

# *Outback Express*

*....taking you places you need to go*



## **ECCOG's Coordinated Public Transit System Title VI Plan**

**Revised: August 2020**

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## **I. Introduction**

The mission of the East Central Council of Governments' Public Transit System, *Outback Express*, which includes ECCOG, City of Burlington, Dynamic Dimensions, Inc. and Town of Limon, is to ensure that public transit services are available and accessible to the general public of Cheyenne, Elbert, Lincoln and Kit Carson counties in east central Colorado. We shall achieve this mission by continued cooperation with local entities to provide the best possible coordinated transit system to assist all individuals in maintaining their independence, health and quality of life in their own homes for as long as possible. ECCOG continues to work in coordination with other transit providers to plan, promote, and implement investments in public transit services in the east central Colorado region.

In addition to the provision of services, a wide range of responsibilities, required by federal and state regulations are carried out by the transit staff and advisory committee, including:

- ◆ six-year planning and development...known as the transit element of the Regional Transportation Plan
- ◆ contracting
- ◆ monitoring
- ◆ system evaluation
- ◆ technical assistance
- ◆ trip scheduling
- ◆ advocacy
- ◆ vehicle maintenance
- ◆ driver training and education
- ◆ vehicle procurement
- ◆ system coordination
- ◆ federal and state reporting

ECCOG works with CDOT to implement and monitor compliance with federal civil rights requirements. Together, we seek to ensure nondiscrimination in federally funded programs and activities, provide access for Limited English Proficient (LEP) persons, and uphold the principles of environmental justice.

## **II. Plan Overview**

ECCOG's Coordinated Public Transit System Title VI Plan has been developed in accordance with FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients." On September 8, 2010, the ECCOG's Board of Directors approved the original plan. It has been reviewed and revised over the years. The current resolution of approval is attached as Appendix A.

## PART I.

### General Title VI Requirements for All Grant Partners

#### BACKGROUND

- **Service Type:** Outback Express is a scheduled demand-response system offering service to older adults, persons with disabilities, and the general public in the sparsely populated but large geographic area including Cheyenne, Elbert, Kit Carson, and Lincoln counties. Services provided are typically bringing passengers from rural or interregional areas to metro areas for medical and other necessary appointments. Vehicles are based in twelve of the region's communities. Local system services are provided by the City of Burlington, DDI, Inc., and Town of Limon.
- **Service Area:** Outback Express services an area of approximately 8,400 square miles, including all of Cheyenne, Elbert, Lincoln, and Kit Carson counties.

- **Fleet Data**

Van: 5

Body on Chassis: 14

Total: 19

**Funding Sources:** FTA 5311, In-kind support, Federal OAA Title III funds, State Funding for Senior Services, local general funds, county general funds, user fees/contributions.

- Our organization does not conduct any planning activities at the local level. We participate in planning activities either state or region wide.
- No new facilities have been constructed.

**NOTICE TO THE PUBLIC:**

**EAST CENTRAL COUNCIL OF LOCAL GOVERNMENTS**

**COLORADO'S CENTRAL PLAINS**



128 COLORADO AVE, Box 28, Stratton, Colorado 80836 719-348-5562 FAX (719-348-5887) [www.eccog.com](http://www.eccog.com)

**Request for Access to ECCOG's Public Transit System Program & Activities**

It is the public transit system's objective to provide access to the Outback Express program and activities to all individuals residing in the four-county area of Elbert, Lincoln, Cheyenne, and Kit Carson counties in east central Colorado.

**Your Rights Against Discrimination**

ECCOG's Outback Express operates its programs and services without regard to race, color, national origin, sex, age or disability. Anyone who believes they have been excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any Outback Express program or activity because of their race, color, national origin, sex, age or disability may file a discrimination complaint with ECCOG, CDOT, the Federal Highway Administration or the Federal Transit Administration.

To file a complaint, please contact any of the following:

**ECCOG Outback Express**  
128 Colorado Avenue  
PO Box 28  
Stratton, CO 80836  
(800) 825-0208

**CDOT Civil Rights &  
Business Resource Center**  
4201 East Arkansas Ave.,  
Room 150  
Denver, CO 80222  
(800) 925-3427  
[dot\\_civilrights@state.co.us](mailto:dot_civilrights@state.co.us)

**Federal Highway Administration,  
Colorado Division**  
12300 West Dakota Avenue,  
Suite 180  
Lakewood, CO 80228  
(720) 963-3000

**Federal Transit Administration,  
Region 8**  
12300 West Dakota Ave.,  
Suite 310  
Lakewood, CO 80228  
(720) 963-3300

\*If the above information is needed in another language, please contact 800-825-0208.

\*Si necesita esta informacion en otro lenguaje, porfavor llamar al 800-825-0208.

\*Notices are posted on our website, in our senior centers, at post offices, and in our brochures.

## **COMPLAINT INSTRUCTIONS AND FORM**

- Appendix B – Complaint Procedures
- Appendix C – Complaint Form
- Appendix D – Complaint procedures are posted on our website.  
Information regarding procedures is also included in our transit brochure.

## **TITLE VI COMPLAINTS, INVESTIGATIONS AND LAWSUITS**

- Appendix E – Complaint, Investigations, and Lawsuits Form
- In its history, ECCOG and the Outback Express have never had a discrimination complaint.

## **PUBLIC PARTICIPATION ELEMENT**

Our organization has conducted planning activities involving public input in regard to our 4-year plan (SFY 2020-2023). See Appendix F

All meeting of the Senior Services and Transit Advisory Board are open to the public. These meetings are generally held at the Hub City Senior Center in Limon, CO. Dates, times, and location of these meetings are posted on our website. The senior center is accessible to all individuals, including those with a disability. We do not offer transit services to the meetings. However, should an individual want to attend, a board member could be contacted for a ride to the meeting. Like the SSTB meetings, town and city council meetings are also open to the public. Should an individual want to comment on budget concerns, these meetings could be attended. Currently, outreach efforts of our agency are not specific to minority, low-income, or Limited English Proficiency (LEP) persons but rather to all that may benefit from our programs. In development of the LEP Plan, this is something addressed, and our organization plans to have more outreach targeted to these individuals.

## **LIMITED ENGLISH PROFICIENCY (LEP) ELEMENT**

- Appendix G – Limited English Proficiency Plan

## **PLANNING AND ADVISORY BOARDS**

The transit-related advisory board for the East Central Council of Governments (ECCOG) is the Senior Services and Transit Advisory Board (SSTB). The purpose of the board is as follows:

- Section 3.1 - Relationship to the East Central Council of Governments - The Senior Services and Transit Advisory Board shall be advisory to the ECCOG governing board for all programs funded through the Older Americans Act of 1965, as amended or other programs as may be initiated by the senior services division; and through the Colorado Department of Transportation or for other programs as may be initiated by the public transit system, known as the Outback Express.

- Section 3.2 - Appointment of SSTB members – members may be nominated by the existing SSTB members, county administrator, senior center/meal site participants, or board of county commissioners (depending on the constituency to be represented) and their names presented to the ECCOG governing board. Formal appointment of members shall be made by the ECCOG governing board.

The following is in place in the Board by-laws in regard to council size and membership:

- Section 5.1 - Size - the size of the SSTB shall be 13 voting members. Ex-officio or non-voting member position will be designated as the board deems necessary.
- Section 5.2 - Term of membership - members of the SSTB serve 3-year terms with 1/3 of the membership appointed each year. No limit on the number of reappointments possible.
- Section 5.3 - Composition /Representation - the composition of the board must comply with the representational requirements of the Older Americans Act and its regulations and include representation with regard to the public transportation system. Membership of the board will represent:
  - a) older persons;
  - b) low-income minority individuals;
  - c) geographically isolated individuals;
  - d) individuals eligible to participate in the programs;
  - e) public transit vehicle owners;
  - f) disabled/handicapped individuals;
  - g) transit system drivers; and
  - h) the general public.
- Each county shall have at least three representatives on the board. Each member must reside in the county he/she represents, with the exception of the member at large who must be a resident of the Region (Elbert, Lincoln, Cheyenne or Kit Carson County).

#### **FACILITY LOCATION EQUITY ANALYSIS**

- No new facilities have been constructed by our organization.

Approved by ECCOG Board of Directors: September 8, 2010  
 Reviewed by ECCOG Board of Directors: September 3, 2015  
 Reviewed by ECCOG Board of Directors: March 1, 2017  
 Revised and approved ECCOG Board of Directors: August 5, 2020


## Appendix A

### Resolution by ECCOG Board of Directors

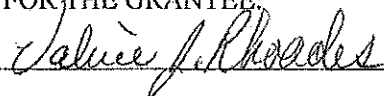
Adopted: August 5, 2020

The ECCOG Board of Directors adopted this Title VI Civil Rights Plan at its August 5, 2020 meeting.

ATTEST:

  
\_\_\_\_\_  
Debby Conrads, Senior/Transit Services Director  
ECCOG Outback Express

FOR THE GRANTEE:

  
\_\_\_\_\_  
Valerie Rhoades, Chairman  
ECCOG Board of Directors



## Appendix B

### ECCOG's Outback Express Discrimination Complaint Procedure

Federal law prohibits discrimination based on race, color, national origin, age, sex, or disability in any Outback Express program or activity.

Federal law requires that Outback Express investigate, track, and report discrimination complaints. Complaints must be filed in writing and will be investigated within sixty days of submission. If you need assistance to file your complaint or need interpretation services, please contact the ECCOG toll free at (800) 825-0208.

#### **Who is eligible to file a complaint?**

Anyone who believes they have been excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any Outback Express program or activity because of their race, color, national origin, age, sex, or disability may file a complaint.

Discrimination includes lack of access, harassment, retaliation and disparate impacts from a program or activity. Harassment includes a wide range of abusive and humiliating verbal or physical behaviors. Retaliation includes intimidating, threatening, coercing, or engaging in other discriminatory conduct against anyone because they filed a complaint or otherwise participated a discrimination investigation.

#### **How do you file a complaint?**

Complaints must be filed in writing within **180 days** from the last date of the alleged discrimination. However, contact the CDOT CRBRC if you believe your complaint may fall outside this deadline.

The Outback Express will make reasonable efforts to assist persons with disabilities, non-English speakers, and others unable to file a written complaint. For assistance in filing a complaint, please contact the ECCOG toll free at (800) 825-0208.

While not required, complainants are encouraged to use the Discrimination Complaint Form which can be found at [www.eccog.com](http://www.eccog.com)

Complaints may be submitted via email, fax or in person to one of the following:

**ECCOG Outback Express**  
128 Colorado Avenue  
PO Box 28  
Stratton, CO 80836  
(800) 825-0208

Complaints may also be filed directly with one of the following agencies:

**CDOT CRBRC (Headquarters)**

Title VI Coordinator  
4201 East Arkansas Ave., Room 150  
Denver, CO 80222  
dot\_civilrights@state.co.us  
Phone: (800) 925-3427  
Fax: (303) 952-7088

**Federal Highway Administration, Colorado Division**

12300 West Dakota Avenue, Suite 180  
Lakewood, Colorado 80228  
Phone: (720) 963-3000  
Fax: (720) 963-3001

**Federal Transit Administration, Region 8**

12300 West Dakota Ave., Suite 310  
Lakewood, CO 80228  
Phone: (720) 963-3300

**What happens after a complaint is filed with ECCOG?**

Most complaints will be investigated within **sixty (60) days**. Investigating a complaint includes interviewing all parties involved and key witnesses. The investigator may also request relevant information such as books, records, electronic information, and other sources of information from all involved parties.

In some cases, Outback Express must forward complaints to either CDOT, the Federal Highway Administration or Federal Transit Administration for investigation. If your complaint is forwarded to one of these agencies, you will be provided the name and contact information of the employee handling your complaint.

Federal law prohibits retaliation against individuals because they have filed a discrimination complaint or otherwise participated in a discrimination investigation. Any alleged retaliation should be reported in writing to the investigator.

**Questions?**

Contact the Civil Rights & Business Resource Center toll free at (800) 925-3427 or email

dot\_civilrights@state.co.us : (720) 963-3333

APPENDIX C

EAST CENTRAL COUNCIL OF LOCAL GOVERNMENTS

COLORADO'S CENTRAL PLAINS



128 COLORADO AVE, Box 28, Stratton, Colorado 80836 719-348-5562 FAX (719-348-5887) [eccog.com](http://eccog.com)

Discrimination Complaint Form

Please complete this form to the best of your ability. If you need translation or other assistance, contact the Outback Express at (800)825-0208 or the Civil Rights and Business Resource Center at (800) 925-3247

Name \_\_\_\_\_  
Address \_\_\_\_\_ City \_\_\_\_\_ Zip \_\_\_\_\_  
Phone \_\_\_\_\_  
Email \_\_\_\_\_

Basis of Complaint (circle all that apply)

- Race                      Color                      National Origin                      Sex/Gender
- Age                      Disability                      Retaliation

Are you an ECCOG Outback Express employee? Yes \_\_\_\_\_ No \_\_\_\_\_

Is this complaint against Outback Express and/or an Outback Express employee?

Yes \_\_\_\_\_ No \_\_\_\_\_

Who discriminated against you? \_\_\_\_\_

How were you discriminated against? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
*(attach additional pages if more space is needed)*

Where did the discrimination occur? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Dates and times the discrimination occurred? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Were there any other witnesses to the discrimination?

Name and Phone Number \_\_\_\_\_

Name and Phone Number \_\_\_\_\_

Name and Phone Number \_\_\_\_\_

Name and Phone Number \_\_\_\_\_

How would you like to see this situation resolved? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Have you filed your complaint, grievance or lawsuit with any other agency or court?

If Yes, Who \_\_\_\_\_

When \_\_\_\_\_

Status (pending, resolved) \_\_\_\_\_

Result \_\_\_\_\_

Complaint Number \_\_\_\_\_

Do you have an attorney in this matter?

Name \_\_\_\_\_

Phone \_\_\_\_\_

Address \_\_\_\_\_

City/Zip \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Complaints may be submitted via email, fax or in person to any of the following:

**ECCOG Outback Express**  
128 Colorado Avenue  
PO Box 28  
Stratton, CO 80836  
(800) 825-0208  
FAX 719-348-5887  
[eccog@prairiedevelopment.com](mailto:eccog@prairiedevelopment.com)

**CDOT Civil Rights &  
Business Resource Center**  
4201 East Arkansas Ave.  
Room 150  
Denver, CO 80222  
(800) 925-3427  
FAX 303-952-7088  
[dot\\_civilrights@state.co.us](mailto:dot_civilrights@state.co.us)

## Appendix D

### What We Offer

Who is eligible: Anyone who has a need or desire for transportation.

How service is provided: via wheelchair-accessible mini-buses, standard and mini-vans.

What kind of transportation is provided: Trips for medical, essential shopping, education, employment, nutrition programs, social and recreational.

Transportation is available: Monday thru Friday (varies depending on location), 8:00 am to 5:00 pm on a scheduled demand responsive basis. Several vehicles take regular trips outside the region to Denver or Colorado Springs or beyond. The trip schedules are published in local newspaper articles headlined "Outback Express", posted at various locations in each of the communities in the region, and online at <http://www.eccog.com>

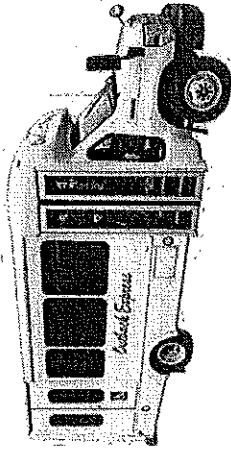
### Fares/Bus Tickets

There is a small fare for all public transit trips, although passengers over the age of 60 may get bus tickets for a suggested donation from the ECCOG's Area Agency on Aging. Use the same toll-free number.....  
1-800-825-0208 for ticket information.

### About This System

The ECCOG public transit system is funded with a federal grant, authorized by the Federal Transit Administration, with local government support and minimal fares.

Look for us!



*When you see  
"Outback Express"  
...that's us,*

*and it can mean only one thing:  
We're going places!  
Why not go with us?*

In accordance with provisions of the Americans with Disabilities Act and the Civil Rights Act of 1964, Outback Express does not discriminate on the basis of disability, race, color, national origin, or gender. For more information about these statutes, or to file a complaint, contact the Outback Express designated Disability Rights and Title VI Coordinator:

Debby Conrads

at the address or phone number listed below or contact CDCOT at 303-757-9303. The complaint procedure is also found on the CDCOT website at

<https://www.cdot.gov/business/civilrights/accessibility/index.cfm>

Information in non-English alternative formats may be obtained through the person listed above.

Esta información puede ser obtenida en cualquier formato según su idioma contactando a la persona mencionada arriba.

Individuals will be permitted to use service animals, as defined within ADA guidelines.



East Central Council  
of Local Governments  
PO Box 28  
Stratton, CO 80836  
1-800-825-0208

*East Central Council  
of Local Governments*

*ON THE GO...*

*Outback Express*

*...in Colorado's Central Plains*



### Public Transportation

Whether you are unable or unwilling to drive yourself, or whether you simply prefer to look at the scenery or visit with a friend, public transit often can take the worry out of getting where you need to go.

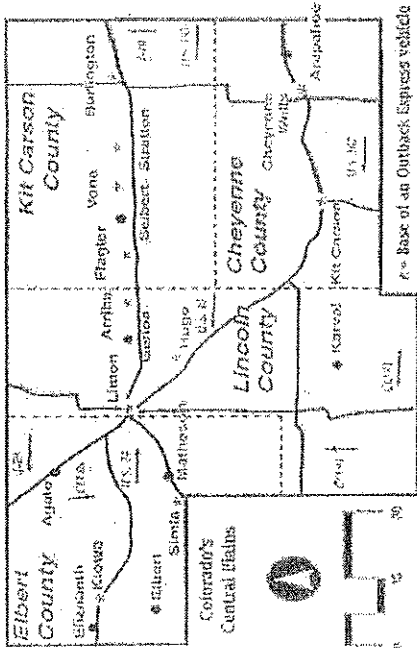
Cheyenne, Elbert, Kit Carson, and Lincoln counties have very sparse populations compared to the huge expanse of the land area they contain, thus making it impossible to support scheduled commuter buses and taxi services here. Still, if you need help getting to the doctor or to the grocery store, you probably can find that help in your community.

These four counties, working with their regional association, the *East Central Council of Local Governments*, cooperatively offer public transit services. This system's name is...*Outback Express*...but all you really need to remember is the toll-free telephone number:

1-800-825-0208

We aim to please

All drivers are well-qualified and experienced and will do their best to assure you an enjoyable trip. They are courteous, caring and have had training in basic first aid and CPR, emergency procedures, vehicle maintenance and defensive driving, passenger relations, and much more.



The vehicles in this system have an excellent safety record. Before each trip, the drivers check the vehicles to make sure all equipment is in good condition and that safety equipment is in place. The vehicles are always clean and ready for use. All vehicles have air conditioning for a cool, comfortable ride, and are well-maintained by county or private mechanics.

Over half of the vehicles are wheelchair accessible, and passengers should be able to enter vehicles with a minimum of assistance.

<http://www.eccog.com>

To ensure a seat on the bus is available, a 24-hour advance reservation is appreciated.

**\*\* The Outback Express will not transport passengers for surgical reasons. The system is not equipped to assist passengers should post-operative complications develop during the trip home \*\***

**Service animals trained to assist impaired individuals are welcome to use the system!**

### Special Trips

In addition to the regular local and long-distance trips, the transit system periodically offers special trips. Our bus is also available for your special trip. The only restriction is the number of passengers; our vehicles cannot travel outside their respective counties with fewer than five passengers. Call us for your special trip pricing and availability.

**\*\*The public transit system does not provide emergency transportation. Please call an ambulance for emergencies.\*\***

Complaint Forms

← → ↻ 🏠 📄 📌 📁 📂 📅 📆 📇 📈 📉 📊 📋 📌 📍 📎 📏 📐 📑 📒 📓 📔 📕 📖 📗 📘 📙 📚 📛 📜 📝 📞 📟 📠 📡 📢 📣 📤 📥 📦 📧 📨 📩 📪 📫 📬 📭 📮 📯 📰 📱 📲 📳 📴 📵 📶 📷 📸 📹 📺 📻 📼 📽 📾 📿

Love Funeral Homes | Brown Funeral Home... | Simplifilar Log In | Login | BFI Partner... | TravelStorvs App | F... | eP- BANC Mail | ElmCore | Doodle | 2020 Northeast Ruf...

**The August 5th ECCOG Board meeting will be at 7PM held as a teleconference. Please call the office for instructions. connect.**

## Complaint Forms

### Downloadable Forms

- Complaint Form
- Outback Express Discrimination Complaint Procedure
- ECCOG ADA Title VI non-discrimination disclosure
- ECCOG OE ADA policy



**Appendix E**

**INVESTIGATIONS/COMPLAINTS CHART**

<b>Type</b>	<b>Date</b>	<b>Summary (basis)</b>	<b>Status</b>	<b>Action(s) taken</b>
<b>Complaints and Investigations Naming the recipient</b>		<i>In its history, the Outback Express has never had a discrimination complaint.</i>		
<b>Lawsuits</b>				

**APPENDIX F**

**EAST CENTRAL COUNCIL OF LOCAL GOVERNMENTS**

**COLORADO'S CENTRAL PLAINS**



Box 28 • Stratton, Colorado 80836 • 719-348-5562 • FAX (719-348-5887) • [www.ecclg.com](http://www.ecclg.com)

September 3, 2018

TO: Area Newspapers  
FROM: Debby Conrads, Senior & Transit Services Director

Please run the following during the week of September 24, October 1, October 8, October 15, 2018.

**Request for Public Input**

The Area Agency on Aging will be holding a public input meeting at the Limon Community Building, 477 D Ave., Limon Colorado on October 18, 2018 2:00 p.m. At the American Legion Post 82, 228 S. Banner Street, Elizabeth, Colorado on October 22, 2018 at 2:00 p.m.

The purpose for these meeting will be to solicit input regarding the services provided by the AAA in Elbert, Lincoln, Cheyenne and Kit Carson Counties, in preparation for the 4-year plan for aging services for the FFY 2019-2023

The results will be included in a final report to be used for budget decisions and to plan for older adult services.

For more information, please contact Debby Conrads or Jackie McCaffrey at 719-348-5562 or toll free at 1-800-825-0208.

\*\*\*end\*\*\*

The Counties of Elbert, Lincoln,  
Kit Carson and Cheyenne

The Towns of Elizabeth, Kiowa, Simla, Arriba, Genoa, Hugo, Limon, Bethune,  
Burlington, Flagler, Seibert, Stratton, Vona, Cheyenne Wells and Kit Carson

# EAST CENTRAL COUNCIL OF LOCAL GOVERNMENTS

## COLORADO'S CENTRAL PLAINS



Box 28 • Stratton, Colorado 80836 • 719-348-5562 • FAX (719-348-5887) • [www.eccog.com](http://www.eccog.com)

### Request for Public Input

The Area Agency on Aging will be holding a public input meeting at the Limon Community Building, 477 D Ave., Limon Colorado on October 18, 2018 2:00 p.m. At the American Legion Post 82, 228 S. Banner Street, Elizabeth, Colorado on October 22, 2018 at 2:00 p.m. At the ECCOG office November 20, 2018 from 1:00 p.m. to 2:00 p.m.

The purpose for these meeting will be to solicit input regarding the services provided by the AAA in Elbert, Lincoln, Cheyenne and Kit Carson Counties, in preparation for the 4-year plan for aging services for the FFY 2019-2023

The results will be included in a final report to be used for budget decisions and to plan for older adult services.

For more information, please contact Debby Conrads or Jackie McCaffrey at 719-348-5562 or toll free at 1-800-825-0208.

The Counties of Elbert, Lincoln,  
Kit Carson and Cheyenne

The Towns of Elizabeth, Kiowa, Siltia, Arriba, Genoa, Hugo, Limon, Bethune,  
Burlington, Flagler, Seibert, Stratton, Yona, Cheyenne Wells and Kit Carson

## 4-Year Plan – Public Input

- What do you value most about your community?
- What services make a positive difference in people's quality of life?
- How can organizations better work together to provide services to your community?
- What should we do first to improve services that we give?
- See attached list of services, is there a service we didn't mention that would really help people?

*Please prioritize the attached list*

- How can we make services better known or available to your community?
- What do you value most about your community?
- Describe a positive change in your community.
- What made it possible?

## STAFF LEP SURVEY

*ECCOG's Public Transit System, Outback Express, including ECCOG, City of Burlington, Dynamic Dimensions, Inc. and Town of Limon*, is studying the language assistance needs of its riders so that we can better serve, communicate, and increase access with Limited English Proficient persons. Please complete the following survey and return it to ECCOG/Outback Express by \_\_\_\_\_.

How often do you come into contact with passengers who do not speak English or have trouble understanding you when you speak English to them? (Circle one)

Daily  
monthly

Weekly

Monthly

Less frequently than

What languages do these passengers speak? Please list.

What languages other than English do you understand or speak?

Would you be willing to serve as a translator when needed?

## SECTION II: PUBLIC INPUT

(Taken from Four-Year Plan, Area Agency on Aging, Region V, SFY 2020-2023)

The primary foundation of the Area Plan is the voice of the consumer. The aspirations, strengths, and needs of each Planning and Service Area (PSA) should guide the Area Plan.

The AAA shall conduct at least one public input meeting on the Area Plan to provide an opportunity for older adults, local government officials, key informants, and other interested parties to provide input to the Area Plan. Adequate published notice must be extended to increase older adults' opportunity to participate. AAAs shall retain documentation of each public input meeting (through recorded or written minutes) and a list of participants. The meetings should consider current and future service and support needs of older adults and the issues, challenges, and opportunities facing the Region. Describe the number, dates, and locations of the public input meetings. Documentation of public meetings may be identified as an attachment to the Area Plan. Discuss how those attending informed the Area Plan.

***RESPONSE: The primary foundation of the Area Plan is the voice of the consumer. The aspirations, strengths, and needs of each Planning and Service Area (PSA) should guide the Area Plan.***

***The AAA shall conduct at least three public input meetings on the Area Plan to provide an opportunity for older adults, local government officials, and other interested parties to provide input to the Area Plan. Adequate published notice will be made to increase older adults' opportunity to participate. The AAA shall retain documentation of each public input meeting (through recorded or written minutes) and a list of participants. The meetings should consider current and future service and support needs of older adults and the issues, challenges, and opportunities facing the Region. Describe the number, dates, and locations of the public input meetings. Documentation of public meetings will be identified as an attachment to the Area Plan.***

ECCOG AAA conducted four public input meetings which were advertised in the local newspapers and notices/flyers were posted in the local community to invite the public. The first public input meeting was held on Thursday, October 18, 2018 at 2PM following the Senior and Transit Board Meeting at the Limon Community Building, 477 D Avenue, Limon, CO. The second public meeting was held on Monday, October 22, 2018 at the American Legion Post 82, 228 S Banner Street, Elizabeth, CO. The third public meeting was held Tuesday, November 20, 2018 from 1-2 PM at ECCOG office, 128 Colorado Ave., Stratton, CO. And the fourth public meeting was held Wednesday, March 6, 2019 at 7PM at the TA Truck Stop – Country Pride Restaurant, near Intersection of Hwy 24 & I-70, Limon, CO.

All meetings were open to the public and all relevant comments and responses were incorporated into this document. Attendees included seniors, local elected government

officials, board members, and AAA staff. Copies of the documents were made available to the general public and other area agencies upon request. The final 4-Year Plan was emailed to the SSTB board and the ECCOG Board of Directors for review and approval on March 19, 2019. The two boards approved the Plan for submission on March 27, 2019.

The AAA received 114 responses to the survey regarding the prioritization of services for the next four years. Based on these responses and input from the public meetings, program staff, service providers, the ECCOG Board of Directors and the Senior Services and Transit Advisory Board, services were prioritized from most important to maintain down to least important, as follows:

- Nutrition Meals/Nutrition Counseling/Education/Screening
- Material Aid (financial assistance)
- Homemaker Services
- Information & Assistance
- Ombudsman
- Transportation
- Legal
- Respite Care
- Health Promotion and Medicine Management

As usual the Nutrition Meals, whether congregate and home delivered, are the number one concern. Material Aid (financial assistance) is important to the older adults on a fixed income. All services are important for older adults as they age in place.

The AAA staff will continue to coordinate training and information sharing meetings from all agencies. This effort will ensure that needy individuals do not fall through the cracks and miss these needed services. Our field staff is long-tenured within their respective communities. This longevity, coupled with the sparse population, gives our people a unique ability to be personally acquainted with several persons over the age of 60. We are able to observe when clients and potential clients can no longer provide for themselves with daily living needs such as transportation, nutritious meals, or home cleaning/maintenance. Our continuing close-working relationship with other service providers in the region, and with the local governments, gives us the unique opportunity to channel our program information to their clients...many of whom are means-tested and known to be in economic need.

It is becoming increasingly difficult to find dependable part-time staff in the region as the unemployment rate is around 2.8%. Not surprising, the highest rate is Elbert County at 3.5% with Cheyenne County the lowest at 2.1% as of December 31, 2018. Lincoln County records 3.1% with Kit Carson County showing 2.5%. These rates are expected to decrease in the next four years. Those who are looking for work want full time hours with benefits. Friends and family can do some things as volunteers/neighbors to help mitigate needs once they develop, but cannot, and should not, be relied on for all needed services.

## Appendix G

### LIMITED ENGLISH PROFICIENCY PLAN

#### *Outback Express* Public Transit System

##### I. INTRODUCTION

This Limited English Proficiency (LEP) Plan, for the *Outback Express Public Transit, including ECCOG, City of Burlington, Dynamic Dimensions, Inc. and Town of Limon* has been developed in response to federal requirements included under Section 601 of Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d), which provides that no person shall “on the grounds of race, color or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

Federal Executive Order No. 13166, issued in August 2000 by President Clinton, "Improving Access to Services for Persons with Limited English Proficiency," was created to "... improve access to federally conducted and federally assisted programs and activities for persons who, as a result of national origin, are limited in their English proficiency (LEP)..." President Bush affirmed his commitment to Executive Order 13166 through a memorandum issued on October 25, 2001, by Assistant Attorney General for Civil Rights, Ralph F. Boyd, Jr. and Acting Assistant Attorney General, Loretta King directed a strengthening of enforcement of Title VI in a memorandum dated July 10, 2009.

As a sub-recipient of funds from the Federal Transit Administration (FTA), through the Colorado Department of Transportation (CDOT), this Limited English Proficiency (LEP) Plan for *Outback Express Public Transit, including ECCOG, City of Burlington, Dynamic Dimensions, Inc. and Town of Limon* has been developed to ensure compliance with Federal LEP regulations. It includes an assessment of the limited English proficiency needs of the region, an explanation of the steps we are currently taking to address these needs, and the steps we plan to take in the future to ensure meaningful access to our transit programs by persons with limited English proficiency.



## **II. LIMITED ENGLISH PROFICIENCY NEEDS OF AREA**

The *Four-Factor Analysis* developed by the FTA requires that information be included in LEP Plans regarding the number and percentage of LEP persons in the region, and the nature, frequency and importance of the contact we have, with LEP persons, in providing transit services. Each of these elements is addressed below.

### **Number and Percentage of LEP Persons in The Region**

#### **Permanent Population**

##### *U.S. Census Data*

The American Community Survey provides information to assist in estimating the number of limited English speakers in the region. While the 2020 Census will provide up-to-date data, that information is not yet available. Therefore, year 2018 ACS data was used as a base. Table 1 presents information on *Language Spoken at Home*, taken from the American Community Survey 2018.

As the table shows, the number and percentage of LEP persons in the permanent population of the Outback Express service area is quite small. For the region as a whole only 3% of the population age 5 and over speak English less than “Very Well,” according to the 2018 ACS. The highest number and percentage is in Kit Carson County, with 579 people, 3.9% of the population. By a large majority, (48.8% for the region as a whole), those who have difficulty with English, speak Spanish in the home.

##### *Other Local Data*

Based on our contacts with local school districts, drivers, and other local contacts, information provided in the 2018 ACS is generally representative. No additional concentrations of individuals with limited English proficiency were identified.

#### **Visitors**

The Outback Express focuses on the permanent population of the region, especially seniors. The Outback Express is subsidized by local governments; therefore, it does not transport visitors from outside the region into the region.

#### **Summary**

Based on the information available on the permanent population of the region, there is a very small percentage of persons with Limited English Proficiency who are potential users of our service.

TABLE 1 - Language Spoken at Home

	Cheyenne County, Colorado			Elbert County, Colorado			Kit Carson County, Colorado			Lincoln County, Colorado			Total Region							
	Total	Percent	Speak English less than "very well"	Total	Percent	Speak English less than "very well"	Total	Percent	Speak English less than "very well"	Total	Percent	Speak English less than "very well"	Total	Percent	Speak English less than "very well"					
			Percent speak English less than "very well"			Percent speak English less than "very well"			Percent speak English less than "very well"			Percent speak English less than "very well"			Percent speak English less than "very well"					
Population 5 years and older	1,938	(X)	88	4.5%	23,546	(X)	136	0.6%	7,353	(X)	579	7.9%	5,213	(X)	352	6.8%	38,050	(X)	1,155	3.0%
Speak only English	1,769	89.2%	(X)	(X)	22,574	95.9%	(X)	(X)	6,279	85.4%	(X)	(X)	4,766	91.4%	(X)	(X)	35,328	92.9%	(X)	(X)
Speak a language other than English	229	11.8%	88	38.4%	972	4.1%	136	14.0%	1,074	14.6%	579	53.9%	447	8.6%	352	78.7%	2,722	7.2%	1,155	42.4%
Spanish	180	9.3%	73	40.6%	699	2.5%	75	12.5%	934	12.7%	650	58.9%	414	7.9%	339	81.9%	2,127	5.6%	1,037	48.8%
Other Indo-European languages	0	0.0%	0	-	329	1.4%	55	16.7%	127	1.7%	20	15.7%	6	0.1%	1	16.7%	462	1.2%	76	16.5%
Asian and Pacific Island languages	49	2.5%	15	30.6%	32	0.1%	6	18.8%	13	0.2%	9	69.2%	3	0.1%	2	66.7%	97	0.3%	32	33.0%
Other languages	0	0.0%	0	-	12	0.1%	0	0.0%	0	0.0%	0	-	24	0.5%	10	41.7%	35	0.1%	10	27.8%

Survey/Program: American Community Survey  
 TableID: S1601  
 Product: 2018 ACS 5-Year Estimates Subject Tables

### **Nature, Frequency and Importance of LEP Contact**

While the nature and importance of LEP contact is high for public transit services in general, as stated above, the frequency of contact with LEP individuals in the Outback Express service area is extremely rare.

### **III. CURRENT LEP EFFORTS**

While the numbers and percentages of LEP persons in our service area are small and our contact is minimal, as a transit service provider we are sensitive to the potential need to service LEP individuals. Therefore, in recent years we have undertaken the following efforts. (*LEP policy and LEP procedures*). Adopted LEP Policy and will, to the extent possible, respond to requests as needed.

### **IV. PLAN FOR THE FUTURE LEP EFFORTS**

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

#### **Identifying LEP Persons Who Need Language Assistance**

In order to identify potential future LEP needs with respect to our transit service the system will undertake the following:

- Review Census updates as they become available;
- Periodically review perceived LEP needs with drivers and other first-line staff;
- Make periodic contacts with school districts and other community agencies that may know of LEP persons or groups.

#### **Language Assistance Measures**

As the need arises, the system will consider the following to respond to LEP needs:

- Obtain copies of Census Bureau's "I Speak Cards" to have on hand if needed;
- Develop Spanish versions of marketing materials, customer complaint forms, public notices, and related information, as appropriate;
- Hire Spanish-speaking customer service staff and/or drivers;
- Obtain copies of CDOT's "Basic Spanish for Transit Employees" and distribute to drivers and customer service staff, as appropriate;
- Become familiar with web-based **AltaVista Babel Fish** for phrase translation into or from multiple languages;
- Become familiar with Language Line Services at <http://www.languageline.com>;
- Identify other community resources such as agencies serving LEP persons which may have resources to share.

#### **Staff Training**

Similarly, as the need arises, the system will consider the following staff training topics:

- Federal LEP requirements, your LEP Plan and Title VI;
- Documenting language assistance requests;
- Use of any of the language assistance measures as described above.

### **Outreach Efforts**

Similarly, as the need arises, the system will consider the following topics:

- Identify agencies in the region that may serve LEP populations
- Provide information on services to those agencies, as appropriate
- Provide opportunities for LEP participation at public meetings, through advertising and conduct of meetings, as appropriate

### **Monitoring and Updating the Plan**

The system will monitor and update this plan every 3 years, as needed, including:

- Reviewing the LEP Plan with staff and make adjustments, as needed
- Pay particular attention to demographic changes in the region and to any LEP-related complaints received.

### **Disseminating the LEP Plan**

- Copies of the plan are available to those requesting it
- The plan is posted on the Outback Express website;
- The plan was adopted by ECCOG Board of Directors at its meeting on September 8, 2010; recommended by the Senior Services & Transit Advisory Board at its meeting on August 12, 2010.
- The plan was reviewed at the November 4, 2015 ECCOG Board of Directors meeting, with no recommended changes.
- The plan was approved by the ECCOG Board of Directors with changes on August 5, 2020.

## **Providing Notice to LEP Persons**

Inventory the existing public service announcements and community outreach the agency currently performs and work towards providing the following information in Spanish:

- Signs and handouts available in vehicles
- Announcements in vehicles
- Brochures
- Agency websites
- Press releases
- Newspaper and radio advertisements
- Announcements and community meetings.
  - Incorporate notice of the availability of language assistance into existing outreach methods. Agencies should provide notice of the availability of language assistance on a regular basis, in order to reach the greatest number of potential riders.
  - Conduct targeted community outreach to LEP populations. Targeted community outreach can consist of meeting with agencies that serve LEP populations and attending community meetings and events to inform people of the agency's service in general and that language assistance is available.

**Appendix H** *Senior Services & Transit Advisory Board*  
*East Central Council of Governments*  
*Area Agency on Aging – Region V*

Name	County Representing	Racial Makeup
Vacant	Cheyenne	
Debbie Mitchek	Cheyenne	Caucasian/Non-Hispanic
Vacant	Cheyenne	
Mary Curtiss	Elbert	Caucasian/Native American – Creek Tribe
Nancyann Davidson	Elbert	Declined to answer
Vacant	Elbert	
Edna Fross	Kit Carson	Caucasian/Non-Hispanic
Debbie Lamm	Kit Carson	Caucasian/Non-Hispanic
Kathy Winters	Kit Carson	Caucasian/Native American – Cherokee
Andy Lorenson	Lincoln	Caucasian/Non-Hispanic
Vacant	Lincoln	
Jerilyn Vick	Lincoln	Caucasian/Non-Hispanic
Angela Berry	Regional	Caucasian/Non-Hispanic