

## **Bloomington Title VI and LEP Policy and Procedure**

### **Bloomington Public Transit Corporation**

RLS & Associates, Inc. developed the LEP plan and policy and transit service standards for Bloomington Transit to meet the requirements set forth by the Federal Transit Administration for compliance with Title VI of the Civil Rights Act of 1969. RLS conducted a ridership survey, community focus groups with individuals who have English as a Second Language, and staff surveys to determine the most appropriate design for the LEP plan and program. Based on feedback, RLS developed the plan for outreach to the LEP community. RLS also developed service standards and policies to comply with Title VI requirements.