Ohio		
	Estimate	Margin of Error
Speak English "very well"	0	+/-24
Speak English less than "very well"	0	+/-24
Serbo-Croatian:	0	+/-24
Speak English "very well"	0	+/-24
Speak English less than "very well"	0	+/-24
Other Slavic languages:	0	+/-24
Speak English "very well"	0	+/-24
Speak English less than "very well"	0	+/-24
Armenian:	0	+/-24
Speak English "very well"	0	+/-24
Speak English less than "very well"	0	+/-24
Persian:	0	+/-24
Speak English "very well"	0	+/-24
Speak English less than "very well"	0	+/-24
Gujarati:	0	+/-24
Speak English "very well"	0	+/-24
Speak English less than "very well"	0	+/-24
Hindi:	0	+/-24
Speak English "very well"	0	+/-24
Speak English less than "very well"	0	+/-24
Urdu:	0	+/-24
Speak English "very well"	0	+/-24
Speak English less than "very well"	0	+/-24
Other Indic languages:	0	+/-24
Speak English "very well"	0	+/-24
Speak English less than "very well"	0	+/-24
Other Indo-European languages:	3	+/-5
Speak English "very well"	3	+/-5
Speak English less than "very well"	0	+/-24
Chinese:	21	+/-29
Speak English "very well"	13	+/-20
Speak English less than "very well"	8	+/-15
Japanese:	118	+/-117
Speak English "very well"	21	+/-25
Speak English less than "very well"	97	+/-106
Korean:	57	+/-65
Speak English "very well"	0	+/-24
Speak English less than "very well"	57	+/-65
Mon-Khmer, Cambodian:	79	+/-96
Speak English "very well"	79	+/-96
Speak English less than "very well"	0	+/-24
Hmong:	0	+/-24
Speak English "very well"	0	+/-24
Speak English less than "very well"	0	+/-24
Thai:	0	+/-24
Speak English "very well"	0	+/-24
Speak English less than "very well"	0	+/-24
Laotian:	0	+/-24
Speak English "very well"	0	+/-24
Speak English less than "very well"	0	+/-24
Vietnamese:	0	+/-24
Speak English "very well"	0	+/-24
Speak English less than "very well"	0	+/-24
Other Asian languages:	0	+/-24
Speak English "very well"	0	+/-24
Speak English less than "very well"	0	+/-24
Tagalog:	83	+/-67
Speak English "very well"	69	+/-62
Speak English less than "very well"	14	+/-15

	Shelby County, Ohio	
	Estimate	Margin of Error
Other Pacific Island languages:	6	+/-11
Speak English "very well"	0	+/-24
Speak English less than "very well"	6	+/-11
Navajo:	0	+/-24
Speak English "very well"	0	+/-24
Speak English less than "very well"	0	+/-24
Other Native North American languages:	0	+/-24
Speak English "very well"	0	+/-24
Speak English less than "very well"	0	+/-24
Hungarian:	0	+/-24
Speak English "very well"	0	+/-24
Speak English less than "very well"	0	+/-24
Arabic:	23	+/-36
Speak English "very well"	23	+/-36
Speak English less than "very well"	0	+/-24
Hebrew:	0	+/-24
Speak English "very well"	0	+/-24
Speak English less than "very well"	0	+/-24
African languages:	148	+/-135
Speak English "very well"	73	+/-69
Speak English less than "very well"	75	+/-71
Other and unspecified languages:	0	+/-24
Speak English "very well"	0	+/-24
Speak English less than "very well"	0	+/-24

*African Languages -
Per HR Mgr @ Freshway:
Fulani
Wolof
French*

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

Methodological changes to data collection in 2013 may have affected language data for 2013. Users should be aware of these changes when using multi-year data containing data from 2013.

While the 2009-2013 American Community Survey (ACS) data generally reflect the February 2013 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2009-2013 5-Year American Community Survey

Explanation of Symbols:

1. An '***' entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An '-' entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An '-' following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An '+' following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An '****' entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An '*****' entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
7. An 'N' entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. An '(X)' means that the estimate is not applicable or not available.

**City of Sidney
Shelby Public Transit
Title VI Program**

Appendix B

County Data excerpt from:

**Ohio Department of
Transportation**

Title VI Civil Rights

Standard Operating Procedure

As revised February 2013

OHIO DEPARTMENT OF
TRANSPORTATION



TITLE VI CIVIL RIGHTS

STANDARD OPERATING PROCEDURE

John R. Kasich
Governor

Jerry Wray
Director

Patrick J. Piccininni
Deputy Director &
Chief Legal Counsel

An Equal Opportunity Employer and Provider of Services

February 2013 (Revised)

Factor One: The number or proportion of LEP persons served or likely to be encountered in the eligible service population

In an effort to determine LEP persons in Ohio, the Department collected data from several sources.

In 2010, the U.S. Census reported there were 11,536,504 people living in Ohio. The U.S. Census Bureau, 2011 American Community Survey, estimated 10,836,508 of those are over the age of 5 years. Of that population, 93.3% or 10,114,712 reside in English-only speaking households leaving 6.7% or 721,796 residing in households where another language is spoken in the home. Of that population, 253,293 (2.3%) individuals over the age of 5 years are estimated to speak English less than “very well.” These are further broken down by language spoken:

Spanish	88,147	0.8%
Other Indo-European languages	83,473	0.8%
Asian or Pacific Island languages	52,630	0.5%
Other languages	29,043	0.3%
<u>Total</u>	<u>253,293</u>	

In order to determine the locations of the largest populations of individuals who speak English less than “well” in Ohio, a review of each county within Ohio was conducted using the above-referenced Census data and/or 2006-2010 American Community Survey.

A map showing the percentage of individuals who speak English less than “well” by county is included. The largest population of individuals who speak English less than “well” is located in Holmes County with 15.3% of the population speaking English less than “well.” According to information provided by the Ohio Department of Education, this LEP population is comprised mostly of individuals living in Amish communities. Individuals in these communities speak German (Pennsylvania Dutch) as their first language.¹ A breakdown of the total LEP population for each county is included.

Although the Amish community makes use of the Department’s roadways, they are unlikely to otherwise engage with the Department. The Amish culture allows them to regulate many of their own activities, and while they are law-abiding citizens, they do not often engage/interact with the government unless it is believed that a government activity may have an impact on the practice of their religion. Because the Amish emphasize the separation of church and state, they often do not serve in public office or participate in political activism. However, the Amish have formed a national steering committee with representatives in various states to work with public legislators when issues arise.² Nonetheless, if a project impacts an Amish community, the Department will make sure to provide information in the language used by those in the Amish community, which is typically German (Pennsylvania Dutch).

¹ Source:

<http://www.ode.state.oh.us/GD/Templates/Pages/ODE/ODEDetail.aspx?Page=3&TopicRelationID=1539&Content=127940>

² Source: <http://www2.etown.edu/amishstudies/Government.asp>

Ohio County	Total County Population	# of LEP in County	% of LEP in County
Fairfield County	146,156	1,900	1.30%
Greene County	161,573	2,100	1.30%
Madison County	43,435	565	1.30%
Shelby County	49,423	642	1.30%
Trumbull County	210,312	2,734	1.30%
Erie County	77,079	925	1.20%
Richland County	124,475	1,494	1.20%
Stark County	375,586	4,507	1.20%
Adams County	28,550	314	1.10%
Carroll County	28,836	317	1.10%
Clermont County	197,363	2,171	1.10%
Defiance County	39,037	429	1.10%
Logan County	45,858	504	1.10%
Morrow County	34,827	383	1.10%
Ross County	78,064	859	1.10%
Clinton County	42,040	420	1.00%
Fayette County	29,030	290	1.00%
Ottawa County	41,428	414	1.00%
Portage County	161,419	1,614	1.00%
Williams County	37,642	376	1.00%
Wyandot County	22,615	226	1.00%
Hardin County	32,058	289	0.90%
Jackson County	33,225	299	0.90%
Licking County	166,492	1,498	0.90%
Miami County	102,506	923	0.90%
Putnam County	34,499	310	0.90%
Seneca County	56,745	511	0.90%
Champaign County	40,097	321	0.80%
Harrison County	15,864	127	0.80%
Jefferson County	69,709	558	0.80%
Morgan County	15,054	120	0.80%

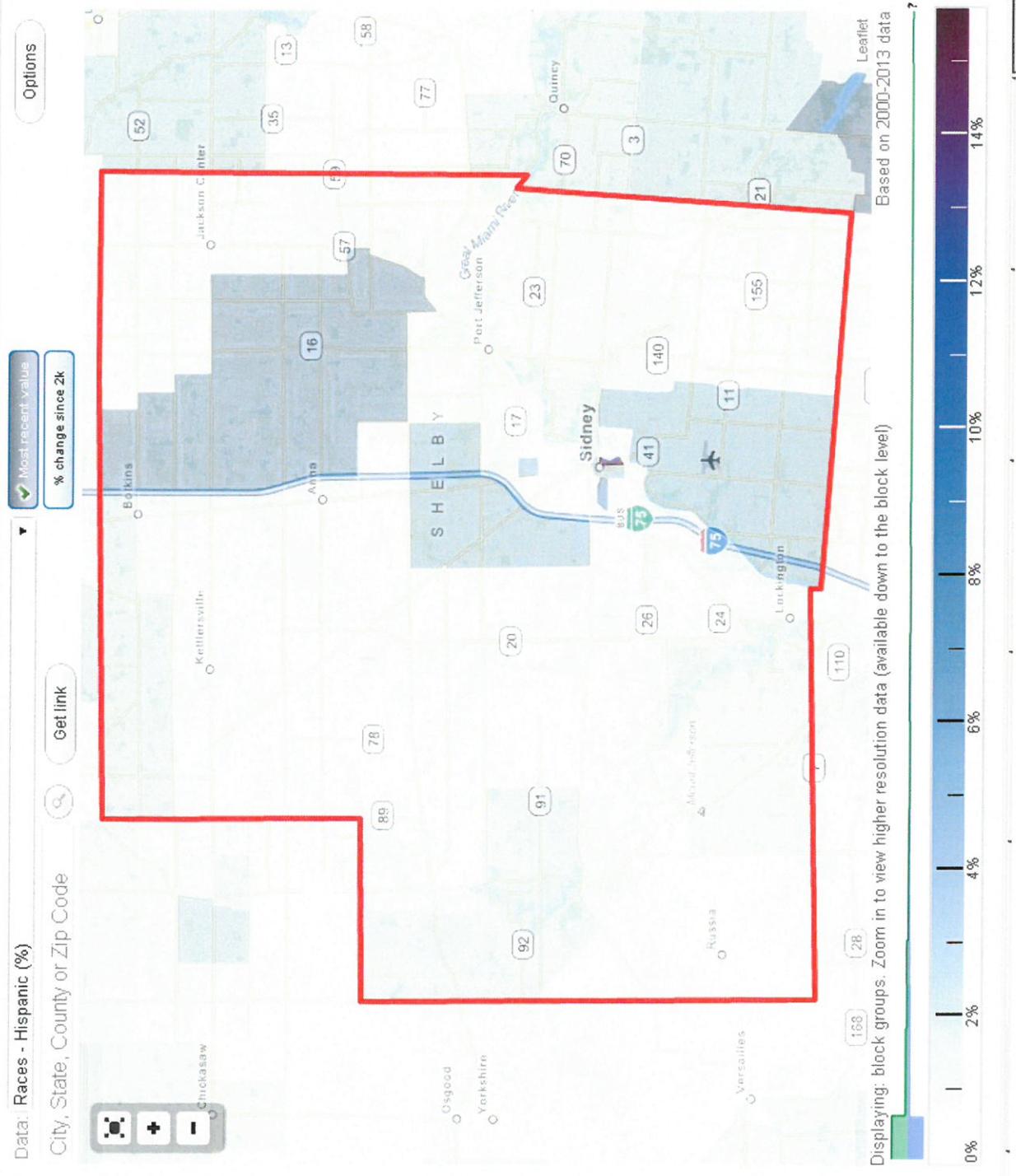
**City of Sidney
Shelby Public Transit
Title VI Program**

Appendix C

Mapping data from:

www.city-data.com

for Shelby County, Ohio



Data: Races - Hispanic (%)

City, State, County or Zip Code

Most recent value

% change since 2k

Get link

Options

Leaflet
Based on 2000-2013 data

Displaying: block groups. Zoom in to view higher resolution data (available down to the block level)



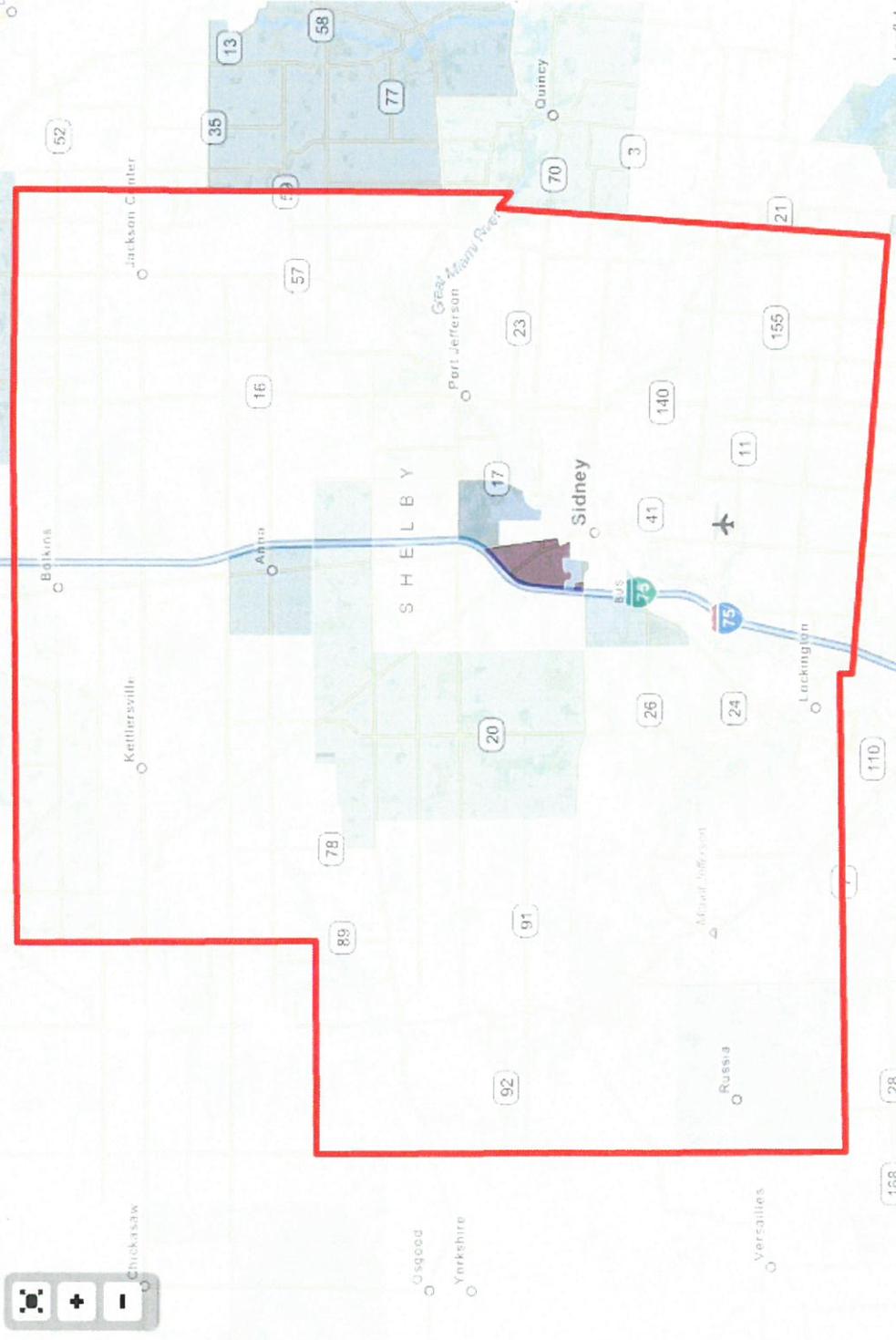
Data: Races - Asian alone (%)

City, State, County or Zip Code

Most recent value

% change since 2k

Options



Displaying: block groups. Zoom in to view higher resolution data (available down to the block level)

Leaflet
Based on 2000-2013 data



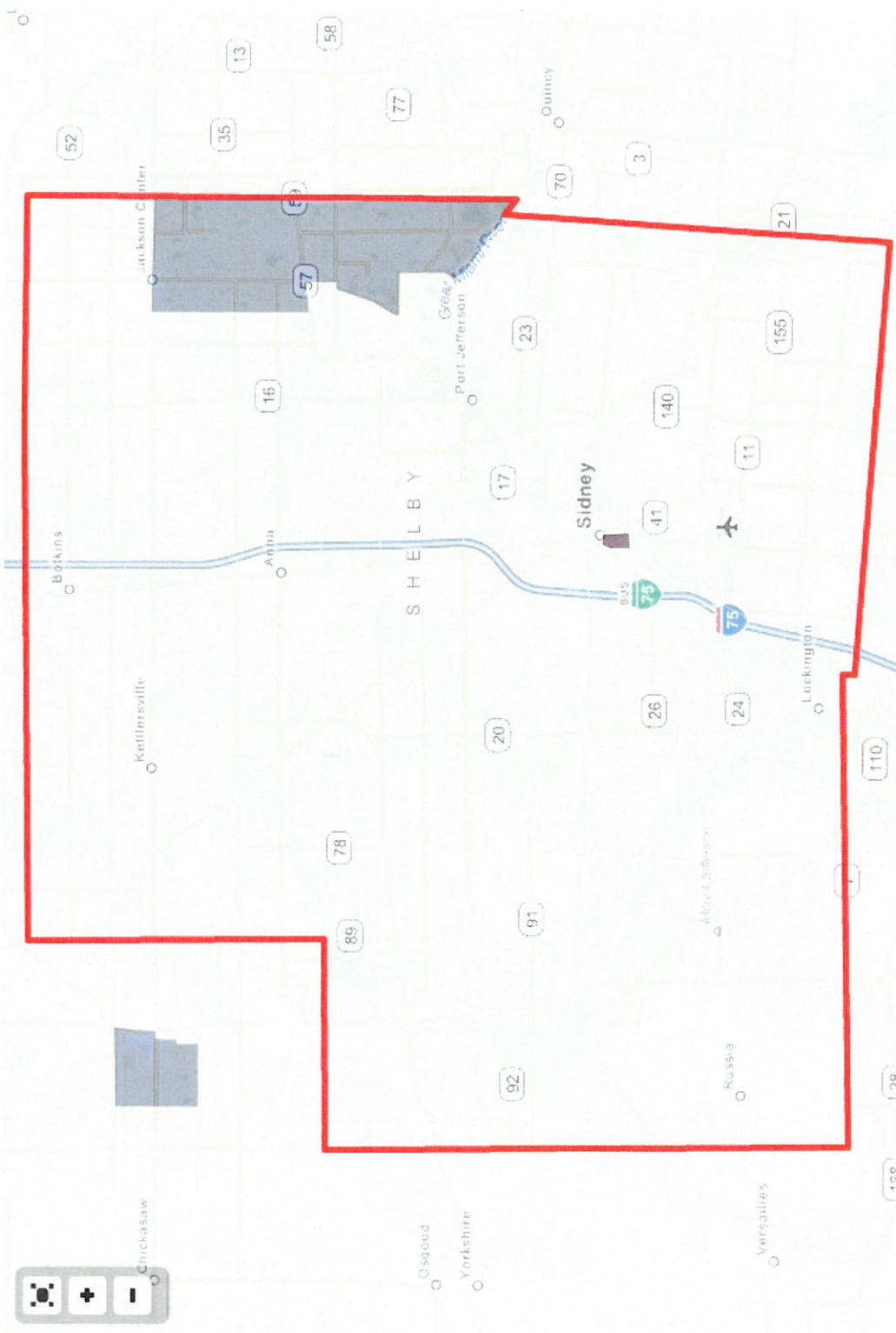
Data: Races - Native Hawaiian and Other Pacific Islander alone (%)

City, State, County or Zip Code

Get link

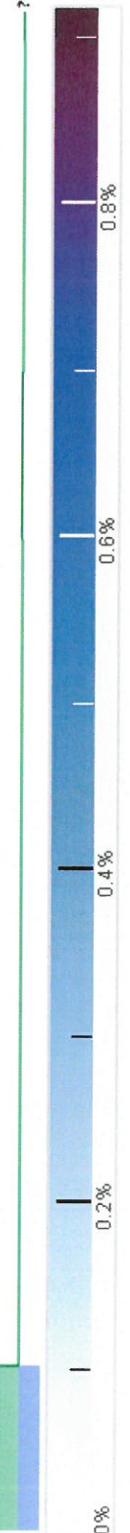
Most recent value
% change since 2k

Options



Leaflet
Based on 2000-2013 data

Displaying: block groups. Zoom in to view higher resolution data (available down to the block level)



**City of Sidney
Shelby Public Transit
Title VI Program**

Appendix D

**Community Consultation
Surveys 2015**

COMMUNITY CONSULTATION SURVEY
LIMITED ENGLISH PROFICIENCY (LEP)
SHELBY COUNTY, OHIO

The level of language assistance that is required to be provided by transit agencies is based on the number, proportion, frequency of contact and the importance of the transit service provided to the LEP population in the service area. The LEP population includes anyone with the inability to speak, read, write or understand English.

In order to assess the LEP need in Shelby County, we are asking for your input to the questions below.

Organization: Sidney City Schools

Donna Jones and

Respondent:
(Name & Title) Amy Stratton, ELL teachers

1. Q: What geographic area does your agency serve?

A: city of Sidney, Ohio

2. Q: How many people does your agency provide services to?

A: 71 students

3. Q: How many people do you serve that do not speak English at all or speak it “less than very well”?

A: 56 students

4. Q: Has the size of the LEP population you serve increased, stayed the same, or decreased over the past five years?

A: stayed about the same

5. Q: What are the non-English languages spoken by the population you serve?

A: Japanese, Arabic, Gujarati, Punjabi, Hindi, Mandarin Chinese, Spanish, French, Fulani, Olaf, Marathi, Laotian, Thai, Teluau, Kannada, Bulgarian

6. Q: What is the average age and gender of your LEP population clients?

A: We teach kindergartners through 12th graders, which are 5 year olds - 19 year olds, average of 10.3 years old, 41 males and 30 females.

7. Q: What is the education and literacy level of the LEP population you serve?

A: It varies from no previous education to on-grade levels, from non-proficient to almost fluent.

8. Q: Has the LEP population inquired about how to access public transportation or expressed a need for public transportation service?
A: yes
9. Q: Do you have a resource to assist with verbal communication and/or interpret written program information for the LEP population you serve?
A: no, for most of our students; the Japanese have interpreters who sometimes help us
10. Q: Do you know of a local group, organization or agency that would be willing to work with the transit system to provide translation or interpretation services?
A. no

Additional comments are welcome:

Thank you for your time and assistance.

COMMUNITY CONSULTATION SURVEY
LIMITED ENGLISH PROFICIENCY (LEP)
SHELBY COUNTY, OHIO

The level of language assistance that is required to be provided by transit agencies is based on the number, proportion, frequency of contact and the importance of the transit service provided to the LEP population in the service area. The LEP population includes anyone with the inability to speak, read, write or understand English.

In order to assess the LEP need in Shelby County, we are asking for your input to the questions below.

Organization: Sidney Municipal Court

Respondent:
(Name & Title) Bonnie Gold - Court Administrator

1. Q: What geographic area does your agency serve?
A: Shelby County
2. Q: How many people does your agency provide services to?
A: We provide services to all people who may have a case filed, be a victim of crime or witness to a crime within our jurisdiction and also provide wedding ceremonies to anyone wishing to get married. In 2014 we had over 7800 cases filed & Judge performed 40 wedding ceremonies.
3. Q: How many people do you serve that do not speak English at all or speak it "less than very well"?
A: We had approximately 8 instances that we needed to have an interpreter present in 2014.
4. Q: Has the size of the LEP population you serve increased, stayed the same, or decreased over the past five years?
A: Stayed the same.
5. Q: What are the non-English languages spoken by the population you serve?
A: Spanish, Japanese, French, Arabic, Fulani and Wolof (African dialects)
6. Q: What is the average age and gender of your LEP population clients?
A: Average age between 25 and 35. Almost exclusively Male
7. Q: What is the education and literacy level of the LEP population you serve?
A: In their native language, most are literate and have a high school equivalent or higher education level.

8. Q: Has the LEP population inquired about how to access public transportation or expressed a need for public transportation service?

A: Not to my knowledge

9. Q: Do you have a resource to assist with verbal communication and/or interpret written program information for the LEP population you serve?

A: Yes

10. Q: Do you know of a local group, organization or agency that would be willing to work with the transit system to provide translation or interpretation services?

A. Not local. Vocalink from Dayton Ohio

Additional comments are welcome:

Thank you for your time and assistance.

COMMUNITY CONSULTATION SURVEY
LIMITED ENGLISH PROFICIENCY (LEP)
SHELBY COUNTY, OHIO

The level of language assistance that is required to be provided by transit agencies is based on the number, proportion, frequency of contact and the importance of the transit service provided to the LEP population in the service area. The LEP population includes anyone with the inability to speak, read, write or understand English.

In order to assess the LEP need in Shelby County, we are asking for your input to the questions below.

Organization: Shelby County Department of Job and Family Services

Respondent: Jill Thompson, Financial & Medical Services Supervisor
(Name & Title)

1. Q: What geographic area does your agency serve?

A: Shelby County

2. Q: How many people does your agency provide services to?

A: We have approximately 9500 individuals on Medicaid in Shelby County. (Medicaid individuals are potentially eligible for assistance with transportation.)

3. Q: How many people do you serve that do not speak English at all or speak it “less than very well”?

A: < 5%

4. Q: Has the size of the LEP population you serve increased, stayed the same, or decreased over the past five years?

A: Increased slightly

5. Q: What are the non-English languages spoken by the population you serve?

A: Spanish, Foulani, French

6. Q: What is the average age and gender of your LEP population clients?

A: Unsure as this is not tracked

7. Q: What is the education and literacy level of the LEP population you serve?

A: Unknown

8. Q: Has the LEP population inquired about how to access public transportation or expressed a need for public transportation service?

A: No

9. Q: Do you have a resource to assist with verbal communication and/or interpret written program information for the LEP population you serve?

A: The agency uses Vocalink for verbal communication. Most written materials (state forms) come in a variety of languages.

10. Q: Do you know of a local group, organization or agency that would be willing to work with the transit system to provide translation or interpretation services?

A: I am unaware of a local organization that can help but Vocalink can be contacted at 855-898-0394.

Additional comments are welcome:

Thank you for your time and assistance.

COMMUNITY CONSULTATION SURVEY
LIMITED ENGLISH PROFICIENCY (LEP)
SHELBY COUNTY, OHIO

The level of language assistance that is required to be provided by transit agencies is based on the number, proportion, frequency of contact and the importance of the transit service provided to the LEP population in the service area. The LEP population includes anyone with the inability to speak, read, write or understand English.

In order to assess the LEP need in Shelby County, we are asking for your input to the questions below.

Organization: SIDNEY DEPT OF FIRE & RESCUE

Respondent:
(Name & Title) KATE HOEHNE, ADMIN ASSISTANT

1. Q: What geographic area does your agency serve?

A: SIDNEY, OH area

2. Q: How many people does your agency provide services to?

A: \approx 45,000

3. Q: How many people do you serve that do not speak English at all or speak it "less than very well"?

A: \approx 2500

4. Q: Has the size of the LEP population you serve increased, stayed the same, or decreased over the past five years?

A: increased

5. Q: What are the non-English languages spoken by the population you serve?

A: RWANDAN, SPANISH, EAST ASIAN

6. Q: What is the average age and gender of your LEP population clients?

A: 35, male / 35, female

7. Q: What is the education and literacy level of the LEP population you serve?

A: EQUIVALENT TO 7TH GRADE
EDUCATION

8. Q: Has the LEP population inquired about how to access public transportation or expressed a need for public transportation service?

A: NO.

9. Q: Do you have a resource to assist with verbal communication and/or interpret written program information for the LEP population you serve?

A: NO. (APP ON PHONES) & TABLETS

10. Q: Do you know of a local group, organization or agency that would be willing to work with the transit system to provide translation or interpretation services?

A: NO.

Additional comments are welcome:

Thank you for your time and assistance.

COMMUNITY CONSULTATION SURVEY
LIMITED ENGLISH PROFICIENCY (LEP)
SHELBY COUNTY, OHIO

The level of language assistance that is required to be provided by transit agencies is based on the number, proportion, frequency of contact and the importance of the transit service provided to the LEP population in the service area. The LEP population includes anyone with the inability to speak, read, write or understand English.

In order to assess the LEP need in Shelby County, we are asking for your input to the questions below.

Organization: Sidney Police Department

Respondent:
(Name & Title) Chief William Ballung

1. Q: What geographic area does your agency serve?

A: 12.02 Square Miles

2. Q: How many people does your agency provide services to?

A: 20,905 Estimate

3. Q: How many people do you serve that do not speak English at all or speak it "less than very well"?

A: 773

4. Q: Has the size of the LEP population you serve increased, stayed the same, or decreased over the past five years?

A: DECREASED 1.5% Approx 320 individuals.

5. Q: What are the non-English languages spoken by the population you serve?

A: SPANISH,

6. Q: What is the average age and gender of your LEP population clients?

A: Both Male/Female All Ages.

7. Q: What is the education and literacy level of the LEP population you serve?

A: Lower than Average.

89% High School Degree or Lower.

8. Q: Has the LEP population inquired about how to access public transportation or expressed a need for public transportation service?

A: *Yes*

9. Q: Do you have a resource to assist with verbal communication and/or interpret written program information for the LEP population you serve?

A: *Yes*

10. Q: Do you know of a local group, organization or agency that would be willing to work with the transit system to provide translation or interpretation services?

A: *Not Local*

Additional comments are welcome:

Thank you for your time and assistance.

COMMUNITY CONSULTATION SURVEY
LIMITED ENGLISH PROFICIENCY (LEP)
SHELBY COUNTY, OHIO

The level of language assistance that is required to be provided by transit agencies is based on the number, proportion, frequency of contact and the importance of the transit service provided to the LEP population in the service area. The LEP population includes anyone with the inability to speak, read, write or understand English.

In order to assess the LEP need in Shelby County, we are asking for your input to the questions below.

Organization: Catholic Social Services – Northern Counties

Respondent:
(Name & Title) Carol Fischbach, Administrative Coordinator

1. Q: What geographic area does your agency serve?
A: Shelby, Miami, Darke, Preble, Mercer, Auglaize, Champaign & Logan Co.

2. Q: How many people does your agency provide services to?
A: 1500 Monthly

3. Q: How many people do you serve that do not speak English at all or speak it “less than very well”?
A: 4 currently enrolled

4. Q: Has the size of the LEP population you serve increased, stayed the same, or decreased over the past five years?
A: Increased

5. Q: What are the non-English languages spoken by the population you serve?
A: Russian, Korean, Hispanic

6. Q: What is the average age and gender of your LEP population clients?
A: Average age – over 60

7. Q: What is the education and literacy level of the LEP population you serve?
A: Unknown

8. Q: Has the LEP population inquired about how to access public transportation or expressed a need for public transportation service?
A: Unknown

9. Q: Do you have a resource to assist with verbal communication and/or interpret written program information for the LEP population you serve?
A: Mostly rely on family members

10. Q: Do you know of a local group, organization or agency that would be willing to work with the transit system to provide translation or interpretation services?
A. Not at this time.

Additional comments are welcome:

Thank you for your time and assistance.

**City of Sidney
Shelby Public Transit
Title VI Program**

Appendix E

LEP Encounter Report

**City of Sidney
Shelby Public Transit
Title VI Program**

Appendix F

“I speak....” Booklet



Language
Identification
Guide

I speak...

This language identification guide is a tool for law enforcement and other criminal justice agencies to identify the language of individuals they encounter who do not speak English.



Summit County Sheriff's Office

The National Association of Judiciary
Interpreters and Translators

American Translators Association

2nd Edition – 4/06

The Purpose of This Language Identification Guide



As the limited English proficient (LEP) population continues to increase in the state of Ohio and nationwide, the number of LEP defendants, victims, and witnesses processed through the Ohio criminal justice system will also increase. This guide can help to obtain interpretive services, which is the first step in working with LEP persons. It is also intended as a resource for the criminal justice community to ensure consistent and effective interaction with LEP persons.

I speak ...



A

Arabic

أنا أتحدث اللغة العربية

Armenian

Ես խոսում եմ հայերեն

B

Bengali

আমি বাংলা কথা বলতে পারি

Bosnian

Ja govorim bosanski

Bulgarian

Аз говоря български

Burmese

ကျွန်တော်/ကျွန်မ မြန်မာလို ပြောတတ်ပါတယ်။

C

Cambodian

ខ្ញុំនិយាយភាសាខ្មែរ

Cantonese

我講廣東話 (Traditional)

我讲广东话 (Simplified)

Catalan

Parlo català

Croatian

Govorim hrvatski

Czech

Mluvím česky

D

Dari

من دری حرف می زنم

Dutch

Ik spreek het Nederlands

F

Farsi

من فارسی صحبت می کنم

French

Je parle français

G

German

Ich spreche Deutsch

G

Greek

Μιλώ τα ελληνικά

Gujarati

હુ ગુજરાતી બોલુ છુ

H

Haitian Creole

M pale kreyòl ayisyen

Hebrew

אני מדבר עברית

Hindi

मैं हिंदी बोलता हूँ ।

Hmong
Kuv has lug Moob

Hungarian
Beszélek magyarul

I

Ilocano
Agsaonak ti Ilokano

Italian
Parlo italiano

J

Japanese
私は日本語を話す

K

Kackchiquel

Quin chagüic'ká chabal' ruin' rí
tzújon cakchiquel

Korean

한국어 합니다

Kurdish

man Kurdii zaanim

Kurmanci

man Kurmaanji zaanim

L

Laotian

ຂອຍປາກພາສາລາວ

Latvian

Es runāju latviski

Lithuanian

Aš kalbu lietuviškai

M

Mandarin

我講國語 (Traditional)

我讲国语/普通话 (Simplified)

Mam

Bán chiyola tuj kíyol mam

Mon

အဲဟို အဂျင်မာန်

N

Norwegian

Jeg snakker norsk

P

Persian

من فارسی صحبت می کنم.

Polish

Mówię po polsku

Portuguese

Eu falo português do Brasil
(for Brazil)

Eu falo português de Portugal
(for Portugal)

Punjabi

ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ/ਬੋਲਦੀ ਹਾਂ।

Q

Qanjobal

Ayin tí chí wal q´anjob´al

Quiche

In kinch´aw k´uin ch´e quiche

R

Romanian

Vorbesc românește

Russian

Я говорю по-русски

S

Serbian

Ја говорим српски

S

Sign Language (American)



I, ME



SIGN, SIGN LANGUAGE

Slovak

Hovorím po slovensky

Somali

Waxaan ku hadlaa af-Soomaali

Spanish

Yo hablo español

Swahili

Ninaongea Kiswahili

Swedish

Jag talar svenska

T

Tagalog

Marunong akong mag-Tagalog

Thai

พูดภาษาไทย

Turkish

Türkçe konuşurum

U

Ukrainian

Я розмовляю українською мовою

Urdu

میں اردو بولتا ہوں

V

Vietnamese
Tôi nói tiếng Việt

W

Welsh
Dwi'n siarad

X

Xhosa
Ndithetha isiXhosa

Y

Yiddish
איך רעד יידיש

Yoruba
Mo nso Yooba

Z

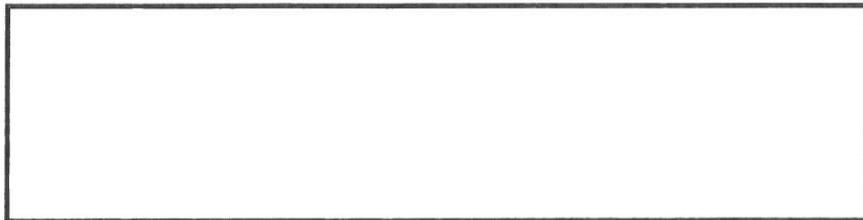
Zulu
Ngiyasikhuluma isiZulu



**Ohio Office of
Criminal Justice Services**

1970 W. Broad St.
Columbus, OH 43223
Phone: (614) 466-7782
Toll-Free: (888) 448-4842

www.ocjs.ohio.gov



**City of Sidney
Shelby Public Transit
Title VI Program**

Appendix G

Language Line Information

QUICK REFERENCE GUIDE



Language Line
services

QUICK REFERENCE GUIDE

Keep this Quick Reference Guide (QRG) nearby for easy reference to effectively utilize **Language Line®** Over-the-phone Interpretation Service.

When receiving a call:

1. USE CONFERENCE HOLD to place the non-English speaker on hold.
- 2 Dial: **877-245-0386**
- 3 Provide the representative:
 - 6-digit Client ID: **5 1 2 2 1 7**
 - Company Name: **SHELBY PUBLIC TRANSIT**
- 4 Provide representative with the language needed.

An Interpreter will be connected to the call.

BRIEF THE INTERPRETER. Summarize what you wish to accomplish and give any special instructions.

ADD THE NON-ENGLISH SPEAKER to the line.

SAY "END OF CALL" to the Interpreter when the call is completed.

NOTE: When placing a call to a non-English speaker, begin at Step 2. If you need assistance placing a call to a non-English speaker, please inform the interpreter at the beginning of the call.

IMPORTANT TIPS:

UNKNOWN LANGUAGE – If you do not know which language to request, our representative will help you.

LINE QUALITY PROBLEMS – If you have problems before reaching a representative, press "0" to be transferred. If there is a sound quality problem, ask the representative to stay on the line to check for sound quality. If you have problems connecting to an Interpreter call Customer Service at 1-800-752-6096.

WORKING WITH AN INTERPRETER – Give the Interpreter specific questions to relay. Group your thoughts or questions to help conversation flow quickly.

LENGTH OF CALL – Expect interpreted comments to run a bit longer than English phrases. Interpreters convey meaning-for-meaning, not word-for-word. Concepts familiar to English speakers often require explanation or elaboration in other languages and cultures.

INTERPRETER IDENTIFICATION – Our Interpreters identify themselves by first name and number only. For reasons of confidentiality, they do not divulge either their full names or phone number.

DEMONSTRATION LINE – To hear a recorded demonstration of over-the-phone interpretation call our demonstration line at 1-800-996-8808 or visit our website at www.LanguageLine.com

DOCUMENT TRANSLATION – We also provide written translation services, for more information please contact our Document Translation Department at 1-888-763-3364 or email translation@language.com.

CUSTOMER SERVICE – To provide feedback, commend an Interpreter, or report any service concerns, call Customer Service at 1-800-752-6096.

Language Line Services • 1 Lower Ragsdale Drive, Bldg. 2 • Monterey, CA 93940

www.LanguageLine.com



Language Line Services Attachment A Interpreter Services Usage Charges and Schedule of Fees

CLIENT: **Shelby County Transit**

INITIAL TERM: 1 Year

ENROLLMENT FEE:

- One time set up fee for each client identification number, which includes a detailed monthly electronic statement(waived)\$275
- Each subsequent client identification number with corresponding statement(waived)\$125

MONTHLY FEE:

- Monthly minimum applied against usage per client identification number(Waived) \$100

PER MINUTE USAGE CHARGES/RATES:

- Usage is billed in one-minute increments.
- Price per minute for **Language Line Services** is based on the language requested and time of day.

TIERS	LANGUAGES	PEAK*	NON-PEAK**
Tier 1	Spanish	\$1.50	\$1.50
Tier 2	Chinese (Mandarin and Cantonese), French Japanese, Korean, Russian, Vietnamese	\$1.50	\$1.50
Tier 3	Armenian, Cambodian, German, Haitian Creole, Italian, Polish, Portuguese	\$1.50	\$1.50
Tier 4	Farsi, Tagalog, Thai, Urdu and all other languages.	\$1.50	\$1.50

- * Peak = 5 a.m.-5 p.m. (Pacific time), Monday – Friday
- ** Non-Peak = 5 p.m.-5 a.m. (Pacific time), Monday-Friday, weekends, and holidays (New Year's Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas).
- There is no charge for standard toll-free access to Language Line Services.
- Per minute rates do not include international calls.

Customer Name: Shelby County Transit	Language Line Services, Inc. Prepared by: J. Matthews
Accepted by (signature): <i>Deborah L. Grogan</i>	Accepted by (signature):
Name (type or print): Deborah L. Grogan	Name (type or print):
Title (type or print): Transit Manager	Title (type or print):
Date: 3/6/2009	Date:



Language Line Services Attachment B Subscribed Interpretation Customer Contact and Profile

Please complete both pages of this Attachment B and send a copy of it, the signed Interpreter Services Agreement, and *if applicable* a copy of your tax exempt certificate to Language Line Services, Attn: Customer Service Representative, One Lower Ragsdale Drive, Bldg. 2, Monterey, CA 93940.

PARENT COMPANY **State of Ohio (15574)**

ORGANIZATION NAME/LOCATION FOR THIS ACCOUNT **Shelby Public Transit**

(If different than parent company for example ABC Bank, Monterey Branch)

OPERATIONS CONTACT

Name Deb Grogean

Title Transit Manager

Telephone 937.498.8151

Fax 937.498.8150

E-Mail dgrogean@sidneyoh.com

Address 413 S. Vandemark Road

City Sidney

State/Province OH

Zip/Postal Code 45365

BILLING CONTACT

same as operations contact

Name

Title

Telephone

Fax

E-Mail

Address

City

State/Province

Zip/Postal Code

TRAINING CONTACT

same as billing contact

same as operations contact

Name Regina Ostendorf

Title Operations Supervisor

Telephone 937.498.8711

Fax 937.498.8150

E-Mail rvostendorf@sidneyoh.com

Address 413 S. Vandemark Road

City Sidney

State/Province OH

Zip/Postal Code 45365

PUBLIC RELATIONS CONTACT

same as billing contact

same as operations contact

Internal PR Contact

PR Firm Company

Name

Title

Telephone

Fax

E-Mail

Address

City

State/Province

Zip/Postal Code

The following information is requested to create a customer profile of your organization. Under your industry, please check all activities that best describe your operations requiring language interpretation. The profile information is very important and will be used to better serve your interpretation needs. All the information that you provide is kept **strictly confidential**.

FINANCIAL

- Bank
 - Branch & Telephone Banking
 - Online/Interactive Banking
- Collections
- Consumer Credit
 - Auto Finance
 - Credit Card
 - Mortgage/Home Equity
 - Personal Loans/Credit
- Fraud/Loss/Stolen
- Personal Investment (retirement, annuities)
- Telesales
- Technical Support
- Trust/Asset (benefit/retirement plan)
- Other:

GOVERNMENT

- Corrections
- Court
- Disaster Relief
- Employment
- Health and Human Services (Medical)
- Immigration
- Insurance
- Labor
- Military (Coast Guard, etc.)
- Postal Services
- Poison Control
- Public Safety
 - 311 Non-Emergency
 - 911 Emergency
 - Police/EMS
- Tax Services
- Transit (public transportation, vehicle services, etc.)
- Utilities (water, gas, electricity)
- Other:

INSURANCE

- Claims Handling
- Commercial Property/Auto
- Group Health
- Group Life
- Homeowner
- Personal Auto
- Personal Health
- Personal Life
- Worker's Compensation
- Customer Service
- Sales
- Underwriting
- Other:

MANUFACTURING

- Consumer
- Market Research
- Product Registration
- Purchase/Resale of Equipment
- Sales Call
- Technical/Product Support
- Technician
- Telemarketing/Catalog
- Warranties/Service Calls
- Other:

MEDICAL/HEALTH CARE

- Appointments
- Call Center
- Emergency Room
- General Patient Care
- HMO
- Information Surveys
- Pharmacy
- Professional Consultation
- Medical Claims/Billing
- Social Services
- Telemarketing
- Other:

PUBLIC UTILITIES

- Billing/Collections
- Customer Service
- Telemarketing
- Other:

TELECOMMUNICATIONS

- Billing (credit/collections, etc.)
- Card Service (phone, calling card, credit card)
- Customer Service (post-sales activities)
- Fraud (fraudulent or annoyance investigation)
- Operator Service
- Repair
- Sales (sales support, activation)
- Technical Support
- Telemarketing
- Other:

TRANSPORTATION/TRAVEL/HOSPITALITY

- Customer Service
- Operations
- Reservation
- Other:

MISCELLANEOUS

- Consulting
- Entertainment
- Legal
 - Private Law Firm
 - Private Paralegal Services
- Non-profit Organization
- Real Estate
- Retail
- Other:

24-HOUR CALL BACK NUMBER: 937.4926117

The number you provide will be called to reach your agent directly in the event you accidentally hang up on your limited English-speaking customer. We will make every attempt to provide excellent customer service on your behalf.

The number of employees who will be trained to use the interpreter service (estimated): 6

Standard Industry Classification (SIC Code), if known:

Tax Exempt: Yes No If yes, please include a copy of tax exempt letter or certificate with application.

If applicable please include a copy of your Purchase Order.

Your prompt return of this form and the signed Service Agreement (if applicable) will ensure a speedy activation of your account. Thank You.

If you have questions about this form: E-mail: customerservice@languageline.com
 Call: 1 800 752-6096
 Fax: 1 800 821-9040



**CONFIRMATION OF TERMS AND CONDITIONS
LANGUAGE LINE SERVICES, INC.
FOR LANGUAGE LINE® INTERPRETER SERVICES**

1. This confirmation is expressly made conditional on Customer's assent to all of the terms and conditions hereof. Customer's failure to object in writing to such terms and conditions and/or to deliver the written objection(s) to Language Line Services within 10 days after Customer's receipt hereof shall be deemed an assent by Customer to all of such terms and conditions.
2. Usage charges and fees for Interpreter Services will be billed monthly as set forth in Attachment A of the Interpreter Services Agreement between Language Line Services and you, the Customer. Usage charges and fees are subject to change at any time. Customer agrees to pay all invoices for Interpreter Services in full within thirty (30) days of the invoice date. Interest on late payments will accrue from the date on which payment is due at a rate equal to the lesser of 1.5% per month or the maximum rate permitted by applicable law.
3. Customer represents that (i) Interpreter Services will be used for its own internal purposes and shall not be re-sold, licensed or otherwise used or transferred and (ii) Customer will not use the Interpreter Services in any manner for its internal business purposes that may violate any applicable law or government regulation. Customer will indemnify, defend and hold Language Line Services, its affiliates and their respective successors harmless from any and all claims, causes of action costs, fees, expenses, monetary damage awards, and settlements arising from or related to the use of Interpreter Services in any manner prohibited by this Section
4. Language Line Services will not disclose any information derived from Customer's communications that expressly is identified by Customer as being confidential, may use it only for purposes specifically contemplated in this Agreement, and will treat it with the same degree of care as it does its own confidential information, but with no less than reasonable care. These obligations do not apply to information which is not expressly identified as being confidential or was already known to Language Line Services, or which is public at the time of its disclosure to Language Line Services, or becomes generally known to the public through no act or omission of Language Line Services. If Language Line Services, its agents or employees have been requested or are required (by discovery request in a litigation, subpoena, civil investigative demand or similar process) to disclose any such communications or else stand liable for contempt or suffer other legal censure or penalty, then Language Line Services, its agents or employees so compelled may disclose such information pursuant to that request or requirement without liability hereunder.
5. Customer acknowledges that the Client Identification Number issued to it by Language Line Services is the property of Language Line Services and cannot be transferred by Customer. Customer agrees to safeguard its Client Identification Number against use by unauthorized persons. Customer shall be solely and fully responsible for all charges resulting from use of its Client Identification Number, whether or not such use is authorized, and Customer shall indemnify and hold harmless Language Line Services from any and all claims, causes of action, costs, fees, expenses, and monetary damage awards or settlements arising from or related to any unauthorized use of the Client Identification Number.
6. LANGUAGE LINE SERVICES WILL PERFORM INTERPRETER SERVICES IN A PROFESSIONAL MANNER CONSISTENT WITH INDUSTRY STANDARDS. LANGUAGE LINE SERVICES MAKES NO REPRESENTATION, WARRANTY OR GUARANTEE, EXPRESS OR IMPLIED, OF ANY KIND, AND LANGUAGE LINE SERVICES SPECIFICALLY DISCLAIMS ANY WARRANTY OR CONDITION OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CUSTOMER ACKNOWLEDGES THAT OVER-THE-PHONE INTERPRETATIONS MAY NOT BE ENTIRELY ACCURATE IN ALL CASES AND THAT EVENTS OUTSIDE OF THE CONTROL OF LANGUAGE LINE MAY RESULT IN UNCOMPLETED OR INTERRUPTED SERVICE. LANGUAGE LINE SERVICES MAY BUT IS NOT OBLIGATED TO MONITOR OR RECORD CALLS FOR QUALITY ASSURANCE, AND SHALL HAVE NO LIABILITY OF ANY KIND IF IT MONITORS OR RECORDS CALLS FOR QUALITY ASSURANCE.
7. LIMITATION OF LIABILITY.
 - A. FOR PURPOSES OF THE EXCLUSIVE REMEDY AND LIMITATIONS OF LIABILITY SET FORTH IN THIS SECTION, "LANGUAGE LINE SERVICES" SHALL BE DEEMED TO INCLUDE LANGUAGE LINE SERVICES ITS AFFILIATES, AND THEIR RESPECTIVE SUCCESSORS, DIRECTORS, OFFICERS, EMPLOYEES, AGENTS, REPRESENTATIVES, SUPPLIERS AND INTERPRETERS (WHETHER EMPLOYEES OR INDEPENDENT CONTRACTORS), AND "DAMAGES" WILL REFER COLLECTIVELY TO ALL INJURY, DAMAGE, LOSS OR EXPENSE INCURRED.
 - B. EXCEPT FOR OBLIGATIONS UNDER SECTION 2 (PAYMENT TERMS), AND TO THE EXTENT NOT PROHIBITED BY APPLICABLE LAW: (A) EACH PARTY'S AGGREGATE LIABILITY TO THE OTHER FOR CLAIMS RELATING TO THIS AGREEMENT, WHETHER FOR BREACH OR IN TORT AND INCLUDING BUT NOT LIMITED TO NEGLIGENCE, SHALL BE LIMITED TO THE LESSER OF: (i) THE AMOUNT PAID BY CUSTOMER WITHIN THE PREVIOUS 12 MONTHS FOR THE INTERPRETER SERVICES, OR (ii) \$250,000 AND (B) NEITHER PARTY WILL BE LIABLE FOR ANY INDIRECT, PUNITIVE, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGE, RELATED TO OR ARISING OUT OF THIS AGREEMENT (INCLUDING LOSS OF BUSINESS, REVENUE, PROFITS, USE, DATA OR OTHER ECONOMIC LOSS OR ADVANTAGE), HOWEVER IT ARISES, WHETHER FOR BREACH OR IN TORT, EVEN IF THAT PARTY HAS BEEN PREVIOUSLY ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. LIABILITY FOR DAMAGES SHALL BE LIMITED AND EXCLUDED, EVEN IF ANY EXCLUSIVE REMEDY PROVIDED FOR IN THIS AGREEMENT FAILS OF ITS ESSENTIAL PURPOSE.
8. A party is not liable under this Agreement for non-performance or delayed or interrupted performance caused by events or conditions beyond that party's control if the party makes reasonable efforts to perform. This provision does not relieve Customer of its obligation to make all payments then owing when due.
9. Neither party may assign or otherwise transfer any of its rights or obligations under this Agreement without the prior written consent of the other party, except that Language Line Services may assign its right to payment and may assign this Agreement to an affiliated or successor company.

Deb Grogean

From: Corona, Deborah [DCorona@languageline.com]
Sent: Friday, March 13, 2009 12:02
To: Deb Grogean
Cc: Matthews, Joe
Subject: New Account for Over the Phone Interpretation
Attachments: LL E-QRG.doc

Welcome to over-the-phone interpretation from Language Line Services and thank you for your business!

We are committed to providing you with the highest possible quality customer service. If you have any questions regarding the contract, please do not hesitate to contact your sales representative for additional information about your account or ways that Language Line Services can assist you with growing your business to the Limited English consumers in your marketing place.

Your dedicated sales representative is Joe Matthews. Their direct contact information is as Follows:
Contact Number: 800-316-5493 Contact email: jmatthews@languageline.com

You also have a customer service representative to assist you, please call 800-752-6096 to talk with your representative.

Your account is now activated, and you can begin taking advantage of Language Line Services by simply dialing the access number located on your Quick Reference Guide (Attached).

If you have questions about over-the-phone interpretation, or would like to order additional support materials, please call us at 1 800 752-6096 (option 1). Please feel free to visit us on the worldwide web at www.languageline.com or contact us via e-mail at: wecare@languageline.com. The website is very informative and serves as an alternative means of ordering support publications. Additionally, our website has our state of the art "Voice of the Customer" application. We encourage you to utilize this service to give us important feedback on your experience with us.

On behalf of all of us at Language Line Services providing language access products in over 170 languages, we look forward to providing you with world class customer service.

Thank you for your business,

Debbie Corona

Customer Service Representative

Language Line Services

Direct: 1-831-648-7112

Toll Free 1-800-752-6096 press 9 Ext 87112

Fax 1-800-821-9040

E-mail: dcorona@languageline.com

URL: <http://www.languageline.com>



**City of Sidney
Shelby Public Transit
Title VI Program**

Appendix H

**Summary of November 2013
Ohio Statewide Transit Needs
Study – Demand Response
Systems**

(Total Surveys & Spanish Results)

OHIO STATEWIDE TRANSIT NEEDS STUDY - DEMAND RESPONSE SYSTEMS

QUESTIONNAIRE RESPONSES FOR SHELBY PUBLIC TRANSIT

NOVEMBER 2013

98 SURVEYS RETURNED (95 in English/3 Spanish)

1. How many days do you ride in a typical week?

13	Less than once a week	13%
22	1-2 days	23%
40	3-4 days	41%
22	5-7 days	23%
0	I am a visitor, I don't usually ride	
<u>97</u>	Total	

2. Do you have reoccurring trips on this service? (i.e. trips every Tuesday and Thursday or the same trip each month?)

68	Yes	72%
26	No	28%
<u>94</u>	Total	

3a. In a typical week, what kinds of trips do you take on transit? (Check all that apply.)

- 21 To/from work (or job interview)
- 19 To/from school or childcare
- 44 Shopping or personal business trips
- 40 Medical appointments
- 22 Social or recreational trips
- 4 Other:
 - Pay bills
 - Go to Dorothy Love
 - Visit friends
 - Auto repairs

3b. Are any of these trips difficult to take on transit? (Check all that apply.)

- 11 To/from work (or job interview)
- 11 To/from school or childcare
- 11 Shopping or personal business trips
- 15 Medical appointments
- 5 Social or recreational trips
- 3 Other:
 - Not hard at all
 - No - 5 responses
 - This service is great

4a. In a typical week, when do you take transit? (Check all that apply.)

- 33 During commuting hours
- 57 In the early morning
- 48 In the midday
- 13 In the evening
- 0 Weekend
- 2 Other:
 - Morning
 - lunes a viernes 5 days (Monday to Friday)

4b. Are any of these trips difficult to take on transit? (Check all that apply.)

- 9 During commuting hours
- 10 In the early morning
- 14 In the midday
- 13 In the evening
- 12 Weekend
- 5 Other:
 - No - 6
 - Never
 - Not at all difficult
 - Always easy
 - First of each month

5. How would you rate the following aspects of the transit services you most often use in your community? (Rate each from Very Satisfied to Very Dissatisfied.)

	Very Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied
Transit Service					
a. How many days a week transit service runs.	33	35	13	8	6
b. How early and late transit service runs.	26	34	15	11	6
c. Number of places I can get to on transit.	38	37	11	1	4
d. Total amount of time it takes to get where I am going.	41	39	9	1	0
e. How often transit arrives on time.	44	32	16	1	0
f. Value of service for the fare paid.	52	32	9	0	0
Transit Vehicles					
g. Cleanliness of the vehicles.	57	36	3	0	0
h. Comfort on the vehicles.	48	41	5	0	0
i. How crowded the transit vehicles are.	45	39	8	0	1
j. How easy it is to get on and off the transit vehicles.	56	36	1	0	0
k. Safety while riding the transit vehicle.	59	31	4	0	0
Planning and Making a Transit Trip					
l. How easy it is to pay my fare.	63	23	6	0	0
m. Getting information about the demand-response or dial-a-ride service.	48	39	6	0	0
n. Friendliness and helpfulness of the drivers.	62	25	7	0	0
o. How far in advance I need to call to reserve a trip.	50	31	7	2	0
Overall satisfaction with the transit system.	46	33	5	0	0

6. Of the aspects listed above, which three do you feel are the most important to improve upon?

(Rank in order of importance - 1, 2 & 3)

	1	2	3	Total
b. How early and late transit service runs.	15	11	3	29
a. How many days a week transit service runs.	15	5	2	22
e. How often transit arrives on time.	3	7	3	13
o. How far in advance I need to call to reserve a trip.	2	4	7	13
c. Number of places I can get to on transit.	3	1	5	9
d. Total amount of time it takes to get where I am going.	1	4	4	9
n. Friendliness and helpfulness of the drivers.	2	4	3	9
k. Safety while riding the transit vehicle.	1	1	5	7
h. Comfort on the vehicles.	1	5	0	6

j. How easy it is to get on and off the transit vehicles.	3	1	2	6
m. Getting information about the demand-response or dial-a-ride service.	1	1	4	6
Cleanliness of the vehicles.	3	1	1	5
i. How crowded the transit vehicles are.	3	1	0	4
f. Value of service for the fare paid.	1	1	1	3
l. How easy it is to pay my fare.	1	0	0	1

7. Check the one the best describes you:

14	Employed full-time	15%
17	Employed part-time	18%
8	Student	9%
38	Retired	40%
17	Not Working	18%
<u>94</u>	Total	

8. Do you have access to a car? (Check one)

8	Yes	9%
17	Sometimes	18%
<u>69</u>	No	73%
94	Total	

9. Do you have a permanent disability that makes it difficult to use transit services? (Check one)

22	Yes	24%
<u>71</u>	No	76%
93	Total	

**OHIO STATEWIDE TRANSIT NEEDS STUDY - DEMAND RESPONSE SYSTEMS
QUESTIONNAIRE RESPONSES FOR SHELBY PUBLIC TRANSIT
NOVEMBER 2013**

98 SURVEYS RETURNED (95 in English/3 Spanish)

SPANISH RESULTS SUMMARY

1. How many days do you ride in a typical week?

0	Less than once a week	0%
0	1-2 days	0%
1	3-4 days	33%
2	5-7 days	67%
0	I am a visitor, I don't usually ride	
<u>3</u>	Total	

2. Do you have reoccurring trips on this service? (i.e. trips every Tuesday and Thursday or the same trip each month?)

3	Yes	100%
0	No	0%
<u>3</u>	Total	

3a. In a typical week, what kinds of trips do you take on transit? (Check all that apply.)

- 1 To/from work (or job interview)
- 2 To/from school or childcare
- 0 Shopping or personal business trips
- 0 Medical appointments
- 0 Social or recreational trips
- 0 Other:
 - Pay bills
 - Go to Dorothy Love
 - Visit friends
 - Auto repairs

3b. Are any of these trips difficult to take on transit? (Check all that apply.)

- 0 To/from work (or job interview)
- 2 To/from school or childcare
- 0 Shopping or personal business trips
- 0 Medical appointments
- 0 Social or recreational trips
- 0 Other:
 - Not hard at all
 - No - 5 responses
 - This service is great

4a. In a typical week, when do you take transit? (Check all that apply.)

- 1 During commuting hours
 - In the early morning
- 1 In the midday
 - In the evening
 - Weekend
 - Other:
 - Morning
- 1 lunes a viernes 5 days (Monday to Friday)

4b. Are any of these trips difficult to take on transit? (Check all that apply.)

- During commuting hours
 - In the early morning
- 2 In the midday

- In the evening
- Weekend
- Other:
 - No - 6
 - Never
 - Not at all difficult
 - Always easy
 - First of each month

**5. How would you rate the following aspects of the transit services you most often use in your community?
(Rate each from Very Satisfied to Very Dissatisfied.)**

	Very Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied
Transit Service					
a. How many days a week transit service runs.	2	0	0	0	0
b. How early and late transit service runs.	0	2	0	0	0
c. Number of places I can get to on transit.	0	2	0	0	0
d. Total amount of time it takes to get where I am going.	0	2	0	0	0
e. How often transit arrives on time.	0	2	0	0	0
f. Value of service for the fare paid.	1	1	0	0	0
Transit Vehicles					
g. Cleanliness of the vehicles.	0	2	0	0	0
h. Comfort on the vehicles.	0	1	1	0	0
i. How crowded the transit vehicles are.	0	1	0	0	1
j. How easy it is to get on and off the transit vehicles.	1	1	0	0	0
k. Safety while riding the transit vehicle.	1	1	0	0	0
Planning and Making a Transit Trip					
l. How easy it is to pay my fare.	1	1	0	0	0
m. Getting information about the demand-response or dial-a-ride service.	1	1	0	0	0
n. Friendliness and helpfulness of the drivers.	2	0	0	0	0
o. How far in advance I need to call to reserve a trip.	1	0	0	2	0
Overall satisfaction with the transit system.	2	0	0	0	0

**6. Of the aspects listed above, which three do you feel are the most important to improve upon?
(Rank in order of importance - 1, 2 & 3)**

	1	2	3	Total
b. How early and late transit service runs.	0	0	0	0
a. How many days a week transit service runs.	0	0	0	0
e. How often transit arrives on time.	0	0	0	0
o. How far in advance I need to call to reserve a trip.	0	0	0	0
c. Number of places I can get to on transit.	0	0	0	0
d. Total amount of time it takes to get where I am going.	0	0	0	0
n. Friendliness and helpfulness of the drivers.	0	0	0	0
k. Safety while riding the transit vehicle.	0	0	0	0
h. Comfort on the vehicles.	0	0	0	0
j. How easy it is to get on and off the transit vehicles.	0	0	0	0
m. Getting information about the demand-response or dial-a-ride service.	0	0	0	0
g. Cleanliness of the vehicles.	0	0	0	0
i. How crowded the transit vehicles are.	0	0	0	0
f. Value of service for the fare paid.	0	0	0	0
l. How easy it is to pay my fare.	0	0	0	0

7. Check the one the best describes you:

0	Employed full-time	0%
0	Employed part-time	0%
2	Student	100%
0	Retired	0%
0	Not Working	0%
<u>2</u>	Total	

8. Do you have access to a car? (Check one)

	Yes	0%
	Sometimes	0%
<u>2</u>	No	100%
<u>2</u>	Total	

9. Do you have a permanent disability that makes it difficult to use transit services? (Check one)

	Yes	0%
<u>2</u>	No	100%
<u>2</u>	Total	

**City of Sidney
Shelby Public Transit
Title VI Program**

Appendix I

**Table Depicting Minority
Representation on Committees
Selected by the City of Sidney**

Table Depicting Minority Representation on Committees Selected by the City of Sidney

	White alone	Black or African American alone	American Indian & Alaska Native alone	Asian alone	Native Hawaiian or Other Pacific Islander	Some Other Race	Two or More Races
Population (49,317)	46,840	1,079	103	401	9	54	831
Percentage of Total Population	94.98%	2.19%	0.21%	0.81%	0.02%	0.11%	1.69%
Transit Advisory Committee	6	0	0	0	0	0	0

Based on data from U.S. Census Bureau/American Fact Finder for 2009-2013



B02001

RACE

Universe: Total population
2009-2013 American Community Survey 5-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

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

	Shelby County, Ohio	
	Estimate	Margin of Error
Total:	49,317	*****
White alone	46,840	+/-91
Black or African American alone	1,079	+/-214
American Indian and Alaska Native alone	103	+/-54
Asian alone	401	+/-57
Native Hawaiian and Other Pacific Islander alone	9	+/-15
Some other race alone	54	+/-49
Two or more races:	831	+/-198
Two races including Some other race	22	+/-32
Two races excluding Some other race, and three or more races	809	+/-193

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

While the 2009-2013 American Community Survey (ACS) data generally reflect the February 2013 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2009-2013 5-Year American Community Survey

Explanation of Symbols:

1. An '***' entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An '-' entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An '-' following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An '+' following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An '****' entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-

**City of Sidney
Shelby Public Transit
Title VI Program**

Appendix J

**2015 List of Transit-Related
Title VI Investigations,
Complaints and Lawsuits**

**CITY OF SIDNEY
SHELBY PUBLIC TRANSIT**

LIST OF TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS AND LAWSUITS

Period: January 1, 2012 - August 31, 2015

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or nation origin)	Status	Action(s) Taken
Investigations	NONE			
1.				
2.				
Lawsuits	NONE			
1.				
2.				
Complaints	NONE			
1.				
2.				

**City of Sidney
Shelby Public Transit
Title VI Program**

Appendix K

2015 Public Participation Plan

**CITY OF SIDNEY
SHELBY PUBLIC TRANSIT
PUBLIC PARTICIPATION PLAN**

INTRODUCTION

Shelby Public Transit (SPT) is a demand-response door-to-door public transportation system that operates in Shelby County, Ohio. Same day service is offered within the City service area and trips within the county are to be scheduled by 5:00 on the day prior to the day of the requested trip.

This plan will inform the public on how they may participate in SPT planning, as well as give feedback on SPT operations and other transit items of interest. SPT will make efforts to reach those persons of low to moderate income, limited English proficiency (LEP) and those with diverse backgrounds.

PURPOSE

Pursuant to the revised Title VI, 4702.1B Circular, the Citizen Participation Plan is hereby being adopted by SPT's Transit Advisory Committee to ensure that all citizens of Shelby County, Ohio including persons from diverse racial backgrounds, persons with disabilities, persons with limited English proficiency and persons with low to moderate income levels are given the opportunity to actively participate in planning and implementation of SPT activities.

CITIZEN PARTICIPATION

Shelby County citizens are encouraged to participate in any forums involving SPT: including but not limited to such items as input into grant applications, grant procedures, SPT policies and procedures, planning that may occur during public forums, transit advisory and City Council meetings.

The City encourages participation from minorities, limited English proficient speaking residents, persons with disabilities and low to moderate income residents.

SPT has on its Transit Advisory Committee (TAC) representatives from city and county government, social service agency, disabled and senior communities. All TAC members work to include all Shelby County residents when planning.

CITIZEN COMMENTS

SPT will give the residents of Shelby County the opportunity to review and comment on any documents or plans that do or do not require specific review and comment periods. The City and SPT will review citizens' concerns, comments and any recommendations. The Sidney Daily News (SDN) will be used for notifications in accordance to ODOT mandates. All documents will be made available upon request in other formats to persons with disabilities. Said documents will be considered public and made available upon request at the SPT office, 413 South Vandemark Road, Sidney, Ohio 45365 during the normal business hours of Monday thru Friday from 8:00am to 5:00pm.

PUBLIC HEARINGS

SPT has at least one public hearing annually prior to submitting the ODOT grant application. This hearing and all others are held in an accessible location, usually the Shelby Public Transit facility, 413 South Vandemark Road, Sidney, Ohio 45365. The grant application is advertised in the SDN a minimum of 30 days prior to the hearing and posted on the City's website, www.sidneyoh.com. All notices will list the date, time, and location of the hearing. All the hearings will be conducted during SPT hours of operation in order to be more accessible to those who may have transit needs.

PUBLIC MEETINGS/FORUMS

Shelby County citizens are encouraged to attend any scheduled meetings or forums. Notices will be placed in the SDN *Legal Notices Section* and in the *News and Events* section of the City website. As noted earlier, public hearings will be held in accessible locations during SPT hours of operation to help provide a greater likelihood that participation is all inclusive to our target audience.

SPT DOCUMENT AVAILABILITY

All documents associated with the transit system will be made available upon request. Materials can be made available in other accessible formats to persons with disabilities with an advance notice. These materials can be obtained at the SPT office. Please call 937.498.8151 to discuss what format may be needed.

CITIZEN COMPLAINTS

SPT's brochure and website list the procedures and contact information on how to file a complaint, or make comments and suggestions, including any items related to Title VI issues. These procedures are also outlined in the Title VI statement that is available in the SPT office lobby and on each SPT vehicle. SPT will implement a comment page on the City website in 2016 for client input on our performance, comments, suggestions and complaints.

PERSONS WITH DISABILITIES

To accommodate persons with disabilities all SPT meetings/forums are held in accessible locations for those persons with mobility restrictions. SPT also has accessible vehicles available to provide transportation to and from all meeting/forums. Call 937.492.6117 to schedule a ride.

PERSONS WITH LIMITED ENGLISH PROFICIENCY

The 2010 Census figures indicate that Shelby County does not have any high concentrations of non-English speaking residents. SPT will however make every effort to provide any transportation or interpretation needs. Any costs associated with these services will be covered with SPT funds and no additional fees will be charged to persons requiring additional help.

The City of Sidney's website offers the use of Google Translate to interpret notices, meetings and policies of SPT.

SUMMARY OF CURRENT OUTREACH EFFORTS BY SPT

- The addition of Google Translate on the City website for interpretation;
- Implement use of Community Consultation Surveys;
- Outreach to area agencies, schools, senior center and groups that assist low income, disabled and LEP individuals to recruit members to the TAC;
- Contact local restaurants utilizing non-English speaking workers to offer transit information and invite to participate in meetings or make comments and suggestions;
- Post Title VI information in Transit Facility and on all SPT vehicles;
- SPT will continue efforts to encourage participation of everyone in Shelby County to improve transit services and communicate information on the transit service.