



**BEN FRANKLIN  
TRANSIT**

# **2025 Title VI Program & Language Assistance Plan Update**





## Title VI

" No person in the United States shall, on the ground 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. "

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# General Requirements



## Title VI & Language Assistance

- Title VI Program update and submission and every 3 years to FTA
- Public Notification of Title VI rights and complaint procedures
- Language Assistance Plan for Limited English Proficient (LEP) populations
- Demographic Service Area Analysis including minority and low-income populations
- Equity Analysis for Major Service or Fare Changes
- Monitoring and Evaluation of service equity and access Complaint Tracking and Reporting mechanisms

# Transit Provider Requirements



## Urbanized Area Formula Program (Section 5307) Recipients

- *Load Factor*
- *Vehicle Headway*
- *On-Time Performances*
- *Equitable Distribution of Service, Vehicles & Amenities*
- **Collect and Report Demographic Data**
- **Race/Ethnicity**
  - *Income*
  - *Limited English Proficiency*
- **Monitor Transit Services & Report Results**
- **Evaluate Major Service & All Fare Changes**





# BEN FRANKLIN TRANSIT STATEMENT OF NONDISCRIMINATION

Ben Franklin Transit (BFT) operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964 and other applicable laws. Persons who feel they have been subjected to discrimination because of their race, color, or national origin may file a complaint with BFT. A complaint must be filed in writing within 180 days of knowledge regarding a possible discriminatory act. Complaints should be addressed to BFT, Title VI Coordinator, 1000 Columbia Park Trail, Richland, WA 99352.

***For additional information, please contact BFT's Title VI Coordinator at 509.734.5107 or email [TitleVICoordinator@bft.org](mailto:TitleVICoordinator@bft.org).***

*If information is needed in another language, contact 509.735.5100.*



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# Limited English Proficiency (LEP)



## Language Assistance Plan Requirements

- BFT takes steps to ensure meaningful access to benefits, services, information and other important portions of their programs and activities for individuals who are considered Limited English Proficiency (LEP) persons
- BFT improves and maintains a Language Assistance Plan
- BFT offers Language-Line and Language assistance resources to riders who speak a language other than English.



**LANGUAGE LINE**

**(509) 735-5100**

Monday to Friday 6 AM – 7 PM  
Saturday 8 AM – 7 PM



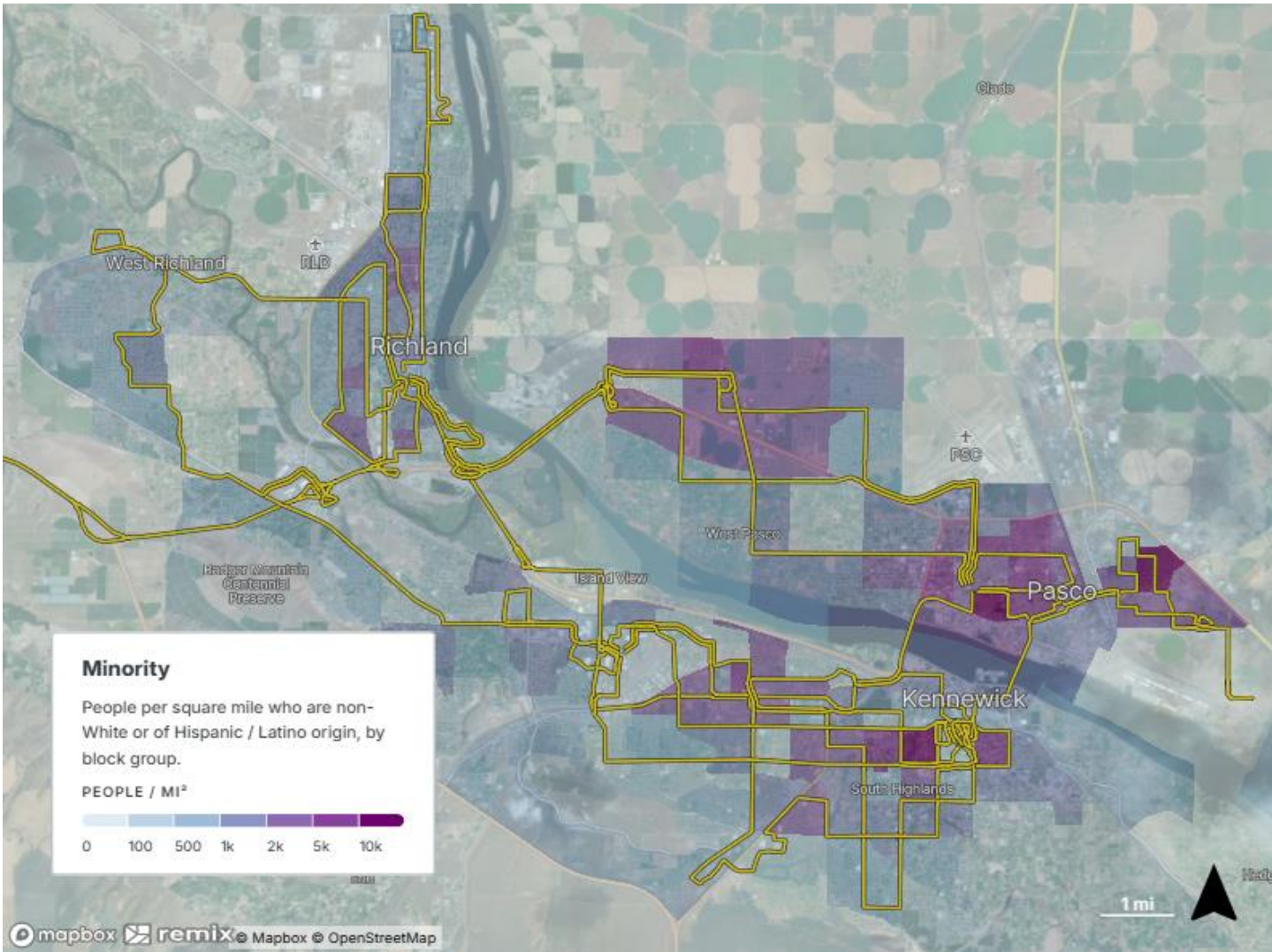
# Understanding Our Service Area

## Minority Population



Race / Ethnicity	Benton County	Franklin County	Weighed Combined
African American/Black	1.9%	2.8%	2.2%
American Indian & Alaska Native	1.6%	2.0%	1.7%
Asian	3.5%	2.6%	3.2%
Native Hawaiian & Other Pacific Islander	0.3%	0.5%	0.3%
Persons reporting two or more races	3.6%	2.9%	3.4%
Persons of Hispanic or Latino Origin	26.4%	55.6%	35.7%
White persons not Hispanic	65.4%	38.0%	56.7%
Minority Population	37.3%	66.4%	46.5%

Source: U.S. Census Bureau, 2020 Census Results

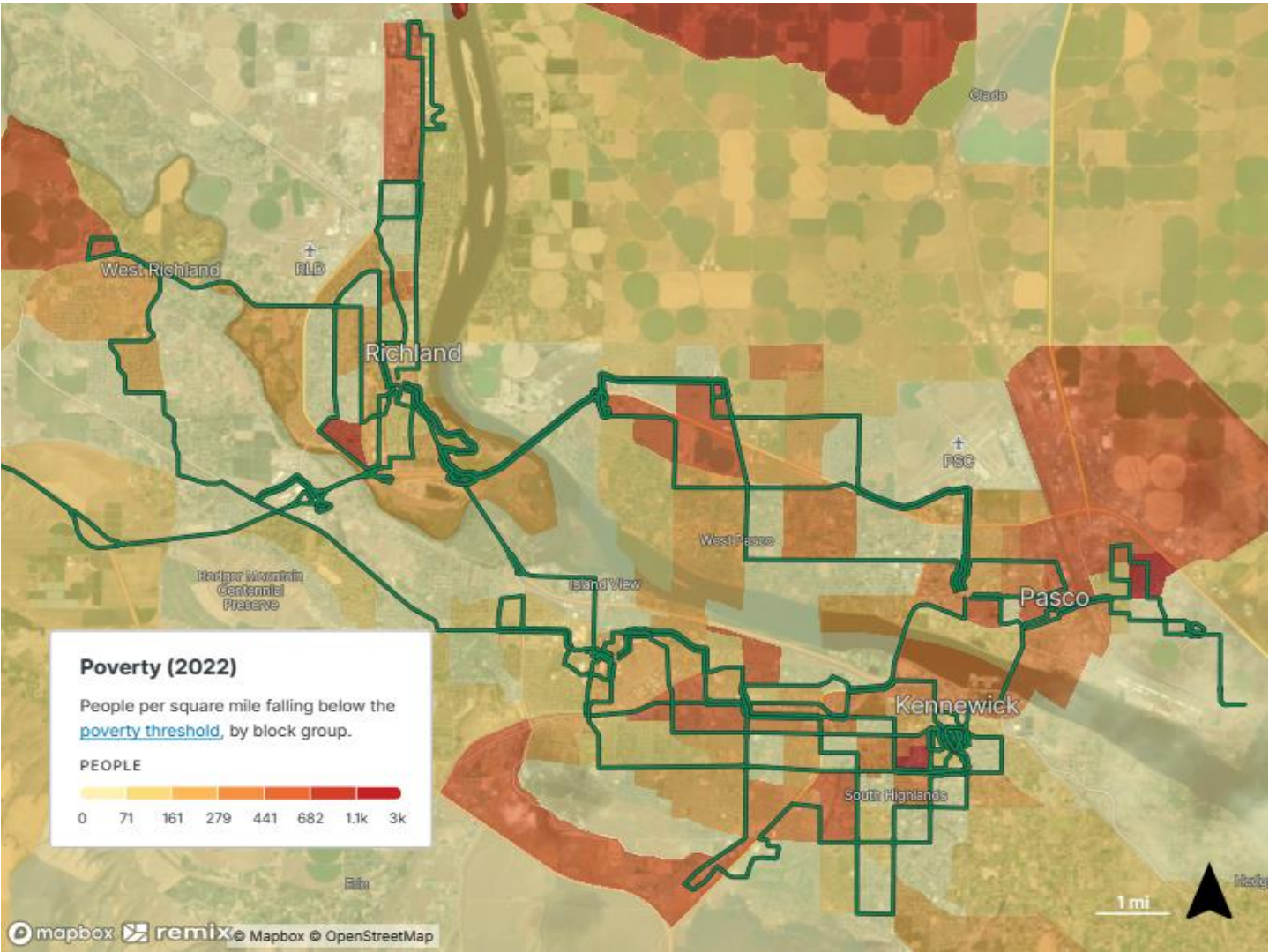


# Understanding Our Service Area

## Low-Income Population



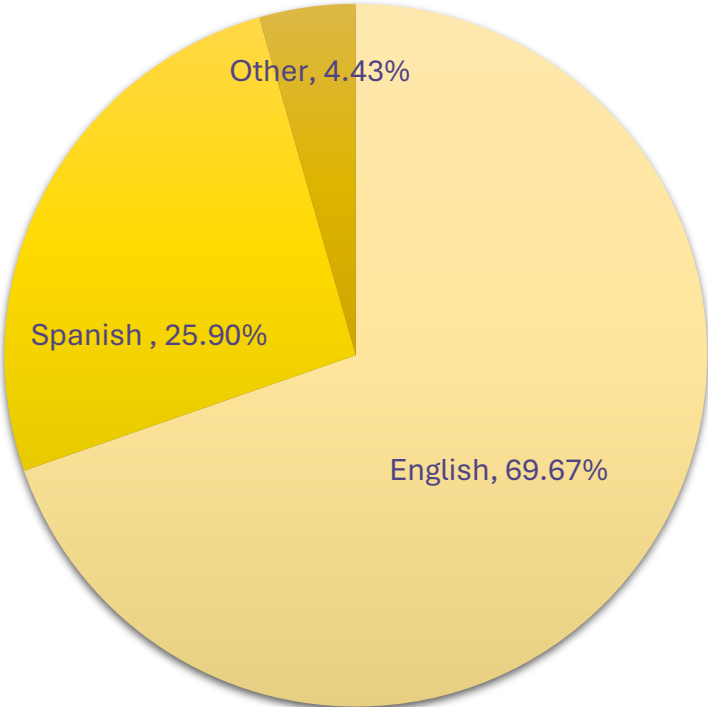
Pop. Percentage by Income (U.S. Census)	Benton County	Franklin County	Total
Total Households	78,748	30,733	109,481
Less than \$10,000	4.9%	5.5%	5,549
\$10,000 to \$14,999	2.5%	1.0%	2,276
\$15,000 to \$24,999	5.5%	4.5%	5,714
\$25,000 to \$34,999	6.1%	7.6%	7,140
\$35,000 to \$49,999	8.9%	11.7%	10,605
\$50,000 to \$74,999	16.6%	12.8%	17,006
\$75,000 to \$99,999	14.5%	18.5%	17,104
\$100,000 to \$149,999	19.9%	18.5%	21,357
\$150,000 to \$199,999	9.4%	9.0%	10,168
\$200,000 or more	11.7%	10.8%	12,533
Total Low-Income	12.9%	11.0%	11.9%
Median family income (dollars)	\$82,304	\$84,366	
Mean family income (dollars)	\$110,034	\$101,084	



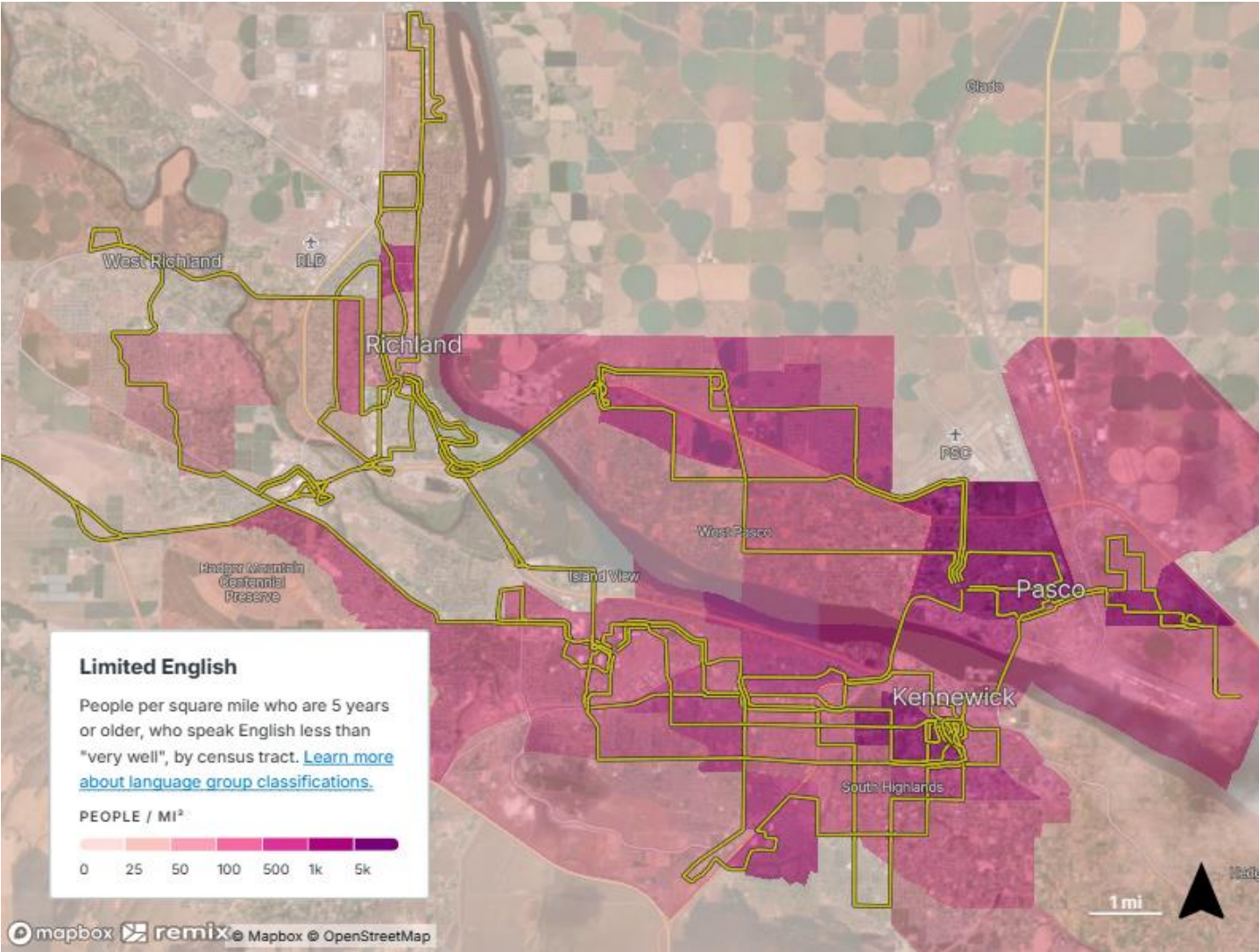


# Understanding Our Service Area

## Limited English Proficiency



English Spanish Other



# Title VI Policies



## **Major Service Change Policy**

A Major service change is defined as any one of the following:

- Any change in service on any individual route that would eliminate more than 20% of the route revenue hours. All major service changes will be subject to an equity analysis which includes an analysis of adverse effects.
- Any change where systemwide revenue hours allocated to minority areas to an adverse effect is defined as a geographical or time-based reduction in service which includes but is not limited to the span of service changes, frequency impact occurs when 20% or more of a reduction in system revenue hours occurs within minority or low-income areas.

## **Disparate Impact Policy**

Disparate Impact is defined as any one of the following:

- A service change leading to an adverse effect is defined as a geographical or time-based reduction in service which includes but is not limited to the span of service changes, frequency changes, route segment elimination, re-routing, or route elimination.
- A service change that could lead to a disproportionate burden occurs when the low-income population adversely affected by a fare or service change is 20% more than the average low-income population of BFT's service area.
- A disparate impact occurs when 20% or more of a reduction in system revenue hours occurs within minority or low-income areas.

# System Wide Service Standards



## **VEHICLE LOAD**

- Load Standard of 1.25 for all vehicles during the peak operating period.

## **VEHICLE HEADWAY FOR EACH MODE**

- Headways are adjusted based on ridership demand, market potential, productivity, and development.

## **ON-TIME PERFORMANCE FOR EACH MODE**

- Fixed Route On-Time Performance: 0 to 5 minutes before a bus is considered late.
- Demand Response: 0 and 15 minutes before DAR is considered late.

## **SERVICE AVAILABILITY FOR EACH MODE**

- BFT distributes transit service based on observed demand, population trends, and land use. BFT aims to ensure that all residents of the PTBA have access to either scheduled fixed-route service or CONNECT On-Demand service.





- **VEHICLE ASSIGNMENT FOR EACH MODE**
  - Vehicles are assigned to routes based on ridership capacity, demand and other factors such as street design along routes
- **DISTRIBUTION OF TRANSIT AMENITIES FOR EACH MODE**
  - Amenity distribution based mainly on ridership
  - New policy to guide amenity distribution
  - BFT Stop Guidelines and Amenities Policy, adopted in Spring 2022

THANK  
YOU



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