



**COUNTY OF NEVADA
DEPARTMENT OF PUBLIC WORKS
TRANSIT SERVICES DIVISION**

**Title VI Program
& Language Assistance Plan**

2016-17

Table of Contents

County of Nevada, Department of Public Works, Transit Services Division <u>Title VI Program and Policy</u>	3
<u>Appendix 1: Title VI Notice to Beneficiaries (English)</u>	7
<u>Appendix 2: Title VI Notice to Beneficiaries (Spanish)</u> (Apendice 2: Titulo VI Aviso a los beneficiaries (Espanol))	8
<u>Appendix 3: Title VI Complaint Procedures (English)</u>	9
<u>Appendix 4: Title VI Complaint Procedures (Spanish)</u> (Apendice 4: Titulo VI Procedimientos de Denuncia (Espanol))	10
<u>Appendix 5: Title VI Complaint Form (English)</u>	11
<u>Appendix 6: Title VI Complaint Form (Spanish)</u> (Apendice 6: Titulo VI Formulario de Reclamacion (Espanol))	13
<u>Appendix 7: List of Title VI Investigations, Complaints and Lawsuits</u>	15
<u>Appendix 8: Public Participation Plan</u>	16
<u>Appendix 9: Minority Representation on Committees and Councils</u>	18
<u>Appendix 10: Employee Education Form</u>	19
<u>Appendix 11: Acknowledgement of Receipt of Title VI Plan</u>	20
<u>Appendix 12: System Wide Service Standard</u>	21
<u>Appendix 13: System Wide Service Policies</u>	23
<u>Appendix 14: Transit Services Language Assistance (LEP) Plan</u>	24
<u>Appendix 15: Board Resolution Approving the County of Nevada, Department of Public Works, Transit Services Division Title VI Program/Plan</u>	28

COUNTY OF NEVADA, DEPARTMENT OF PUBLIC WORKS, TRANSIT SERVICES DIVISION

PROGRAM AND POLICY STATEMENT

The County of Nevada Department of Public Works (DPW), Transit Services Division (Transit Services) operates the fixed route Gold Country Stage transit system within western Nevada County with service to the incorporated cities of Grass Valley, Nevada City and service to unincorporated areas of Rough and Ready, Penn Valley, Lake Wildwood, Alta Sierra and other rural areas. There is also a limited stop regional service to and from Grass Valley and the City of Auburn, CA.

An American's With Disabilities Act (ADA) qualified complementary paratransit service is provided through a contract with Paratransit Services/Gold Country Lift (as of July 1, 2013) with service based on ride reservations directly to destinations requested within the defined service areas. These areas include the ADA corridor (3/4 of a mile on either side of fixed routes) and an additional 3/4 mile defined outlying service area that is served as resources allow.

The governing board for Transit Services for all legal plans, budgets, grants and contracts related to the operation of public transit is the Nevada County Board of Supervisors (BOS). Additionally, the Transit Services Commission of Western Nevada County authorizes operational policies and activities for public transit and is made up of two elected Nevada County Board of Supervisors (BOS) and two public members appointed by the BOS, one elected City of Grass Valley Council Member, one elected City of Nevada City Council Member and one public member appointed jointly by the two Cities.

As a Federal Transit Administration (FTA) fund recipient, Transit Services ensures that its programs, policies and activities comply with Title VI of the Civil Rights Act of 1964, as amended, and Department of Transportation regulations and that all employees and affiliates consider, respect, and observe this policy.

Transit Services is committed to providing public transportation in an environment that is free from discrimination and operates its programs, activities and services without regard to race, color or national origin.

Transit Services does not condone retaliation against an individual for his/her involvement in asserting his/her rights pursuant to Title VI or because he/she filed a complaint or participated in an investigation under Title VI, and /or this regulation.

Transit Services ensures that the level and quality of its transportation service is provided without regard to race, color or national origin.

Transit Services promotes the full and fair participation of all affected populations in the transportation decision-making process.

Transit Services makes good faith efforts to achieve environmental justice as part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health or

environmental effects of its programs, activities, and services on minority populations and low-income populations within the public transit service area and ensures that Limited English Proficient (LEP) individuals have access to Transit Service programs, activities and services.

General Reporting Requirements:

Below are the requirements that all FTA recipients and sub recipients must follow to ensure that their programs, policies and activities comply with the DOT Title VI regulations.

1. Annual Title VI Certifications and Assurances

Transit Services annually executes and submits the annual Certifications and Assurances to Caltrans Division of Mass Transit to fulfill the County's requirement as a sub-recipient to Caltrans for FTA 5311 funds and other applicable Federal funding programs.

2. Requirement to Prepare and Submit a Title VI Program

The Title VI Program will be approved by resolution by the Nevada County Board of Supervisors and submitted to the California Department of Transportation. The effective date will be the date of the resolution.

3. Requirement to Notify Beneficiaries of Protection Under Title VI

In order to comply with 49 CFR Section 21.9(d), Transit Services provides information to the public regarding Title VI obligations and requirements. Transit Services provides this information on the Transit Services web site, at the Transit Services office, our main hub transit center and on buses operated by Transit Services. As required and applicable, this information is printed and posted at key bus stop kiosks in English and Spanish. Appendices 1 and 2.

4. Title VI Complaint Procedures and Complaint Form

Transit Services has developed a Title VI complaint procedure and form. The updated complaint procedures and form are available in English and Spanish on the Transit Services website, www.goldcountrystage.com. Individuals who do not have access to the internet may request that the Transit Services mail them a hard copy of the procedures and form. Appendices 1-6.

5. Title VI Investigations, Complaints and Lawsuits

Transit Services is responsible for complying with 49 CFR Section 21.9(b) by preparing and maintaining a list of any active transit related investigations conducted by FTA or other entities other than FTA, lawsuits, or complaints that allege discrimination on the basis of race, color or national origin. The list shall include the date of the investigation, lawsuit, or complaint; summary and status of the allegation; and actions taken by Transit Services in response to the investigation, lawsuit or complaint. Transit Services does not have any past, current or pending Title VI complaints and will review and update this item annually and submit as required every three years. Appendix 7.

6. Requirement to Promote Inclusive Public Participation

Transit Services provides public participation opportunities that ensure that all members of the public will be empowered to participate in decisions involved with the western Nevada County public transit system. Appendix 8.

7. Requirement to Provide Meaningful Access to Limited English Proficient (LEP) Persons

Title VI and its implementing regulations require that FTA recipients take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP). This requirement is addressed in the Transit Services Language Assistance Plan that includes the Four Factor Analysis and action plan. Appendix 14.

8. Minority Representation on Planning and Advisory Bodies

Although Transit Services is not responsible for appointments on boards or committees, we are a represented member on the non-elected Nevada County Social Service Transportation Advisory Council and encourage and support participation on non-elected committees involved with community public transit and transportation. Appendix 9.

9. Providing Assistance to Sub-recipients

Title 49 CFR Section 21.9(b) states that if “a primary recipient extends Federal financial assistance to any other recipient, such other recipient shall also submit such compliance reports to the primary recipient as may be necessary to enable the primary recipient to carry out its obligations under this part.” Transit Services fixed route currently does not have sub-recipients. If this should change in the future, Transit Services will assist a sub-recipient in complying with DOT’s Title VI regulations, including the general reporting requirements. Assistance shall be provided to the sub-recipient as necessary and appropriate by the primary recipient.

10. Determination of Site or Location of Facilities

The Nevada County DPW, Transit Services has a pending (two to three years) future transit related facility project being planned. An environmental analysis and Title VI environmental justice requirements will be incorporated into the scope of work as follows:

- a. DPW, Transit Services will complete a Title VI equity analysis during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. DPW, Transit Services will engage in outreach to persons potentially impacted by the siting of facilities.
- b. The Title VI equity analysis will compare the equity impacts of various siting alternatives, and the analysis will occur before selection of the preferred site.
- c. When evaluating locations of facilities, DPW, Transit Services will give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result. Analysis will be done at the Census tract or block group where appropriate to ensure that proper perspective is given to localized impacts.
- d. If DPW, Transit Services determines that the location of the project will result in a disparate impact on the basis of race, color, or national origin, DPW, Transit Services will only locate the project in that location if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race color or nation origin. DPW, Transit Services will show how both tests are met and will consider and analyze alternatives to determine whether those alternatives would have less of a disparate

impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative.

11. Requirement to Provide Additional Information Upon Request

FTA may request, at its discretion, information other than that required by this Circular from a recipient in order for FTA to investigate complaints of discrimination or to resolve concerns about possible noncompliance with DOT's Title VI regulations. Transit Services will fully cooperate with any FTA investigation of discrimination complaints to the extent required by Title VI regulations.

12. Requirements for Fixed Route Transit Providers

Chapter IV of FTA Circular 4702.1B discusses the additional reporting requirements for recipients of FTA funding (including their sub-recipients) that operate fixed route transit service, in order to ensure that the agency complies with DOT Title VI regulations. The requirements only apply to fixed route service, not demand response service. Per Circular 4702.1B definitions, "Fixed route refers to public transportation service provided in vehicles operated along pre-determined routes according to a fixed schedule."

Transit Services qualifies for a reduced level of Chapter IV reporting. If a fixed route transit provider does not operate 50 or more fixed route vehicles in peak service the transit provider is only required to set system-wide standards and policies. Transit Services operates five (5) fixed route vehicles in peak service. Appendices 12 and 13.

Appendix 1: Title VI Notice to Beneficiaries (English)

The County of Nevada, Department of Public Works Transit Services Division (Transit Services) 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 Transit Services.

For more information on the Transit Services Title VI Plan, the Title VI complaint form (English or Spanish) and procedures to file a complaint, contact (530) 477-0103 x1003; online at www.goldcountrystage.com; e-mail at goldcountrystage@co.nevada.ca.us; contact or visit the Transit Services office at 13081 John Bauer Avenue, Grass Valley, CA 95945 or the Department of Public Works, Nevada County Government Center, at 950 Maidu Avenue, Nevada City, CA 95959. If information is needed in another language, please contact Transit Services at the aforementioned contact points for assistance.

Title VI Complaints may also be filed directly to the Federal Transit Administration (FTA):

Federal Transit Administration Office of Civil Rights
Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

Apéndice 2: Título VI Aviso a los beneficiarios (Español)

El Condado de Nevada, en el Departamento de Obras Públicas División de Servicios Tránsito ("Servicios de Tránsito) opera sus programas y servicios, sin importar la raza, color o origen nacional en conformidad con lo dispuesto en el Título VI de la Ley de Derechos Civiles. Cualquier persona que cree que ella o él ha sido agraviada por cualquier práctica discriminatoria ilegal en virtud del Título VI puede presentar una queja con Servicios de Tránsito.

Para obtener más información sobre el plan del Título VI de la Ley de Derechos Civiles, el Título VI formulario de reclamación (Inglés o Español) y los procedimientos para presentar una queja, llame al teléfono (530) 477-0103 x1003; en línea a www.goldcountrystage.com; e-mail a goldcountrystage@co.nevada.ca.us; pongase en contacto o visite la oficina de Servicios de Tránsito en 13081 John Bauer Avenue, Grass Valley, CA 95945 o el Departamento de Obras Públicas, Centro de Gobierno del Condado de Nevada, en 950 Maidu Avenue, Nevada City, CA 95959. Si necesita información en otra idioma, póngase en contacto con Servicios de Tránsito en para obtener asistencia técnica.

Título VI denuncias también pueden ser presentadas directamente a la Administración Federal de Tránsito (FTA):

Federal Transit Administration Office of Civil Rights
Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

Appendix 3: Title VI Complaint Procedures (English)

The County of Nevada Department of Public Works, Transit Services Division (Transit Services) is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services or programs on the basis of race, color or national origin as afforded under Title VI of the Civil Rights Act of 1964.

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Transit Services investigates complaints received no more than 180 days after the alleged incident and will process complaints that are complete.

All Title VI and related statute complaints are considered formal; there is no informal process. Complaints must be in writing and signed by the complainant on the form provided. Complaints must include the complainant's name, address and phone number and be detailed to specify all issues and circumstances of the alleged discrimination. Allegations must be based on issues involving race, color or national origin. Title VI Complaints of discrimination may be filed with:

County of Nevada, Transit Services Division
Attn: Transit Services Manager
950 Maidu Avenue
Nevada City, CA 95959

Once the complaint is received, Transit Services 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 Transit Services.

Transit Services has 30 days to investigate the complaint and may contact the complainant if more information is required to resolve the case. The complainant has 15 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 15 business days, Transit Services can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, one of two letters to the complainant will be issued: 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 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. If the complainant is unable to write a complaint, Transit Services staff will assist the complainant. If requested by complainant, Transit Services will provide a language or sign interpreter. A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

Apéndice 4: Título VI Procedimientos de Denuncia (Español)

El Condado de Nevada Departamento de Obras Públicas, División de Servicios Tránsito (Servicios de Tránsito) se ha comprometido a asegurar que ninguna persona este excluida de la participación en, o se le nege los beneficios de sus servicios de tránsito o programas sobre la base de raza, color o origen nacional en conformidad con lo dispuesto en el Título VI de la Ley de Derechos Civiles de 1964.

Cualquier persona que cree que ha sido objeto de discriminación por motivos de raza, color o origen nacional puede completar y enviar una denuncia en el formulario de queja Título VI. Servicios de Tránsito investiga las quejas que reciben antes de 180 días después del incidente y procesa las denuncias que estan completas.

Todo el Título VI y las denuncias relacionadas con estatuto formal se consideran; no hay proceso informal. Las quejas deben presentarse por escrito y firmada por el demandante en el formulario proporcionado. Las quejas deben incluir el nombre del autor, su dirección y número de teléfono y ser detallado para especificar todos los problemas y circunstancias de la discriminación alegado. Las denuncias deben ser basadas en temas referidos a la raza, color o origen nacional. Las Título VI quejas de discriminación pueden ser presentada a:

County of Nevada, Transit Services Division
Attn: Transit Services Manager
950 Maidu Avenue
Nevada City, CA 95959

Una vez recibida la denuncia, Servicios de Tránsito lo revisará para determinar si nuestra oficina tiene jurisdicción. El autor recibirá un acuse de recibo informando si la denuncia será investigada por Servicios de Tránsito.

Servicios de Tránsito tiene 30 días para investigar la denuncia y puede ponerse en contacto con el demandante si se necesita más información para resolver el caso. El demandante tiene 15 días hábiles de la fecha de la carta para enviar la información solicitada a el investigador asignado al caso. Si el investigador no esta contactado por el demandante, o no recibe la información solicitada en el plazo de 15 días hábiles, Servicios de Tránsito pueden administrativamente cerrar el caso. Un caso puede ser administrativamente cerrado también si el demandante ya no desea continuar su caso.

Después que el investigador examina la denuncia, uno de dos cartas se publicará a la demandante: la carta de cierre o una carta de descubrimiento (LOF). Un carta de cierre resume los hechos denunciados y afirma que no había un Título VI violación y que el caso será cerrado. El LOF se resumen las denuncias y las entrevistas sobre el presunto incidente y explica si las medidas se va a producir. Si el autor desea apelar la decisión, él/ella tiene 30 días después de la fecha de la carta o el LOF para hacerlo. Si el demandante es incapaz de escribir una queja, el personal del Servicios de Transito lo ayudará al demandante. Si pide el reclamante, Servicios de Tránsito le proporcionan un idioma o signo intérprete. Una persona también puede presentar una queja directamente con la Administración Federal de Tránsito, en FTA Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Avenue SE, Washington, DC 20590

Appendix 5: Title VI Complaint Form (English)

Section 601 under Title VI of the Civil Rights Act of 1964 states that “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.” **If you feel you have been discriminated against, please provide the following information in order to assist in processing your complaint.**

SECTION 1 (Please print clearly):

Name: _____
Address: _____
City, State, Zip Code: _____
Telephone Number: _____(Home) _____(Work)
Accessible format requirements? (Please list) _____

SECTION 2

Are you filing this complaint on your own behalf? ____ (Yes) ____ (No)

If you answered yes to this question, go to Section 3.

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

Name: _____ Relationship: _____

Please explain why you have filed for a third party: _____

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of the third party. ____ (Yes) ____ (No)

SECTION 3

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

_____ Race _____ Color _____ National Origin

Date and Place of Occurrence: _____

Name (s) and Title(s) of the person (s) who I believe discriminated against me:

The action or decision which caused me to believe I was discriminated against is as follows:

(Please include a description of what happened and how your benefits were denied, delayed or affected):

Please list any and all witnesses' names and phone numbers:

What type of corrective action would you like to see taken?

SECTION 4

Have you previously filed a Title VI complaint with this agency? ____ (Yes) ____ (No)

SECTION 5

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 Number: _____

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

I believe the above information is true and correct to the best of my knowledge.

Signature and date required below:

Signature

Printed Name

Date

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

County of Nevada, Department of Public Works

Transit Services Division

Attention: Transit Services Manager

950 Maidu Avenue, Nevada City, CA 9595

Apéndice 6: Título VI Formulario de Reclamación (Español)

Sección 601 del Título VI de la Ley de Derechos Civiles de 1964, se establece que "ninguna persona en los Estados Unidos sera, sobre la causa de su raza, color o origen nacional, excluida de participar en, ni se le negará los beneficios de, o ser objeto de discriminación en cualquier programa o actividad que recibe asistencia financiera Federal." **Si usted siente que ha sido discriminado, por favor proporcione la siguiente información a fin de ayudar en el procesamiento de su reclamación.**

SECCIÓN 1 (Por favor imprima claramente):

Nombre: _____
Dirección: _____
Ciudad, Estado, Código Postal: _____
Número de Teléfono: _____ (Casa) _____ (Trabajo)
Formato accesible requisitos? (Por favor lista) _____

SECCIÓN 2

¿Está presentando esta queja en su propio nombre? _____ (Sí) _____ (No)

Si usted contestó sí a esta pregunta, vaya a la Sección 3.

Si no es así, por favor, proporcione el nombre y la relación de la persona en parte que usted se queja:

Nombre: _____ Relación: _____

Por favor, explique por qué se ha presentado para una tercera parte: _____

Por favor, confirme que ha obtenido el permiso de la parte perjudicada si va a presentar en nombre de la tercera parte. _____ (Sí) _____ (No)

SECCIÓN 3

Creo que la discriminación que he experimentado fue basado en (marque todo lo que aplica):

_____ Raza _____ Color _____ Origen Nacional

Fecha y lugar de ocurrencia:

Nombre (s) y Título(s) de la(s) persona(s) que creo me discrimino:

La acción o decisión que me causó creer que fui objeto de discriminación es la siguiente:

(Por favor, incluya una descripción de lo que ha sucedido y cómo sus beneficios se les negó, retraso o afecto):

Por favor, enumere todos los nombres de testigos y números de teléfono:

¿Qué tipo de medidas correctivas le gustaría ver?

SECCIÓN 4

¿Anteriormente ha Usted presentado un Título VI denuncia con esta agencia? ____ (Sí) ____ (No)

SECCIÓN 5

¿Ha Usted presentado esta queja con cualquier otro agencia Federal, local o estatal, o con cualquier Tribunal Federal o Estatal? ____ (Sí) ____ (No)

Si la respuesta es sí, marque todo lo que aplique:

Agencia Federal ____ Tribunal Federal ____ Agencia Estatal ____ Tribunal Estatal ____ Agencia Local ____

Por favor proporcione la información acerca de una persona de contacto de la agencia/corte donde se presentó la denuncia.

Nombre: _____ Título: _____

Agencia: _____

Dirección: _____

Número de Teléfono: _____

Usted puede adjuntar cualquier material escrito o otra información que Usted considere relevante para su reclamación.

Yo creo que la información anterior es verdadera y correcta a lo mejor de mi

conocimiento. Firma y fecha requerida:

Firma

Nombre impreso

Fecha

Por favor envíe este formulario en persona en la dirección indicada o por correo a:

County of Nevada, Department of Public Works
Transit Services Division
Attention: Transit Services Manager
980 Maidu Avenue, Nevada City, CA 95959

Appendix 7: List of Title VI Investigations, Complaints and Lawsuits

Per FTA Circular 4702.1B, “all recipients are required to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin”:

- Active investigations conducted by FTA and entities other than FTA
- Lawsuits; and
- Complaints naming the recipient

Thus far, Transit Services has not received any past, present or pending Title VI Investigations, Complaints or Lawsuits. Below is the list that will be used for tracking these incidents:

Investigations, Lawsuits and Complaints

	Date (Month, Day, Year)	Summary (Include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.	N/A			
2.	N/A			
Lawsuits				
1.	N/A			
2.	N/A			
Complaints				
1.	N/A			
2.	N/A			

Appendix 8: Public Participation Plan

The County of Nevada, Department of Public Works, Transit Services Division (Transit Services) shall maintain an open and participative process including the consideration of public comment before a fare increase and/or major service reduction. Public input is solicited while proposals are under consideration. Customers are notified before the implementation of any major service changes and/or fare increases. Guidelines for Changes to Transit Services & Increases in Fares are as follows:

Service Change: A change in service area or service delivery equal to more than 25% total system square mile service area.

Fare Change:

- A change of any amount compared to existing fare.
- Decrease in the discounts offered for fare categories.

In order to insure maximum opportunity for community input and involvement in the decision-making process, Transit Services adheres to the following:

1. Before final recommendations Transit Services staff will review proposed fare changes and/or reductions in service and the merits of such proposals with the Transit Services Commission of Western Nevada County, as well as community groups, stake holders and members of the public with interest in public transportation.
2. Provide a thirty (30) day advance notice of a public hearing to consider the proposal in appropriate local and/regional publications and media, on the www.goldcountrystage.com website, at all local public agencies and on all buses and bus stop kiosks. Written information will be available in English and Spanish.
3. Conduct at least one (1) formal public hearing to solicit public input and consider recommendations to the proposed service changes. The hearing will include a staff presentation of proposed service changes and the opportunity for testimony from any interested individual in attendance. Minutes of the hearing are recorded.
4. Upon conclusion of the Public Hearing staff recommendations and public comment will be evaluated and a final decision regarding the service will be determined with any changes effective at least (60) days after noticing the public hearing.

Summary of Outreach Efforts

Transit Services is involved in community activities and coordinates with community agencies in an ongoing manner, and whenever feasible, to promote its transit services. This includes participation through meetings, workshops, presentations, events, and partnerships where promotional materials are distributed and where staff is available to interact with the public.

When staff prepares a document or schedules a meeting or activity and is aware that LEP individuals may be present, documents, meeting notices, flyers, and agendas are printed and posted in the appropriate language. Our past and current outreach activities include the following and are inclusive of all potential transit users:

- Transit Services participates regularly in community events, meetings and activities to raise awareness of its public transit services i.e. the annual Nevada County Fair, Social Service workshops, the Accessible Transportation Coalitions Initiative- Mobility Action Partners Coalition (ATCI-MAPCO), Hospitality House Homeless Center, FREED Independent Living Center, CORR (Community Recovery Resources) and other local community groups.
- Transit Services collaborates with the Gold Country Community /Senior Center to ensure participants are aware of our public transit services.
- Transit Services participates in the Annual Unmet Transit Needs process conducted by the Nevada County Transportation Commission (NCTC), Social Services Transportation Advisory Council (SSTAC) and is an active member of this Council.
- Transit Services is a partner with the Aging and Disability Resource Connection (ADRC) of Nevada County and actively participates in promoting public transit services through this group and the affiliated Community Living Council (CLiC).
- Transit Service provides public transit outreach through the 211Nevada County website, call center and mobility management program.
- Transit Services is actively involved in updates to the “Nevada County Coordinated Public Transit- Human Services Plan Update.” As part of the update process, staff actively participates in transit public workshops. Members of the public as well as human and social service agency representatives are invited to attend to share transit needs and discuss projects that may address these needs.
- Transit Services actively updates our goldcountrystage.com website with current outreach information, activities and events.
- Transit Services staff presents on-site outreach at our Tinloy Transit Center throughout the year to provide information, materials, Rider’s Guides and one-on-one interaction with current and potential public transit users.
- Transit Services continues to provide the abovementioned outreach efforts and expand them as applicable; always including minority and limited English proficient persons.

Appendix 9: Minority Representation on Committee and Councils

Although Transit Services is not responsible for appointments on boards or committees, we are a represented member on the non-elected Nevada County Social Service Transportation Advisory Council (SSTAC) and encourage and support participation on non-elected committees involved with community public transit and transportation. The make-up of the SSTAC is represented in the table below.

Body	Caucasian	Hispanic	African American	Asian	Native American	Other
* Nevada County Population	89%	8.0%	1.0%	1.0%	1.0%	0%
SSTAC (11 members)	99%	1.0%	0%	0%	0%	0%
**Language Primarily Spoken Group	English	Spanish	Asian Pacific	Indo / European	Other	
Nevada County	93.4%	4.0%	0.7%	1.8%	0.12%	
SSTAC	100%	0%				

* Using data from U.S. Census Bureau, 20110 Census, American Fact Finder

** Using the percentages in “Languages Spoken At Home” from the U.S. Census, 2008-2012 American Community Survey 5-Year Estimates.

Appendix 10: Employee Education Form

Title VI Policy

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 Transit Services program or activity receiving federal financial assistance.

All employees of Transit Services and its affiliates are expected to consider, respect, and observe this policy. Citizen questions or complaints shall be directed to the Transit Services Manager.

Appendix 11: Acknowledgement of Receipt of Title VI Plan

I hereby acknowledge receipt of the County of Nevada, Department of Public Works, Transit Services Division (Transit Services) Title VI Plan. I have read the plan and am committed to ensuring that no person is excluded from participation in, or denied the benefits or services delivered by the County on the basis of race, color, or national origin, as protected by Title VI.

Your signature

Print your name

Date

Appendix 12: System Wide Service Standards

The Federal Transit Administration (FTA) requires that all fixed route public transit providers develop quantitative standards for the following indicators that are applicable specifically to the transit provider's system. These apply agency-wide rather than industry-wide.

County of Nevada, Department of Public Works, Transit Services Division System-Wide Service Standards

Transit Services currently reports the following Performance and Operating Measures/Indicators:

- Passenger fares
- Passenger boardings
- Vehicle service hours and miles
- Operating expenses
- Operating cost/Revenue Hour
- Operating cost/Revenue Mile
- Operating cost/Passenger
- Passenger trips/Revenue hour
- Passenger trips/Revenue mile
- Average Fare revenue/ Passenger
- Fare box recovery Ratio (FBR)
- Road Calls and accidents

Vehicle Load Standards

Vehicle Load can be expressed as the ratio of passengers on-board to the number of seats on a vehicle. When maximum load factors are reported as being exceeded, the ridership will be monitored to determine if the load factor is being exceeded on a regular basis. If load factors are exceeded regularly, additional capacity will be added or routes or schedules will be modified.

Vehicle Type	Seated Capacity	Standing Capacity	Total Capacity	Maximum Load Factor
30' Cutaway	26	10	36	1.5

Appendix 12: System Wide Service Standards (continued)

Vehicle Headway

Vehicle Headway is the amount of time between two vehicles traveling in the same direction on a given route or combination of routes. A shorter headway corresponds to more frequent service. Vehicle headways are measured in minutes; service frequency is measured in vehicles per hour. Headways and frequency of service are general indications of service provided along a route. The headway is 60 minutes on all fixed routes with the following exceptions:

- Gold Country Stage Route 5 limited stop regional route runs on a two-hour headway.
- Gold Country Route 6 runs on two-hour headway.

The fixed route Gold Country Stage overall times of operation begin at 6:00 am and end at 8:00 pm Monday-Friday and 7:30am-5:00pm on Saturdays.

Routes 1, 2, 3, 4, 5 and 6 run Monday-Friday and all routes run on Saturday with the exception of the Route 5 limited stop regional route.

Routing and scheduling involves the consideration of a number of factors including: identified un-met needs, ridership productivity, transit/pedestrian friendly streets, density of transit-dependent population and activities and relationship to the most recent Transit Development Plan (TDP) and Regional Transportation Plan.

On-Time Performance

Transit Services fixed route buses have a minimum standard of all routes running on-time, defined as not early and no more than ten minutes late. The desired standard is a 95% on-time performance. No bus shall depart a designated time point prior to its scheduled departure time 100% of the time. Periodically, time points may need to be changed to adjust for changing travel times. Our current overall system on time performance is 95%.

Service Availability

It is the goal to provide transit service to residential areas, major medical, shopping, government, schools, employment centers and activity centers that can support bus route services. The local route system is designed such that 85 % of the population cluster areas are within one-fourth (1/4) mile of the fixed route or within the service area of the complementary paratransit service. For the regional transit service, the goal is to provide transit service to those areas that can support commuter service consistent with the service efficiency and effectiveness goals of Transit Services.

Appendix 13: System Wide Service Policies

The Federal Transit Administration (FTA) requires that all fixed route public transit providers develop qualitative standards for the following indicators that are applicable specifically to the transit provider's system. They apply agency-wide rather than industry-wide.

County of Nevada, Department of Public Works, Transit Services Division System-Wide Service Policies

Vehicle assignment

This refers to the process by which transit vehicles are placed into service on routes throughout the transit provider's system. Transit Service route vehicles are all 30' cutaway buses and successfully fulfill capacity and route characteristic requirements. These vehicles are well suited for our foothill topography and have good turning radius and tree clearance for the small town streets they must travel. Vehicle assignment is fairly consistent for regular daily routes unless a vehicle is being repaired or serviced. If that is the case, another 30' back-up bus is assigned. There are also 30' buses designated as "ready" buses if needed. There is no difference within the fleet in regard to passenger amenities or capacity.

On occasion, accessible vans are utilized to transport passengers who may have missed the bus due to Transit Service error. In the winter months, if there is inclement weather due to snow, Transit Services will deploy four-wheel drive service vehicles and/or a snow-chained "rescue" bus if a regular route bus becomes immobile.

Transit Amenities

This refers to items of comfort, convenience and safety that are available to the general riding public. Fixed route transit providers must set a policy to ensure equitable distribution of transit amenities across the system. This requirement applies after a transit provider has decided to fund an amenity. Transit amenities may include: seating (benches, seats at stops/stations); bus shelters; printed information (signs, system maps, schedules; trash/recycling receptacles.) Transit Services places amenities throughout the system service area. Currently Transit Services has one central transit center with four (4) large bus shelters, two (2) stand-alone benches, four (4) bike lock stations, a drinking fountain and trash receptacles. There are 230 bus stops and twenty-three (24) bus shelters throughout the western Nevada County public transit service area. System information signs are installed at signed stops and shelters along with trash receptacles where applicable. System/route maps and schedules are included in our 'Gold Country Stage Rider's Guide' and are available on buses (in English and Spanish), online at our website, at our Transit Services office and are mailed to folks on request. We offer Google Maps trip planning on our website and provide a real time bus location application and web portal for interested parties. The installation of transit bench and shelter amenities is based on passenger boardings along the routes. Typically for local routes amenities should be installed where passenger boardings number five (5) or more persons (benches), ten (10) or more persons (shelters) and trash receptacles as funding allows.

Appendix 14: Transit Services Language Assistance (LEP) Plan

This Limited English Proficiency (LEP) Plan has been prepared to address the County of Nevada, Department of Public Works, Transit Services Division (Transit Services) responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964; Federal Transit Administration Circular 4702.1A dated May 13, 2007, which states that no person shall be subjected to discrimination on the basis of race, color or national origin.

Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency, indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds.

The US Department of Transportation (DOT) issued its Policy Guidance Concerning Recipients Responsibilities to LEP [Federal Register: December 14, 2005 (Volume 70, Number 239)]. This policy states that DOT recipients are required to take reasonable steps to ensure meaningful access to programs by LEP persons. There are four factors for agencies to consider when assessing language needs and determining what steps they should take to ensure access for LEP persons, regardless of whether or not the agency chooses not to prepare a written LEP plan. In order to prepare this plan, Transit Services undertook the U.S. Department of Transportation (U.S. DOT) four-factor LEP analysis which considers the following factors:

- 1) The number or proportion of LEP persons eligible to be served or likely to be encountered by a Transit Services program, activity or service.
- 2) The frequency with which LEP individuals come into contact with the Transit Services programs, activities or services;
- 3) The nature and importance of programs, activities or services provided by Transit Services to the LEP population.
- 4) The resources available to Transit Services and overall costs to provide LEP assistance.

PLAN SUMMARY

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by a Transit Services program, activity or service.

According to the U.S Census Bureau, "2008-2012 American Community Survey 5-year Estimates: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over" for Nevada County determined the following:

- Approximately 6.6% of the County speak a language other than English with 2.7% speaking English “less than well”;
- The largest proportion of non-English speaking language groups is Spanish with 4.0% speaking Spanish and 2.1% of the total group speaking English less than “very well.”
- 1.8% speak other Indo-European languages with 0.4% speaking English “less than well.”
- 0.7% speak Asian and of these 0.2% speak English “less than well.”

2015-2017 Transit Service on-board bus surveys of ninety (135) passengers showed 130 primarily spoke English in their household and 5 spoke Spanish; however, there was no limited English proficiency issues identified. These numbers, as well as our experience show that Spanish could have the potential to be the one non-English language that Transit Services may need to address for the purposes of LEP requirements; however this need has been non-existent minimal to date.

The Department of Transportation has adopted the Department of Justice’s Safe Harbor Provision, which outlines circumstances that can provide a “safe harbor” for recipients regarding translation of written materials for LEP populations.

“The ‘Safe Harbor Provision’ as defined by Department of Justice, stipulates that if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be encountered, then such action will be considered strong evidence of compliance with the recipient’s written translation obligations.”

Transit Services examined specific languages using the 2008-2012 American Community Survey 5-Year Estimates: *Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over*. This data allowed Transit Services to determine whether or not those speaking languages other than Spanish fall under the ‘Safe Harbor Provision.’

All language groups other than Spanish have estimated populations of less than 1,000 persons and 3% of the total population. Transit Services will examine providing services to these language groups in annual reviews of the Title VI Program as applicable.

2. The frequency with which LEP persons come in contact with Transit Services programs, activities or services.

Transit Services is aware that there is always the potential that LEP individuals who are regular users of the public transit services in western Nevada County and assess the frequency with which staff and drivers have, or could have, contact with LEP persons. This includes tracking phone log inquiries and surveying vehicle operators and staff for requests for translators and translated documents. In the last three years Transit Services has had zero (0) requests for our Spanish bus schedule information Rider’s Guide and have not logged any requests in dispatch for Spanish language transit information. There is minimal interaction with Spanish speaking only individuals on the buses where that language is a barrier to use of the service. Drivers have not reported an incident where they could not successfully communicate with a Spanish speaking passenger.

3. The nature and importance of programs, activities or services provided by Transit Services to the LEP population.

This assessment makes the assumption that public transit service is important to people's lives in western Nevada County. Section IV the DOT Policy Guidance Concerning Recipients Responsibilities to LEP Persons lists "Public transportation passengers" as an example of persons who are served or encountered by DOT recipients and should be considered when planning language services. Access to public transit services is essential for many western Nevada County residents and as referenced in the "2008-2012 American Community Survey:

5-Year Estimates" 2.1% of Spanish speaking residents in Nevada County speak English less than "very well" and Transit Services has had no interaction with LEP individuals.

4. The resources available to Transit Services and overall costs to provide LEP assistance.

In the past few years, with the downturn in the economy and slow recovery, transit revenues have suffered significantly and with these fiscal challenges Transit Service has managed to protect core service levels. We have cautiously added minimal service additions as sustainable resources allow. Given the minimal amount of LEP persons encountered in day-to-day service, there has not been an identified need for a major investment in Spanish language materials; however, our annual Transit Services budget includes revenue for providing system information and services for addressing LEP requirements.

Transit Services annually reviews the four factors for language access needs and continues to develop materials to provide meaningful access to Spanish speaking persons as required and identified. Given the relatively small size of western Nevada County public transit services and the minimal number of LEP persons that live in western Nevada County, Transit Services has determined that it is not necessary to develop an extensive LEP plan; however, we continue to adhere to and expand our Plan with the full understanding that the absence of an extensive written LEP plan does not obviate the underlying obligation to ensure meaningful access by LEP persons to the public transit program. Transit Services includes the following as part of our existing and ongoing LEP Plan efforts:

- Transit Services tracks phone log inquiries and survey vehicle operators and staff for requests for translators and translated documents.
- Transit Services educates staff and passengers about the Title VI Plan and the procedures to identify LEP needs and resources that are in place to address LEP issues.
- Transit Services currently provides our Gold Country Stage Rider's Guide in both English and Spanish. In the last three years we have had a request for zero (0) Spanish schedule information Rider's Guides.
- Informational materials and notices addressing system and/or fare changes are provided to the public in English and Spanish both on our website, in hard copy form and on signage.

- Transit Services staff is provided with a “Basic Spanish for Transit Employees” handbook that provides Spanish words and phrases that transit employees may encounter during their workday. (Published by Colorado Mountain College in partnership with the Colorado Department of Transportation.) To date, staff has not had the need to utilize this booklet.
- Transit Service networks with local human service organizations that provide services to LEP individuals and regularly seek opportunities to provide information about our public transit programs and services. To date, these activities have not required language translation.
- Transit Service bus drivers, dispatchers, other front-line staff and management are tasked to report on any experiences concerning contacts with LEP persons that may require language translation issues and/or concerns. Transit Services will ensure that all employees and affiliates consider, respect, and observe Title VI of the Civil Rights Act of 1964, as amended.
- Transit Services has access to bilingual County staff to assist with a Spanish translation issue if required. If further translation would be required in person or on the telephone, Transit Services staff will first attempt to determine what language is required, and then seek services of a translator or utilize the translation service- Language Line Services at <http://www.language-line.com/>.

5. Staff training.

The following training is provided to the County of Nevada Transit Services staff:

1. A copy of the Transit Services Title VI Plan, procedures and LEP responsibilities is provided to all Transit Services staff.
2. The Title VI Employee Education form is provided to all Transit Services staff. (Appendix 10)
3. An acknowledgement of receipt of Title VI Plan from all employees that they have read and are committed to Title VI policy is required. (Appendix 11)
4. A description of language assistance services is available to the public.
A “Basic Spanish for Transit Employees” booklet is distributed to all staff.
5. Documentation of language assistance requests is required.
6. Staff is aware of the availability of a professional interpreter services (over the phone interpretation provider).

Transit Services update our LEP Plan as required and follows the Title VI Program update schedule of submission every three years. A copy of the Plan is available on our www.goldcountrystage.com website and available in written hard copy form (and translated) if requested. Any questions regarding this Plan should be directed to: Transit Services Manager, 950 Maidu Avenue Nevada City, CA 95959, (530) 477-0103 x1003

**Appendix 15: Board Resolution Approving the County of Nevada
Department of Public Works, Transit Services Division
Title VI Program/Plan**

**PLACE BOARD RESOLUTION HERE
WHEN APPROVED**