

THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS  
BOARD ACTION SUMMARY

DEPT: Public Works

BOARD AGENDA #: \*C-1

AGENDA DATE: July 18, 2017

**SUBJECT:**

Approval of the Stanislaus County Public Works Transit Title VI Program to Comply with the Civil Rights Act of 1964

**BOARD ACTION AS FOLLOWS:**

No. 2017-398

On motion of Supervisor Withrow, Seconded by Supervisor Olsen  
and approved by the following vote,

Ayes: Supervisors: Olsen, Withrow, Monteith, DeMartini, and Chairman Chiesa

Noes: Supervisors: None

Excused or Absent: Supervisors: None

Abstaining: Supervisor: None

1)  Approved as recommended

2)  Denied

3)  Approved as amended

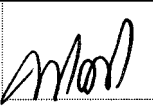
4)  Other:

MOTION:

ATTEST: Elizabeth A. King  
ELIZABETH A. KING, Clerk of the Board of Supervisors

File No.

**THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS  
AGENDA ITEM**

DEPT: Public Works BOARD AGENDA #: \*C-1  
Urgent  Routine   AGENDA DATE: July 18, 2017  
CEO CONCURRENCE: 4/5 Vote Required: Yes  No

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**SUBJECT:**

Approval of the Stanislaus County Public Works Transit Title VI Program to Comply with the Civil Rights Act of 1964

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**STAFF RECOMMENDATIONS:**

1. Approve the Stanislaus County Public Works Transit Title VI Program to Comply with the Civil Rights Act of 1964.

**DISCUSSION:**

The Public Works Transit Division operates the Stanislaus Regional Transit system (StaRT), which must comply with the Federal Transit Administration (FTA) regulations and requirements to receive Federal grant funding. California Department of Transportation (Caltrans) is responsible for ensuring that grant recipients follow Federal statutory and administrative requirements.

Every three years, StaRT is required to submit Title VI Civil Right program information to Caltrans, which includes such items as Notices to the Public, Complaint Procedures and Forms, administrative analysis, resources, monitoring procedures, service standards, and policies. The StaRT Title VI program document includes all items required by Caltrans and the FTA. The online program document also provides links to forms and procedures for public access.

StaRT's initial Title VI Program document was developed and approved in 2014, and updated in October 2016 for the 2017 compliance requirement.

**POLICY ISSUE:**

FTA requires Board review and approval of the Transit Division Title VI program every three years.

**FISCAL IMPACT:**

Approval of the Stanislaus Regional Transit Title VI Program is required for future Federal funding of the County's transit services.

**BOARD OF SUPERVISORS' PRIORITY:**

The recommended action is consistent with the Board's priority of A Well Planned Infrastructure System by complying with the FTA requirements for Title VI Program compliance and meeting qualifications for federal funding support of the local transit system.

**STAFFING IMPACT:**

Public Works Transit staff is responsible for updating and administering the Title VI Program requirements.

**CONTACT PERSON:**

Matt Machado, Public Works Director

Phone: (209) 525-4153

**ATTACHMENT(S):**

1. Stanislaus Regional Transit Title VI Program document

ATTACHMENT 1

STANISLAUS REGIONAL TRANSIT TITLE VI PROGRAM DOCUMENT



Stanislaus County Public Works - Transit Division  
*aka* Stanislaus Regional Transit

## TITLE VI PROGRAM



Developed: June 2014  
Approved: Stanislaus County Board of Supervisors: February 2014  
Updated: October 2016  
Approved By Caltrans: \_\_\_\_\_ 2017

Stanislaus County Public Works – Transit Division  
1010 10<sup>th</sup> Street, Suite 4204  
Modesto, CA 95354  
[TRANSITSTAFF@stancounty.com](mailto:TRANSITSTAFF@stancounty.com)  
[www.srt.org](http://www.srt.org)

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## Introduction:

This document was prepared by the Stanislaus County Public Works Transit Division to comply with Title VI of the Civil Rights Act of 1964; including new provisions detailed in the United States Department of Transportation Federal Transit Administration (FTA) Circular **4702.1B "Title VI Requirement and Guidelines for Federal Transit Administration Recipients."**

## Accessible Formats:

This document is available in accessible formats upon request. To obtain paper copies of this documentation or information regarding accessible formats, please contact:

Stanislaus County Public Works – Transit Division

1010 10<sup>th</sup> Street, Suite 4204

Modesto, CA 95354

[TRANSITSTAFF@stancounty.com](mailto:TRANSITSTAFF@stancounty.com)



## STANISLAUS COUNTY PUBLIC WORKS – TRANSIT DIVISION TITLE VI POLICY STATEMENT

The Stanislaus County Public Works – Transit Division operates its programs, services and activities without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Stanislaus County Public Works – Transit Division.

**For more information on the County's Public Works Transit Division Title VI Program and the procedures to file a complaint, contact the Transit Manager/Title VI Liaison at 209-525-7560, or visit our administrative office at 1010 10<sup>th</sup> Street, Suite 4204, Modesto, CA 95354. For more information, visit [www.srt.org](http://www.srt.org).**

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590.

## OBRAS PUBLICAS DEL CONDADO DE STANISLAUS – DIVISION DE TRANSITO TITULO VI NOFICACION DE POLIZA

El condado de Stanislaus de obras públicas – La división de transito opera su programa y servicios sin referirse a raza, color ni origen nacional de acuerdo con el Titulo VI de la acta de 1964 de los derechos civiles. Cualquier persona que crea que han sido agravados por cualquier práctica discriminatoria bajo el Titulo VI puede someter una queja con el Condado de Stanislaus de obras públicas – División de tránsito.

Para más información sobre el programa del Título VI del condado de las obras publicas de la división de tránsito y sobre el procedimiento de someter una queja, comuníquense con el encargado/Titulo VI al 209-525-7560, o visitenos en nuestra oficina administrativa en el 1010 10<sup>th</sup> Street, Suite 4204, Modesto, CA 95354. Para más información, visite al [www.srt.org](http://www.srt.org).

Usted puede someter una queja directamente con la administración de tránsito. Someta su queja con la oficina de los derechos civiles Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590.





LOCATIONS WHERE TITLE VI NOTICES ARE POSTED

| Location Name              | Address                                      | City                                      |
|----------------------------|--|---|
| Offices                    | 1010 10 <sup>th</sup> Street, Suite 4204     | Modesto                                   |
| Website                    | <a href="http://www.srt.org">www.srt.org</a> | N/A                                       |
| Stations and Stops         | Transit Centers and Transfer Location        | Cities of Modesto, Turlock, and Patterson |
| Vehicle Storages           | 1216 Doker Drive                             | Modesto                                   |
|                            | 3519 McDonald Avenue                         | Modesto                                   |
| On-Board all Transit buses | N/A  | N/A                                       |
| Ride Guide                 | N/A  | N/A                                       |



## Public Notice Civil Rights Title VI Program

It is the policy of the County of Stanislaus Public Works Transit Division that no person shall be denied the benefits of or be subjected to discrimination in any County program, service, or activity on the grounds of race, color, and national origin. The County of Stanislaus also requires its contractors and grantees to comply with this policy. Questions, concerns, complaints, request for reasonable accommodations, or other inquiries from the public with regard to the accessibility of County services or facilities for transit services \_\_\_\_\_ shall be directed to:

(Public Works Department – Transit Division [Posted on 4<sup>th</sup> Floor])

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
Email Address: \_\_\_\_\_

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## Aviso Público Derechos Civiles Titulo VI

Es la política del Condado de Stanislaus que ninguna persona se le negará los beneficios de, o ser objeto de discriminación en cualquier programa del condado, servicio o actividad por motivos de raza, color, origen nacional, edad, e incapacidad. El Condado de Stanislaus también exige a sus contratistas y concesionarios de cumplir con esta política. Preguntas, preocupaciones, quejas, solicitud de adaptaciones razonables, u otras consultas del público con respecto a la accesibilidad del servicio del Condado o instalaciones para \_\_\_\_\_ deberán dirigirse a:

(el Nombre del Departamento y Division)

Nombre: \_\_\_\_\_  
Dirección: \_\_\_\_\_  
Numero de Telefono: \_\_\_\_\_  
Direccion de correo electronico: \_\_\_\_\_

## StaRT's Ride Guide - Title VI Program Information

The Stanislaus County Public Works – Transit Division operating as Stanislaus Regional Transit (StaRT) is committed to a policy of non-discrimination for its service programs without regard to race, color or national origin, in compliance with Title VI of the Civil Rights Act of 1964. Persons who believe they have received discriminatory treatment under Title VI may file a complaint with StaRT. For more information or to file a complaint, please call 1-800-262-1516. You may also write to the attention of the Transit Manager at: County Public Works Transit Division, 1010 10<sup>th</sup> Street, Suite 4204, Modesto, CA 95354.

## Guía de viaje - Título VI Programa Información

Las obras públicas de Stanislaus Condado – División de tránsito operando como tránsito Regional de Stanislaus (StaRT) está comprometido con una política de no-discriminación para sus programas de servicio sin distinción de raza, color u origen nacional, en cumplimiento del título VI de la ley de derechos civiles de 1964. Personas que creen que han recibido trato discriminatorio bajo el título VI pueden presentar una queja con el comienzo. Para obtener más información o para presentar una queja, llame al 1-800-262-1516. También puede escribir a la atención de la Gerente de tránsito en: División de tránsito de obras públicas Condado, 1010 10th Street, Suite 4204, Modesto, CA 95354.

## Title VI Program Information Posted on StaRT's Website

### Policies & Procedures

### Civil Rights Title VI Program

The Stanislaus County Public Works – Transit Division operating as Stanislaus Regional Transit (StaRT) is committed to a policy of non-discrimination for its service programs without regard to race, color or national origin, in compliance with Title VI of the Civil Rights Act of 1964. Persons who believe they have received discriminatory treatment or practice under Title VI may file a complaint with StaRT. For more information or to file a complaint, please call 1-800-262-1516 or email your comments to [TRANSITSTAFF@stancounty.com](mailto:TRANSITSTAFF@stancounty.com). You may also write to the attention of the Transit Manager at: County Public Works Transit Division, 1010 10th Street, Suite 4204, Modesto, CA 95354.

For more information and to review **the Stanislaus County's ADA and Civil Rights Program** web page, go to [www.srt.org](http://www.srt.org)

### Programa de Derechos Civiles Título VI

Las Obras Públicas del Condado de Stanislaus - División de Tránsito que operan como Stanislaus Regional Transit (START) se ha comprometido a una política de no - discriminación por sus programas de servicio sin importar la raza, color u origen nacional, de conformidad con el Título VI de la Ley de Derechos Civiles de 1964. Las personas que creen que han recibido un trato discriminatorio o práctica en virtud del Título VI, puede presentar una queja con START. Para obtener más información o para presentar una queja, por favor llame al [TRANSITSTAFF@stancounty.com](mailto:TRANSITSTAFF@stancounty.com) . También puede escribir a la atención del Director de Tránsito a la División de Tránsito del Condado de Obras Públicas, 1010 10th Street, Suite 4204, Modesto, CA 95354.

Para más información y para ser re ' ADA s y en la página web del Programa de Derechos Civil, por favor visite al [www.srt.org](http://www.srt.org)



## STANISLAUS COUNTY PUBLIC WORKS - TRANSIT DIVISION ON-BOARD TRANSIT BUSES TITLE VI POLICY STATEMENT

The County of Stanislaus (County), under Title VI of the Civil Rights Act of 1964 and related statutes, ensures that no person on the grounds of race, color, or national origin shall be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program, service, or activity. The County further assures that every effort will be made to ensure nondiscrimination in all of its programs, services, and activities, whether those programs, services, and activities are federally funded or not. The Stanislaus County Title VI Coordinator is responsible for initiating and monitoring Title VI activities, preparing required reports, and other County responsibilities as required by 23 Code of Federal Regulations (CFR) 200 and 49 Code of Federal Regulations 21.

Persons who believe they have received discriminatory treatment or practice under Title VI **regarding the County's transit services may file a complaint with the County Public Works Transit Division** within 180 calendar days after the complainant becomes aware, or should have become aware, of the alleged violation. Complaints should be in writing and contain the alleged discrimination such as name, address, phone number of complainant, and location, date, and description of the problem and remedy the person believes is appropriate.

A complaint form is available online at [www.srt.org](http://www.srt.org). Alternative means of filing complaints, such as personal or telephone interviews will be made available upon request for persons **with disabilities**. **Complaints regarding the County's** transit services may be submitted by mail, email, and fax or hand delivery to:

Stanislaus County Public Works – Transit Division  
Attn: Transit Manager  
1010 10<sup>th</sup> Street, Suite 4204  
Modesto, CA 95354  
Email: [TRANSITSTAFF@stancounty.com](mailto:TRANSITSTAFF@stancounty.com)

Or, may be submitted using the electronic government outreach Customer Center at [www.user.govoutreach.com/stanislaus](http://www.user.govoutreach.com/stanislaus)



## OBRAS PÚBLICAS DEL CONDADO DE STANISLAUS – DIVISIÓN DE TRÁNSITO DECLARACIÓN DE LA POLÍTICA DEL TÍTULO VI EN LOS AUTOBUSES

El Condado de Stanislaus (Condado), bajo el Título VI de la Ley de Derechos Civiles de 1964 y estatutos relacionados, asegura que ninguna persona sea excluida de participar, ser negada de beneficios o ser sujeta a cualquier otra forma de discriminación en cualquier programa, servicio o actividad por motivos de raza, color u origen nacional. El Condado también asegura que se hará todo lo posible para garantizar que no exista discriminación en todos sus programas, servicios y actividades, sean o no proporcionados con fondos del gobierno federal. El Coordinador del Título VI del Condado es responsable por iniciar y vigilar las actividades del Título VI, preparar informes, y otras responsabilidades del Condado requeridas en el Código 23 de Reglamentos Federales (CFR) 200 y 49 Código de Reglamentos Federales 21.

Las personas que crean que han recibido un trato discriminatorio o experiencia bajo el Título VI en los servicios de tránsito del Condado pueden presentar una queja con la división de tránsito de Obras Públicas del Condado dentro de un período de 180 días después del presunto incidente. Las quejas deben presentarse por escrito y contener información sobre la discriminación alegada como el nombre, domicilio, número de teléfono del demandante y lugar, fecha y descripción del problema y rectificación que el demandante crea es apropiada.

Un formulario para presentar quejas está disponible en la red en el [www.srt.org](http://www.srt.org). Medios alternativos para presentar una queja, como entrevistas en persona o por teléfono estarán disponibles a pedido para las personas discapacitadas. Las quejas sobre los servicios de tránsito del condado pueden presentarse por correo, correo electrónico, fax o mano entrega a:

Stanislaus County Public Works – Transit Division  
Attn: Transit Manager  
1010 10<sup>th</sup> Street, Suite 4204  
Modesto, CA 95354  
Email: [TRANSITSTAFF@stancounty.com](mailto:TRANSITSTAFF@stancounty.com)

O, pueden presentarse usando la red electrónica de alcance del Centro de Atención al Cliente del gobierno en el [www.user.govoutreach.com/stanislaus](http://www.user.govoutreach.com/stanislaus)



## STANISLAUS COUNTY PUBLIC WORKS – TRANSIT DIVISION TITLE VI COMPLAINT PROCEDURES

Stanislaus County encourages members of the public with complaints regarding access to an activity and a program or service to attempt to informally resolve those complaints with the Title VI Liaison for the individual department providing the activity, program, or service. The County grants all citizens equal access to its transportation services under Title VI. It is also the intent of the Stanislaus County Public Works Transit Division to ensure that all citizens are aware of their rights to such access.

The County is committed to ensuring that no person is excluded from participation or denied benefits of its services on the basis of race, color, or national origin as stipulated by Title VI **of the Civil Rights of 1964. To that end, the County's Public Works Transit Division will:**

1. Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin.
2. Promote fair participation in transportation decision making for all affected population;
3. Prevent the denial, reduction, or delay in benefits related to transportation services, programs, and activities that benefit minorities or low-income persons; and
4. Ensure meaningful access is granted to transportation services, programs, and activities by people with limited English proficiency.

Transit patrons may also use the complaint form available on-line at [www.srt.org](http://www.srt.org). Alternative means of submitting complaints, such as personal or telephone interviews will be made available upon request for persons with disabilities. The complaint may be submitted by mail, email, fax, **or hand delivery to the County's Public Works Transit Division Title VI Liaison at:**

Stanislaus County Public Works Transit Division  
Attn: Transit Manager  
1010 10<sup>th</sup> Street, Suite 4204  
Modesto, CA 95354  
Email: [TRANSITSTAFF@stancounty.com](mailto:TRANSITSTAFF@stancounty.com)

In the event a complaint to the Public Works Transit Division is not resolved, a formal complaint regarding access to transit programs, services, or activities may be submitted to

**the County's Title VI Coordinator. The complaint should be in writing and** contain information about the alleged discrimination such as name, address, phone number of complainant, location, date, and description of the problem and the remedy the complainant believes is appropriate. A complaint form is available online at [www.stancounty.com/accessibility](http://www.stancounty.com/accessibility). Alternative means of submitting complaints such as personal or telephone interviews will be made available upon request for persons with disabilities. Verbal complaints will be accepted and transcribed by the Title VI Coordinator for any complainant unable to complete the form. Verbal complaints may be filed in person at 1010 10th St or by phone.

The complaint may be submitted by mail, email, fax, or hand delivery to:

Stanislaus County Title VI Coordinator  
Clerk of the Board Office  
1010 10th Street, Suite 6700  
Modesto, CA 95354  
Email: [kingl@stancounty.com](mailto:kingl@stancounty.com)  
Phone: 209-525-4499 Fax: 209-525-4410

The Stanislaus County Public Works Transit Division will only process complaints that are complete. The following procedures will be followed to investigate formal Title VI complaints:

- A. Within ten (10) days of receiving the complaint, the County Public Works Transit Division Title VI Liaison will review the complaint with the complainant receiving an acknowledgement informing him/her the process for reviewing the complaint.
- B. The investigation will be conducted and completed within thirty (30) days of the receipt of the formal complaint.
- C. If more information is needed to resolve the case, the Public Works Transit Division may contact the complainant. The complainant has ten (10) business days from the **date of the letter to send requested information to the Transit Division's Title VI Liaison. If the Transit Division Title VI Liaison does not receive the additional information within 10 business days, the County's Public Works Transit Division may close the case.**
- D. The complainant will be notified in writing of the cause to any planned extension to the 30 day rule.
- E. A case can be administratively closed also if the complainant no longer wishes to pursue their case. Following the investigation, the Transit Division Title VI Liaison will issue one of two letters to the complainant:
  - 1] A closure letter or
  - 2] 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. A LOF summarizes the allegations and the



interviews regarding the alleged incident and explains whether any disciplinary action, additional training of the staff member, or other action that will occur.

- F. If the complainant is unsatisfied with the decision, he/she has 30 days after the date **of the Transit Division's closure letter or the LOF to appeal to the County's Title VI** Coordinator. The complainant is entitled to review the denial, to present additional information and arguments, and to review separation of functions (i.e. a decision by a person not involved with the initial decision to deny eligibility). The complainant is entitled to receive written notification of the decision of the appeal and the reason for it.
- G. In the event the complainant is not satisfied with the results of the investigation and/or proposed resolution recommended by the ADA/Civil Rights Coordinator or designee, the complainant may appeal the decision within 30 calendar days to the Chief Executive Officer. The appeal must be in writing, and submitted to the Stanislaus County ADA Coordinator at the address previously provided, within 30 calendar days of the date of mailing of the decision. The appeal must set forth the reasons the complainant disagrees with the results of the investigation and/or proposed resolution in order to be considered by the Chief Executive Officer. The Chief Executive Officer, or designee, shall review the matter on appeal and render a decision within 30 calendar days. The decision of the Chief Executive Officer or designee shall be final.
- H. The complainant may also file a complaint directly with the Federal Transit Administration, as follows: Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5<sup>th</sup> Floor – TCR, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590.



STANISLAUS COUNTY PUBLIC WORKS – TRANSIT DIVISION  
TITLE VI COMPLAINT FORM

**Section I:**

- 1. Name: \_\_\_\_\_
- 2. Address: \_\_\_\_\_
- 3. Telephone: (home) \_\_\_\_\_ (cell) \_\_\_\_\_ (message) \_\_\_\_\_
- 4. Email Address: \_\_\_\_\_
- 5. Accessible Format Requirements:  
 Large Print \_\_\_\_\_  Audio Tape \_\_\_\_\_  TDD \_\_\_\_\_  Other \_\_\_\_\_

**Section II:**

- 6. Are you filling this complaint on your own behalf?  Yes  No

**\*If you answered "yes" to #6, go to in Section III** \_\_\_\_\_

- 7. If you answered "no" to #6, what is the name of the person for whom you are filing this complaint? \_\_\_\_\_
- 8. What is your relationship with this individual? \_\_\_\_\_
- 9. Please why you have filed for a third party? \_\_\_\_\_
- 10. Please confirm you have obtained permission of the aggrieved party to file on their behalf.  
 Yes  No

**Section III:**

- 11. I believe the discrimination I experienced was based on (check all that apply)  
 Race  Color  National Origin
- 12. What is the date of the alleged discrimination: (mm/dd/yyyy) \_\_\_\_\_
- 13. Explain what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the names and contact information of person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. Please use the back of this form if more space is needed.

\_\_\_\_\_  
\_\_\_\_\_

**Section IV:**

14. Have you previously filed for a Title VI complaint with the County Transit Division?

Yes                       No

**Section V:**

15. 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 below:

Federal Agency \_\_\_\_\_                       State Agency \_\_\_\_\_  
 Federal Court \_\_\_\_\_                       Local Agency \_\_\_\_\_  
 State Court \_\_\_\_\_

**16. If you answered "yes" to #15, please provide information about a contact person at the agency/court where the complaint was filed.**

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Agency: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

**Section VI:**

Name of Transit Agency complaint is against: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Telephone: \_\_\_\_\_

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

Please sign, date and submit this form in person or mail this form to:

Stanislaus County Public Works – Transit Division  
Attn: Transit Manager  
1010 10<sup>th</sup> Street, Suite 4204  
Modesto, CA 95354



## OBRAS PÚBLICAS DEL CONDADO DE STANISLAUS – DIVISIÓN DE TRÁNSITO TÍTULO VI PROCESO PARA PRESENTAR QUEJAS

El Condado anima a los miembros del público con quejas sobre el acceso a un centro, programa o servicio tratar de resolver informalmente sus quejas con un oficial de enlace en los diferentes departamentos de Título VI facilitando estos servicios. El Condado ofrece el acceso igualitario a todos los ciudadanos a todos los servicios de transporte bajo el Título VI. Es también la intención del departamento de Obras Públicas del Condado de Stanislaus asegurar que todos los ciudadanos estén conscientes sobre sus derechos de acceso.

El Condado garantiza que ninguna persona sea excluida o negada de participar o recibir los beneficios de sus servicios por motivos de raza, color u origen nacional tal como lo estipula el Título VI de los Derechos Civiles de 1964. Con ese fin, el departamento de Obras Públicas del Condado:

1. Asegurará de que el nivel y calidad de sus servicios de transporte sean ofrecidos sin distinción de raza, color u origen nacional.
2. Suscitará la participación ecuaníme en la toma de sus decisiones de transporte para toda la población afectada;
3. Evitará el rechazo, reducción o retraso de sus beneficios relacionados con los servicios de transporte, programas y actividades que benefician a las minorías o personas de bajos ingresos; y
4. Asegurará que se conceda acceso significativo a los programas, actividades y servicios de transporte a las personas con un dominio limitado del idioma inglés.

Las quejas pueden presentarse por correo, correo electrónico, fax o a mano entrega a la División de Tránsito de Obras Públicas del Condado Título VI a:

Stanislaus County Public Works Transit División  
Attn: Transit Manager  
1010 10<sup>th</sup> Street, Suite 4204  
Modesto, CA 95354  
Correo electrónico: [TRANSITSTAFF@stancounty.com](mailto:TRANSITSTAFF@stancounty.com)  
Teléfono: 209-525-7560 Fax: 209-525-4332

Otros medios alternativos para presentar quejas, como en persona o por teléfono están disponibles a pedido para las personas discapacitadas. Los clientes también pueden utilizar el formulario de quejas disponible en el [www.srt.org](http://www.srt.org).

La División de Tránsito de Obras Públicas del Condado de Stanislaus sólo procesará quejas completas. Los siguientes procedimientos seguirán una investigación formal sobre una queja de Título VI:

- A. Dentro de un período de diez (10) días de recibir la queja, un representante de enlace de la División de Tránsito del Título VI de Obras Públicas del Condado de Stanislaus revisará la queja con la persona que presentó la queja para explicarle el proceso.
- B. La investigación se llevará a cabo y cumplida dentro de un período de treinta 30 días de recibir una queja formal.
- C. Si es necesario obtener más información, un representante de la División de Tránsito del Título VI de Obras Públicas del Condado de Stanislaus se pondrá en contacto con el demandante. La persona que presentó la queja tiene diez (10) días hábiles para entregar la información que el representante de enlace de la División de Tránsito del Título seis le haya pedido. Si la División de Tránsito no recibe esta información adicional en esos diez (10) días hábiles, la División de Tránsito del Título VI de Obras Públicas del Condado de Stanislaus cerrará el caso.
- D. El demandante recibirá un aviso por escrito sobre la causa de extensión al plazo de 30 días.
- E. Un caso también puede cerrarse administrativamente si el demandante ya no desea seguir el caso. A raíz de la investigación, el representante de enlace la División de Tránsito del Título VI de Obras Públicas del Condado de Stanislaus mandará una de las dos cartas sigüientemente mencionadas al demandante:

- 1] Carta de cierre o,
- 2] Carta de resultados.

Una carta de cierre resume las acusaciones y afirma que no hubo una violación del Título VI y que el caso será cerrado. Una carta de resultados resume los resultados de las denuncias y las entrevistas sobre el presunto incidente y explica toda acción disciplinaria adicional o capacitación del empleado, o cualquier otra acción.

- F. Si el demandante está insatisfecho con la decisión, tiene 30 días después de haber recibido la carta de cierre o de resultados para presentar una apelación con el Coordinador de la División de Tránsito de Obras Públicas del Condado de Stanislaus. El demandante tiene el derecho de revisar la negación, presentar información adicional argumentos, y revisar la separación de funciones (es decir, una decisión de una persona que no estuvo involucrada con la decisión inicial de negar la elegibilidad). El demandante tiene derecho a recibir un aviso por escrito sobre la decisión y los motivos de la apelación.
- G. El demandante también puede presentar una queja con El Departamento de Administración de Tránsito Federal, a: Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5<sup>th</sup> Floor – TCR, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590.

En caso de que una queja presentada a la División de Tránsito de Obras Públicas no sea resuelta, una queja formal sobre el acceso a los programas, servicios o actividades puede presentarse al Coordinador del Título VI del Condado. La queja debe ser por escrito y

contener información sobre la supuesta discriminación como su nombre, número de teléfono, lugar, fecha y descripción del problema y solución al problema que el demandante crea sea apropiada.

Las quejas también pueden presentarse en la red electrónica del Condado de Stanislaus en el [www.stancounty.com/accessibility](http://www.stancounty.com/accessibility). Medios alternativos para presentar quejas, como en persona o por teléfono están disponibles a pedido para las personas discapacitadas. Las quejas deben pueden presentarse por correo, correo electrónico, fax o a mano entrega:

Stanislaus County Title VI Coordinator  
Clerk of the Board Office  
1010 10th Street, Suite 6700  
Modesto, CA 95354  
Email: [kingl@stancounty.com](mailto:kingl@stancounty.com)  
Phone: 209-525-4499 Fax: 209-525-4410



OBRAS PÚBLICAS DEL CONDADO DE STANISLAUS – DIVISIÓN DE TRÁNSITO  
TÍTULO VI FORMULARIO PARA PRESENTAR UNA QUEJA

**Sección I:**

1. Nombre: \_\_\_\_\_
2. Domicilio: \_\_\_\_\_
3. Teléfono: (hogar) \_\_\_\_\_ (celular) \_\_\_\_\_ (mensaje) \_\_\_\_\_
4. Correo electrónico: \_\_\_\_\_
5. Requero información en :  Imprenta/letra Grande \_\_\_\_\_  Casete \_\_\_\_\_  
 TDD \_\_\_\_\_  Otra forma \_\_\_\_\_

**Sección II:**

6. ¿Está presentando esta queja a nombre propio?  Sí  No

**\*Si contestó "sí" a la pregunta #6, continúe en la Sección III**

7. Si contestó "no" a la pregunta #6, por favor escriba el nombre de la persona a quien Usted está representado: \_\_\_\_\_
8. ¿Qué le llama (amigo, familiar, etc.) esta persona? \_\_\_\_\_
9. Por favor explique por qué esta Usted presentando esta queja de parte de esta persona/individuo \_\_\_\_\_
10. Por favor confirme que ha obtenido el permiso de la persona agraviada para presentar esta queja de su parte.  
 Sí, lo confirmo  No, no puedo confirmarlo

**Sección III:**

11. Yo creo que mi experiencia de discriminación fue por causa de (marque toda causa que aplique)  Raza  Color  Origen Nacional
12. ¿Cuál fue la fecha del supuesto incidente de discriminación?: (mes/día/año)  
\_\_\_\_\_
13. Explique lo que sucedió y el por qué Usted cree fue discriminado. Describa a todas las personas involucradas. Incluya el nombre de la persona o personas que lo/la discriminaron

(si se conoce), y los nombres e información de contacto de cualquier testigo. Por favor utilice la parte posterior de este formulario si necesita espacio adicional para escribir. \_\_\_\_\_

**Sección IV:**

14. ¿Ha presentado anteriormente una queja con la División de Tránsito del Título VI del Condado de Stanislaus?  Sí  No

**Sección V:**

15. ¿Ha presentado esta queja en cualquier otra agencia federal o estatal, local, o tribunal federal o estatal?  Sí  No

Si contestó sí a la pregunta anterior, por favor marque todas las opciones siguientes que le apliquen:  Agencia Federal \_\_\_\_\_  Agencia Estatal \_\_\_\_\_

Tribunal Federal \_\_\_\_\_  Agencia Local \_\_\_\_\_  Tribunal Estatal \_\_\_\_\_

**16. Si contestó "sí" a la pregunta #15, por favor escriba en el espacio siguiente el nombre de la persona que le ayudó en la agencia, información de contacto y domicilio de la agencia o tribunal donde Usted presentó su queja.**

Nombre: \_\_\_\_\_

Título: \_\_\_\_\_

Agencia: \_\_\_\_\_

Domicilio: \_\_\_\_\_

Teléfono: \_\_\_\_\_ Correo electrónico: \_\_\_\_\_

**Sección VI:**

Nombre de la agencia a la que Usted está denunciando: \_\_\_\_\_

Persona de Contacto: \_\_\_\_\_

Teléfono: \_\_\_\_\_

Por favor firme a continuación y adjunte cualquier información escrita o cualquier otra información relacionada con su queja al formulario. Para que este formulario sea considerado completo, por favor firme y feche el formulario.

Firma: \_\_\_\_\_ Fecha: \_\_\_\_\_

Por favor entregue este formulario en persona o por correo al siguiente domicilio:

Stanislaus County Public Works – Transit División

Attn: Transit Manager

1010 10<sup>th</sup> Street, Suite 4204

Modesto, CA 95354

Email: [TRANSITSTAFF@stancounty.com](mailto:TRANSITSTAFF@stancounty.com)





List of Transit Related Title VI Investigations, Complaints and Lawsuits

|                | Date<br>(Month, Day &<br>Year) | Summary<br>Include Basis of Complaint:<br>Race, Color, or National<br>Origin | Status | Action(s) Taken |
|----------------|--------------------------------|--|--------|-----------------|
| Investigations | N/A                            | N/A  | N/A    | N/A             |
| 1.             |                                |  |        |                 |
| 2.             |                                |  |        |                 |
| Lawsuits       | N/A                            | N/A  | N/A    | N/A             |
| 1.             |                                |  |        |                 |
| 2.             |                                |  |        |                 |
| Complaints     | N/A                            | N/A  | N/A    | N/A             |
| 1.             |                                |  |        |                 |
| 2.             |                                |  |        |                 |

There have not been any past nor are there any current Title VI investigations, Complaints, or Lawsuits involving the County Public Works Transit Division.



## STANISLAUS COUNTY PUBLIC WORKS TRANSIT DIVISION PUBLIC PARTICIPATION PLAN AND PROCESS

### Purpose of Plan:

Public participation is the process through which stakeholders can participate directly in the **County's** Public Works Transit Division decision-making and express their concerns as well as ask questions about transit services and programs in Stanislaus County. The Transit **Division's public involvement effort consists of notifying and soliciting feedback from the public** regarding transit services without creating disproportionate and adverse effects on minority and/or **low-income populations. Typically, the County's Transit Division utilizes established procedures to address public outreach efforts that include the activities outlined below.**

1. **Public Notice Procedures:** At a minimum, StaRT places legal advertisements in local newspapers to announce proposed changes including fare changes and describe how the public may provide comment. StaRT also prepares notices in the form of rider alerts with the notices placed onboard buses. Other activities include **posting information on the StaRT's website; notifying agency and business partners directly via e-mail or facsimile; and participating in interviews with local newspaper, radio, or television programs to reach additional audiences.**
2. **Solicitation of Public Comment Practices:** To ensure public comment is considered, StaRT will schedule public meetings to gather input during the development of a fare and/or service change proposal. A formal public hearing will be held at the Board of Supervisors meeting during regularly scheduled Board meetings.

To the extent possible, StaRT will provide an interpreter for anyone wishing to address the Policy Board given a 72 hour notice. StaRT provides additional translation accommodations, as needed, at public meetings. StaRT makes all agendas available upon request in appropriate alternative formats to persons with disabilities as required by ADA. StaRT staff documents all comments and suggestions submitted.

3. **Final Recommendations:** A summary of the comments received will be **furnished upon request for public review at StaRT's office at 1010 10<sup>th</sup> Street, Modesto, CA.** Staff recommendations will be made in writing to the Board of Supervisors after considering the issues raised and recommendations by the Transit Manager.
4. **Implementation:** As a part of this process, StaRT will develop an implementation plan for proposed fare and/or service changes as currently done with the plan, outlining ongoing public outreach and education needed.

## Public Notification:

As required, the public comment process begins with publishing a legal notice in the local newspaper of general circulation. Written comments sent via mail, fax, or email will also be accepted on the proposed adjustments for a period of not less than 25 calendar days beyond initial publishing of the legal notice. No public hearings are held earlier than 15 days following the initial publication of the legal notice with written comments accepted three calendar days following a public hearing. Legal notices inform the public of proposed actions which initiated the public comment process, how comments will be received, and, if applicable, the locations, dates, and times of additional scheduled public hearings.

## Scheduling Public Hearing Location and Time:

Service changes and adjustments that have agency-wide implications may require multiple public meeting locations in order to maximize convenience to patrons that are affected. To the extent possible, public hearings will be scheduled at locations 1) in proximity to the area affected by the proposed adjustments, and 2) in proximity to regular bus routes. All facilities utilized for public hearings will be accessible to persons with disabilities. Special arrangements will be made for the sight or hearing impaired if requested. When proposed service adjustments affect only a limited area of the service area, efforts are made to schedule the hearing at a location near the affected area. Hearings are scheduled to begin at a convenient time, usually midday and/or early evenings.

## Procedure for Conducting Public Hearings:

**Comment forms are offered to register the public's presence and desire to speak or as an** alternate method of providing their written comments. The purpose, proceedings, and proposed actions, which necessitated the public hearings, will be explained for clarification. Introductory proceedings will encourage the audience to comment on the proposed actions for which the hearing was scheduled. When the explanation of proposed actions is completed, the public will be invited to offer their comments. The public are requested to limit their individual comments to three (3) minutes until all persons have been given the opportunity to speak. After all registered persons have commented, a final opportunity is offered for any additional public comment.

## Documentation of Public Hearings:

**Official records of StaRT's public hearings on fare or service adjustments will** be generated by development of 1) affidavits of newspaper publications of public notices, and 2) tape recordings or certified verbatim transcripts of proceedings. Tape recordings of the public hearings will be the preferred means of recording public hearing documentation. Records of public comment will be maintained on file at StaRT.

## Addressing Public Comments Received:

All relevant comments received, verbally or in writing at a public hearing or as otherwise conveyed to StaRT prior to the established deadline, will be entered into the public record of the comment process. Subsequent to the comment period, staff will evaluate and analyze all relevant comments received. StaRT's Board of Supervisors will be notified of all public comment solicitations in advance of all scheduled public hearings on fare and service adjustments. Upon approval by the Board, the Transit Manager will be directed accordingly to proceed with or amend the recommended service and/or fare adjustments.

## Summary of Prior Outreach Efforts Made:

The following summarizes outreach efforts conducted by the Stanislaus County Public Works Transit Division as they relate to Title VI requirements under the Public Participation Plan. A majority of the activities are conducted in partnership with other County transit operators, the Consolidated Service Transportation Agency, and human and social service agencies within the community. While this is by no means all events in which the County transit staff participates; rather, it documents outreach efforts related to minority and low-income population.

### Stanislaus County Board of Supervisors (BOS) Meetings:

The BOS meetings are open to the public and are held every Tuesday each week of **the month. The meetings are published on the County's website with the Transit Manager attending almost all meetings.**

### Stanislaus Council of Governments (StanCOG):

The Transit Manager attends committee meetings held at StanCOG including the Social Services Advisory Committee, the Technical Advisory Committee, the Mobility Advisory Committee, Management and Finance Committee, as well as the Policy Board meetings.

### Unmet Transit Needs Meeting:

The County Transit Division attends and participates in activities related to the **County's unmet transit needs meeting held by StanCOG** throughout the community. As part of this process, the Transit Division staff makes presentations at congregate meal sites where meetings are held in conjunction with activities for seniors in those communities.

#### Community Services Agency Open House:

The Staff Services Analyst/Mobility Coordinator participates in this monthly activity **where she promotes and shares information with the public about the County's transit services.**

#### EDD Veterans Job Fair:

This event is designed to provide county transit service information to veterans entering the job market and connects them with mobility training opportunities to learn how to use transit services in the county for their transportation and mobility needs.

#### Dale Commons Senior Day:

This is an event where seniors and persons with disabilities are trained on using transit services offered in the County by the four transit operators and the Consolidated Transportation Service Agency (CTSA).

#### Community Senior Fairs:

This event is held annually to provide resources on transportation services in the County to seniors and persons with disabilities that reside in various cities throughout the county including the cities of Patterson, Ceres, Oakdale, Modesto, and Turlock.

#### Healthy Aging Summit:

This event is held annually in the City of Modesto to offer information about different **activities that seniors can engage in. All four transit operators including the County's** transit system and the CTSA participate in this event.

#### Community Services Agency Provider Fair:

This is an event where transportation service providers participate and offer information about their programs and services to CSA program recipients.

#### Disability Resource Fair:

**The County's Transit Division participates in this annual event; whereby, information** about transit services provided throughout the various communities including the American with Disabilities Act (ADA) paratransit service are shared with persons with disabilities in the County.

California State University Stanislaus [CSUS]:

The County Transit Division staff also conducts outreach at the CSUS campus in the City of Turlock to inform students of the various transit services the County offers to and from the city.

Annual Satisfactory Surveys:

**The County's Public Works Transit Agency conducts annual satisfaction surveys with transit passengers and stakeholders to determine the level of satisfaction and receive input regarding unmet needs as well as service improvements.**

County's Public Works Transit Division:

At present, the Transit Division posts notices and announcements **on the agency's** website, [www.srt.org](http://www.srt.org). Additionally, staff receives input on existing transit service and provides information on the Title VI Complaint process.

**Additional events in which the County's Transit Division** staff participates include the City of Waterford Heritage Days, Stanislaus Elder Abuse Prevention Alliance (SEAPA) Seniors Against Financial Exploitation (SAFE), Earth Day, Riverfest, Samaritan Village Faire, Visually Impaired Persons Support (VIPS) Outreach, Rideshare Week, America Recycles Day, Oakdale Senior Event, and Newman SEAPA Event.



## STANISLAUS COUNTY PUBLIC WORKS – TRANSIT DIVISION LIMITED ENGLISH PROFICIENCY [LEP] PLAN

### Overview:

The first section in this document describes the purpose of the Language Assistance Plan (LAP). The second section in this document provides the four-factor Limited English Proficient (LEP) analysis (as outlined by the Department of Transportation (DOT) used to identify LEP needs and assistance measures. The four-factor LEP analysis includes:

- Factor 1: The number or proportion of LEP persons in the service area who may be served or are likely to encounter the Life Skills Learning Center program, activity or service.
- Factor 2: The frequency with which LEP persons come in contact with the Life Skills Learning Center program, activity, or service.
- Factor 3: The nature and importance of programs, activities, or services provided by Life Skills Learning Center to the LEP population.
- Factor 4: The resources available to **the County's Public Works Transit Division** and overall cost to provide LEP assistance.

The third and final section discusses the implementation of the Language Assistance Plan (LAP), which includes methodologies for identifying LEP individuals, providing services, establishing policies, monitoring the LAP, and recommendations for future LAP implementations.

### Purpose of the Language Assistance Plan:

Title VI of the Civil Rights Act of 1964: Prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. One critical concern addressed by Title VI is the language barrier that Limited English Proficiency (LEP) persons face with respect to accessing information about and using transit service. Transit operators must ensure that this group has adequate access to the agency's services, programs, and activities, including public participation opportunities.

Executive Order 13166: Titled **"Improving Access to Services for Persons with Limited English Proficiency,"** forbids funding recipients from **"restricting an individual in any way in the enjoyment of any advantage or privilege enjoyed by others receiving any service, financial aid, or other benefit under the program,"** or from **"utilize[ing] criteria or methods of administration which have the effect of subjecting individuals to discrimination because of their race, color, or national origin, or have the effect of defeating or substantially impairing**

accomplishment of the objectives of the program in respect to individuals of a particular race, color, or national origin.”

Federal Transit Administration Circular 4702.1B: Developed by the Federal Transit Administration (FTA) and details the administrative and reporting requirements for recipients of FTA financial assistance to comply with Title VI and related executive orders including on LEP. The United States Department of Transportation (DOT) published guidance that directed its recipients to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for LEP customers. The **County’s Public Works Transit Division Language Assistance Plan (LAP) includes a four factor analysis and implementation plan that complies with the requirements of DOT LEP guidance.**

In accordance with Title VI of the 1964 Civil Rights Acts, FTA Circular 4702.1B and Executive Order 13116, this section provides additional information on the four factor analysis **pertaining to the County Transit Division’s language assistance plan.**

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be served by the County Transit Division in its service area.

A review of the U. S Census Bureau Data 2009-2013 American Community Survey of Language spoken at home estimates that of the 478,720 Stanislaus County residents, 150,590 or 31.4% speak Spanish at home while 62,610 or 13.2% speak English less than **“very well” at home. The chart below depicts the percent of the population in Stanislaus County that likely speaks English less than “very well”.**

STANISLAUS COUNTY LEP RESIDENTS ABILITY TO SPEAK ENGLISH

| Stanislaus County, California<br>Language Spoken at Home | Estimates | Percentage |
|--|-----------|------------|
| Total:   | 478,720   | 100%       |
| Speak Only English                                       | 283,971   | 59.3%      |
| Spanish  | 150,590   | 31.4%      |
| <b>Speak English Less Than “Very Well”</b>               | 62,610    | 13.2%      |

The Stanislaus County Public Works Transit Division does not track annual expenditures and authorized services by primary language spoken and cannot ascertain whether English is also **spoken “very well” or less than “very well”.** However, Spanish is consistently the primary language for LEP populations. Beginning with Fiscal Year (FY) 2016-2017, the County Transit Division will continue tracking **the amount of the Division’s annual budget is spent on English speaking consumers and those spent on Spanish speaking consumers.**



2. Frequency with which LEP persons come into contact with StaRT services, programs or activities:

StaRT continually assesses the frequency at which staff and drivers encounter LEP persons through transit services, programs, and activities provided to residents of Stanislaus County. An analysis of the Census data indicates the predominant language spoken at home other than English is Spanish. StaRT averages about 10 calls a day that require translations and **has no calls for other languages other than Spanish. The County's Transit Division has access to bilingual staff that speak and translate Spanish fluently in person or over the phone to LEP persons.**

3. The nature and importance of programs, activities or services provided by StaRT to LEP persons:

The largest concentrations of LEP individuals in Stanislaus County service area are people who speak Spanish (31.4 percent) in their homes. Services provided by StaRT that LEP individuals use include the fixed-route, shuttle and local dial-a-ride system serving the **general public, the County's mobility management program for senior, disabled, and low-income residents, and the complementary paratransit system.** StaRT has contact with LEP individuals in its office, through local schools, through organizations serving the homeless and local community service and advocacy organizations, and at community outreach events. **StaRT ensures that LEP-related training is held in accessible locations and that StaRT staff is trained regarding the administration of auxiliary aid services.**

4. The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

**The County's Public Works Transit Division operating budget includes a line item for Marketing that provides language access and outreach.** Outreach expenses as they relate to LEP populations are split among several documents depending on which marketing materials and brochures are used for outreach. Costs for translating documents are minimal with the majority of larger expenses allocated to printing the Ride Guides.

**The County's Transit Division budget includes Federal Transit Administration (FTA) Section 5311 funding program which is a small fraction of the division's total budget.** The total annual expenditures for outreach activities for LEP persons in Fiscal Year (FY) 2014-2015 was estimated at \$5,000. In FY 2016-2017, the Transit Division anticipates spending an estimated amount of more than \$5,000 for translation services in addition to advertising transit services, programs, and promotional activities on select Spanish speaking radio **stations. This includes outreach to LEP persons which is included in the Division's marketing budget. The County's Transit Division recognizes the need to provide language services and currently translates all relevant related documents into Spanish for LEP persons in Stanislaus County including the following documents:**

- Route and scheduling brochures
- **Ride Guide and other service brochures and those posted on StaRT's website at [www.srt.org](http://www.srt.org) and on all buses.**
- Transit surveys conducted by StaRT.
- **Holds public meetings in Spanish speaking communities in StaRT's service area and ensures translators are on site to help with questions or concerns.**
- Make transit service presentations in English and Spanish
- StaRT also displays bus routes and numbers for fixed route, deviated fixed route and dial-a-ride services on the front-end and rear of buses in the fleet deployed for transit services.
- The brochures listed below translated to Spanish, including but not limited to:
  - How to Ride StaRT
  - StaRT Dial-A-Ride Brochure
  - How to Bike and Bus
  - Fare Media Information
  - Senior and Persons with Disabilities Half Fare Application
  - Medivan Service Informational Brochure
  - StaRT ADA Paratransit Service Guide
  - StaRT ADA Paratransit Service Brochure
  - StaRT ADA Paratransit Application
  - StaRT Shuttle Service Brochure

### SUMMARY

The results of the Four Factor Analysis can be summarized with the following points:

- More LEP persons have been served by the program in the last 5 years.
- No passengers were underserved or exited the program due to language barriers.
- Surveyed Agency staff reported 10 LEP phone calls per day.
- More than five family members of consumers were LEP in the last 5 years.
- Provision of transit is considered an "essential" service and is a component of the Stanislaus County Public Works Transit Division transit services, program, and activities.
- Stanislaus County Public Works Transit Division does not have an LEP specific budget line item; however, the marketing budget includes promotional and marketing activities for LEP persons.
- Stanislaus County Public Works Transit Division spends more than \$5,000 per year on all outreach efforts.
- Daily revenue rates for transit services are adjusted annually based on the Consumer Price Index as agreed in the operations contract.

Language Assistance Plan (LAP) Implementation for the Stanislaus County  
Public Works Transit Division

Timeline and Major milestone:

The table below lists major activities associated with this plan and assigns each anticipated **date when the activity will be started or completed**. **Activities labeled “now” are those that have already been completed or are currently in progress.**

Task 1: Identifying LEP Individuals who Need Language Assistance

| ITEM |   | NOW | Next Year<br>Beginning July 1, 2017 |
|------|---|-----|-------------------------------------|
| 1.1  | <b>Assess the LEP population in the County’s transit service area.</b> <ul style="list-style-type: none"> <li>• Four Factor Framework Analysis</li> <li>• Outreach to community groups serving LEP persons and focus groups/ interviews with LEP individuals</li> <li>• Interview/survey County transit staff about previous experience with LEP persons</li> </ul> | x   |                                     |
| 1.2  | Identify areas within the service area and routes serving areas with concentrations of LEP persons.   | x   |                                     |

Task 2: Language Assistance Measures - Developing Assistance Procedures:

| ITEM |  | NOW | Next Year<br>Beginning July 1, 2017 |
|------|--|-----|-------------------------------------|
| 2.1  | Develop a list of language assistance products and <b>methods and how the County’s Transit Division can assess them</b>  | x   |                                     |
| 2.2  | Develop procedures for staff regarding: <ul style="list-style-type: none"> <li>• How to respond to LEP callers</li> <li>• How to respond to correspondence from LEP persons</li> <li>• How to respond to LEP individual in person</li> <li>• How to document LEP needs</li> <li>• How to respond to Civil Rights complaints</li> </ul> | x   |                                     |
| 2.3  | Develop procedures for vehicle operators, station managers, and others who regularly interact with the public on how to respond to an LEP individual   |     | x                                   |

Task 3: Training County Transit Division and Storer Transit Systems Staff:

| ITEM |   | NOW | Next Year<br>Beginning July 1, 2017 |
|------|---|-----|-------------------------------------|
| 3.1  | Identify which County Transit Division and Storer Transit Systems, Inc., staff is likely to come into contact with LEP persons. | x   |                                     |

|     |   |  |   |
|-----|---|--|---|
| 3.2 | Develop procedure/schedule for LEP training for identified County and Storer staff, for new employees and continued training.                       |  | x |
| 3.3 | Develop curriculum for training staff likely to interact with LEP persons in language assistance procedures identified in sections 2.1, 2.2 and 2.3 |  | x |

Task 4: Providing Notice to LEP Persons:

| ITEM |  | NOW | Next Year<br>Beginning July 1, 2017 |
|------|--|-----|-------------------------------------|
| 4.1  | Inventory the existing public service announcements and community outreach that the county Transit Division currently performs.  | x   |                                     |
| 4.2  | <p>Incorporate notice of the availability of language assistance into existing outreach methods</p> <ul style="list-style-type: none"> <li>• Develop language regarding language assistance in multiple languages for posters/signage/notices</li> <li>• Develop non-English outreach materials: Place Spanish language ads in publications serving LEP populations to share current significant and service-related announcements.</li> <li>• Place notice of right to language assistance, at no cost on important outreach documents <b>and on the County's Transit Division website.</b></li> <li>• Provide key transit information and on-line Trip Planner in Spanish on the County Transit Division website.</li> </ul> | X   |                                     |
| 4.3  | Create sign in Spanish informing LEP persons about available language services and post on website.  | X   |                                     |

Task 5: Monitor and Update the Language Assistance Plan:

| ITEM |  | NOW | NEXT YEAR<br>Beginning July 1, 2017 |
|------|--|-----|-------------------------------------|
| 5.1  | Assign day-to-Day administration of LEP program to ensure compliance and correct implementation.   | x   |                                     |
| 5.2  | <p>Develop a process for receiving feedback on language assistance measures:</p> <ul style="list-style-type: none"> <li>• Continue on-going dialogue with groups serving LEP populations</li> <li>• Review demographic changes reported by the American Community Survey and the Census data.</li> </ul> | x   |                                     |

|     |  |   |   |
|-----|--|---|---|
| 5.3 | Conduct internal monitoring regarding language assistance measures: <ul style="list-style-type: none"> <li>Routinely survey /interview County Transit Division staff about interaction with LEP persons and their ability to successfully interact</li> </ul>  | X |   |
| 5.4 | Make changes to the language assistance plan based on feedback received.   |   | x |
| 5.5 | Consider new language assistance needs when <b>expanding service in the County's</b> service area. <ul style="list-style-type: none"> <li>Identify service changes affecting areas with high concentrations of LEP persons and develop mitigation strategies to improve service in those communities.</li> </ul> |   | x |

Responsibility for Implementing the Language Assistance Plan

**The County's** Transit Manager will be responsible for overseeing the implementation of this plan and will assign tasks as appropriate.

The County Transit Division Title VI Program Administrator/Liaison is:

Transit Manager  
Stanislaus County Public Works –Transit Division  
1010 10<sup>th</sup> Street, Suite 204  
Modesto, CA 95354  
[TRANSITSTAFF@stancounty.com](mailto:TRANSITSTAFF@stancounty.com)

Language Assistance Provision:

The County's Transit Division does utilize County employees in other Departments in addition to language assistance offered by the County's operations contractor, Storer Transit Systems, Inc. Both County and Storer employees are fluent in Spanish and provide translation services as needed. Currently, 80% of the Reservationists or Telephone Agents employed by Storer Transit Systems are bilingual and are able to respond assist LEP persons that call to request transit service information. Provided below is **the County's language line instructions** when working with LEP persons.

### **How to Use Language Line@ Over-the-Phone Interpretation (OPI) Service With Limited English Speakers**

#### **You Are Face-to-Face with a Limited English Speaker**

1. Identify which language will be the best choice to communicate with the limited English Speaking customer.
2. To be connected to a translator – Call customer Service at 1-800-752-6096, Option 1 Language Line Phone tree) or 1-800-523-1786 (Direct). Please note that using the "direct" option will cost an additional \$6 per call.
3. Provide the Language Line representative with the following information:
  - a. Stanislaus County Account Six (6) Digit Code – 201277
  - b. Department Name
  - c. Department Six (6) Digit Number(e.g. 123456). If you do not know what **your department's six**-digit code is, please contact your department Telecom Coordinator.
  - d. Department phone number from which you are calling. This is usually a desk phone number, but may be a County cellular phone number. Please avoid using a personal cellular phone for these purposes.
4. Request the language your caller speaks.
5. When the interpreter is connected, explain the situation.
6. When the interpreter is connected, use your speakerphone or pass your handset back and forth between you and the limited English speaker to communicate with the translator.

#### **You Receive a Call from a Limited English Speaker**

1. Identify which language will be the best choice to communicate with the limited English Speaking customer.
2. Place the Limited English Speaker on conference hold.

3. Follow steps 2-5 as indicated above in the Face-to-Face scenario.
4. Conference in your Limited English speaking caller.

### **You Need to Make a Call to a Limited English Speaker**

1. Identify which language will be the best choice to communicate with the limited English Speaking customer.
2. Follow steps 2-5 as indicated above in the Face-to-Face scenario.
3. Call your limited English speaking client.
4. Or the interpreter can place the call for you within the U.S. or Canada.

## Communicating Availability of Language Assistance:

Individuals who are referred to the County Transit Division programs for services are assisted immediately with one-on-one guidance and program planning. The following provides a step-by-step direction on what to do.

1. **When customers call the 800 number at the contractor's head office, the Telephone agents and/or Reservationists speak with them in Spanish and provide all necessary information regarding transit services provided in the Transit Division's service area.**
2. When a transit customer calls the County Transit Division directly and with whom a staff member is unable to communicate, staff will connect with the Language Line to translate as shown in the Language Assistance Line instructions on page 34. Ideally, the Language Assistance Line will be used if there is no one present to translate the information to the LEP person needing assistance.
3. Interpretations at public events are determined on a case-by-case basis by examining factors such as:
  - o type and size of event;
  - o availability of a County Transit Division staff member to interpret;
  - o availability of staff member or a host organization to interpret, etc.

Regardless of the type and size of the event, the County Transit Division has a dedicated employee who participates in and attends all events in the County. If needed, the County will coordinate with its operations contractor to ensure a bilingual staff is available to provide language assistance.

## Translation of Vital Documents:

A. Based on the four factor analysis, the following vital documents have been translated into Spanish, the LEP language within the County transit system service area in accordance with the timeline established in the previous pages.

1. Vital Documents – Level One:
  - a. Title VI Program
    - i. Title VI Notice to the Public
    - ii. Title VI Complaint Procedure
    - iii. Title VI Complaint form
  - b. Transit Division Rider Information Guide
    - i. Ride Guide
    - ii. Fare Media
  - c. Seniors and Persons with Disabilities Discount Program Application
  - d. StaRT ADA Paratransit Application



2. Vital Documents – Level Two:

a. **Signage advertising the County’s language assistance program, particularly** the language line number and translated information on its website.

b. System maps where applicable.

d. Individual route schedules, where practical.

B. Given the size of Spanish speaking persons in Stanislaus County, the County Transit Division will continue to translate pertinent documents and will determine on a case-by-case basis what to do with less significant documents by looking at all elements presented in the Four Factor Analysis.

County Transit Division Website:

1. **All translated vital documents will be posted on the County Transit Division’s website** on their respective pages.

2. The County Transit Division is working on upgrading its website and as part of this process will consider adding other options for translating its website.

Options may include:

Professional translation of each webpage since the County already has installed on its Website, a translator gadget powered by Google Translate.

Outreach Plan to Engage Minority and LEP Populations:

The County Transit Division will continue to work with community organizations that serve LEP persons to perform the four factor analysis and to identify additional programs, services, or activities that may need to be improved to provide access to services for LEP persons. Staff will evaluate projected financial and personnel needs for FY 2016-17 and in future to ensure that programs, services, and activities provided are cost effective and will:

A. Continue to review and evaluate LEP Outreach and Implementation plan

B. **Assess LEP population annually in StaRT’s service area to:**

i. Identify LEP individuals need language assistance

ii. Conduct outreach to community groups serving LEP persons

iii. Interview/survey staff about previous experience with LEP individuals

iv. Continue to work and identify areas within the service area with high concentrations of LEP persons.

- C. Review language assistance measures to determine if changes are needed.
- D. Determine if the number of LEP population has increased, or if other LEP persons have **moved into StaRT's service area.**
- E. Monitor and update the Language Assistance plan as well as provide notice to LEP **persons about changes to StaRT's programs, services and facilities.**

#### Staff Training Plan:

1. The following training is provided to StaRT staff:

- A. Information on Start Title VI Procedures and LEP responsibilities;
- B. Description of language assistance services offered to the public;
- C. Use of language identification flashcards;
- D. Documentation of language assistance requests;
- E. Use of language line service; and
- F. How to handle a potential Title VI/LEP Complaint.

2. StaRT is planning to conduct monthly In-Service training for staff that can include Customer Service and Language Assistance training. As part of the Accessibility Plan, StaRT encourages staff interest and education in leaning more to effectively communicate with **residents served in StaRT's programs, services and activities.** StaRT will develop a schedule for reoccurring training and a process for training new hires as well as training opportunities **for the agency's operations contractor.**

#### Monitoring Plan:

StaRT will update the LEP as required every three years as required by the U. S. Department of Transportation. The plan will also be reviewed and updated when U. S. Census Data is available or when it is clear that higher concentrations of LEP individuals are present in the **County's service area.** Updates will include the following:

- A. Developing a process for receiving feedback on language assistance measures;
- B. Conducting an internal monitoring regarding LAP measures;
- C. Making changes to the LAP based on the feedback received; and
- D. Considering new language assistance needs when expanding service in the County.



Safe Harbor Provision:

The Federal Transit Administration Circular 4702.1B:

**"DOT has adopted DOJ'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 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 affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.**

These safe harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. A recipient may determine, based on the Four Factor Analysis, that even though a language group meets the threshold specified by the Safe Harbor Provision, written translation may not be an effective means to provide language assistance measures. For example, a recipient may determine that a large number of persons in that language group have low literacy skills in their native language and therefore require oral interpretation. In such cases, background documentation regarding the determination shall be provided to FTA in the Title VI Program."



STANISLAUS COUNTY PUBLIC WORKS – TRANSIT DIVISION  
 TABLE DEPICTING MINORITY REPRESENTATION OF NON-ELECTED COMMITTEES

| Committee/<br>Body | Black or<br>African<br>American | Native<br>American<br>or Alaska<br>Native | Asian | Native<br>Hawaiian or<br>Pacific<br>Islander | White | Other<br>Race | Two or<br>More<br>Race | Hispanic<br>or<br>Latino |
|--------------------|---------------------------------|---|-------|--|-------|---------------|------------------------|--------------------------|
| Population         | .03%                            | .005%                                     | .05%  | .007%  | 46%   | .0007%        | .03%                   | 57%                      |
| SSTAC              | 0%                              | 0%  | 0%    | 0%   | 75%   | 0%            | 0%                     | .13%                     |

SSTAC – Social Services Transportation Advisory Committee



## DESCRIPTION OF SUBRECIPIENT MONITORING AND SCHEDULE OF SUBRECIPIENT TITLE VI PROGRAM SUBMISSIONS

The Stanislaus County Public Works Transit Division does not have any subrecipient at this time and will revisit this issue if the Transit Division begins managing subrecipients for purposes of federal transit grants.



## EQUITY ANALYSIS:

The Stanislaus County Public Works Transit Division has not undertaken any major construction but will conduct equity analysis when transit amenities, new service, or new fare media is being implemented.



## EFFECTIVE PRACTICES TO FULFILL TRANSIT SERVICE STANDARDS AND POLICIES

- A. **Service Policy: Information about types of services provided in StaRT's service area will include:**
1. Routing for all types of services provided
  2. Scheduling of services provided and/or to be provided
  3. Quality of transit services
  4. Frequency of service
  5. Age and quality of vehicles assigned
  6. Quality of stations/bus stops serving different routes
  7. Routing and location of routes
- B. **Vehicle Assignment Policy:**
1. Fixed Route and Deviated Fixed Route Service:
    - a. Operating characteristics of buses within the fleet
    - b. Route characteristics
  2. Demand Response/Dial-A-Ride Service:
    - a. Lift capacity
    - b. Interior clearance or operating characteristics within service area
    - c. Assigned demand response trips
- C. **Vehicle Load Standards:**
1. Intercity Fixed Route: Maximum load factor is 1.0 passenger per seat.
  2. Shuttle Services: Maximum load factor is 1.0 passenger per seat.
  3. Dial-A-Ride: Maximum load factor is 1.0 passenger per seat.
- D. **Vehicle Headway Standards:**
1. Peak period headways on fixed route 10 will be 60 minutes or less Monday through Friday. The County Transit Division continues to improve headways on fixed routes, 15, 40, and 60 and anticipates improving the headways on these routes in FY 2015-16 through FY 2018-2019.
  2. Local routes such as 45-East and 45-West operate longer headways based on the distance traveled, ridership, demand and transfer opportunities at the transfer locations for these routes.

E. On-Time Performance Standards:

1. **Fixed and Intercity Deviated Fixed Routes:** The County's Transit Division continues to improve on-time performance on all routes and endeavors to begin service no earlier than the scheduled time for the routes. 90 percent of all trips should be operated "on-time," defined as departing a bus stop no more than ten (10) minutes later than the published schedules to accommodate passengers.
2. Demand Response: Close to 90 percent of all monthly trips operate on time and at fifteen (15) minutes past the scheduled pick-up time, with the pick-up time as defined within the information noted on the manifest.

F. Service Availability Standards:

NOTE: 100 % of StaRT vehicles are accessibility equipped, including lift capability.

1. Fixed Route Service:

**The County's transit system service area includes 522,794** residents per the 2014 ACS 5-Year Population Estimate. Of this number, the County currently serves approximately 80% of its total service area population and entails individuals who live within  $\frac{3}{4}$  miles of a fixed route or live within the service areas for Dial-a-Ride service provided.

2. Demand Response:

100% of all trips requested by seniors and persons with disabilities **with the County's** service area are accommodated. Recently, the County implemented the Americans with Disabilities Act (ADA) complementary paratransit service.

G. Transit Amenities Policy:

1. Applied as funding allows.
2. Installation of trash cans will be prioritized and placed at highly used bus stops.
3. Installation of bus shelters at bus stops with established average boarding.
4. Seating/benches installed at bus stops with established or threshold of passengers.
5. Prioritize installation of amenities at bus stops based on land use and activity centers.
6. Priority will be given to bus stops serving senior housing and/or activity centers.
7. Installation of printed information at shelters (signs, system maps, schedules).



County Board of Supervisors Approval of Title VI Program

THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS  
ACTION AGENDA SUMMARY

DEPT: Chief Executive Office BOARD AGENDA # \*B-3  
Urgent  Routine  AGENDA DATE February 4, 2014  
CEO Concurs with Recommendation YES  NO  4/5 Vote Required YES  NO   
(Information Attached)

SUBJECT:

Approval of the Stanislaus County Americans with Disabilities Act Title II and Civil Rights Title VI Statement Policies and Approval of the Appointment of the Countywide Coordinator

STAFF RECOMMENDATIONS:

1. Approve the Stanislaus County Americans with Disabilities Act Title II and Civil Rights Title VI Statement Policies.
2. Appoint Christine Ferraro Tallman as the Americans with Disabilities Act Title II and Civil Rights Title VI Coordinator for Stanislaus County.

FISCAL IMPACT:

Funds are set aside in the Chief Executive Office County Facilities budget to assist with the implementation of the Stanislaus County Americans with Disabilities Act Title II and Civil Rights Title VI program which will be phased in over a period of time.

BOARD ACTION AS FOLLOWS:

No. 2014-42

On motion of Supervisor Withrow \_\_\_\_\_, Seconded by Supervisor Monteith \_\_\_\_\_  
and approved by the following vote.

Ayes: Supervisors: O'Brien, Chiesa, Withrow, Monteith, and Chairman DeMartini \_\_\_\_\_

Noes: Supervisors: \_\_\_\_\_ None

Excused or Absent: Supervisors: \_\_\_\_\_ None

Abstaining: Supervisor: \_\_\_\_\_ None

1)  Approved as recommended

2) \_\_\_\_\_ Denied

3) \_\_\_\_\_ Approved as amended

4) \_\_\_\_\_ Other:

MOTION:

ATTEST:

  
CHRISTINE FERRARO TALLMAN, Clerk

File No.

**Approval of the Stanislaus County Americans with Disabilities Act Title II and Civil Rights Title VI Statement Policies and Approval of the Appointment of the Countywide Coordinator**  
**Page 3**

implementation of the County's policies in their department. The Coordinator will lead this committee.

Counties are required to create Self-Evaluation and Transition Plans to comply with the provisions of the Americans with Disabilities Act. This position will coordinate the development of the County's Self-Evaluation and Transition Plans in compliance with Federal and State law. A Self Evaluation Team and External Disability Advisory Committee will be formed to evaluate the Self-Evaluation reports and recommend priorities for making physical and operational improvements to County services to meet ADA requirements.

Stanislaus County will comply with the State of California Department of Transportation (Caltrans) assessment review regarding the American with Disabilities Act Title II, Section 504 of the Rehabilitation Act, and Title VI of the Civil Rights Act. The adoption of the ADA and Civil Rights policy statements and the appointment of a Countywide Coordinator will begin the process of the implementing a more uniform program that meets the requirements of the Federal and State regulations.

**POLICY ISSUE:**

By approval of the policy statements and the appointment of a Coordinator, Stanislaus County will be in compliance with this portion of the American with Disabilities Act Title II, Section 504 of the Rehabilitation Act and Title VI of the Civil Rights Act. This action supports the Board's priorities of A Safe Community, A Healthy Community, and Efficient Delivery of Public Services.

**STAFFING IMPACTS:**

Existing staff will be utilized in the Clerk of the Board office for the Administration of the program. Each County Department will participate in the implementation of this program. It is anticipated that staff from other Departments, including Capital Projects Division and Public Works will be needed as the Self Evaluation process progresses.

**CONTACT PERSON:**

Christine Ferraro Tailman, Clerk of the Board

Phone Number: 209-525-4494



## STANISLAUS COUNTY CIVIL RIGHTS TITLE VI POLICY STATEMENT

The County of Stanislaus (County), under Title VI of the Civil Rights Act of 1965 and related statutes, ensures that no person on the grounds of race, color, age, disability or national origin, shall be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. The County further assures that every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs and activities are federally funded or not.

In the event the County distributes federal aid funds to another entity, the County will include Title VI language in all written agreements and will monitor compliance.

The Stanislaus County Civil Rights Title VI Coordinator is responsible for initiating and monitoring Title VI activities, preparing required reports and other County responsibilities as required by 23 Code of Federal Regulations (CFR) 200 and 49 Code of Federal Regulations 21.

### LIMITED ENGLISH PROFICIENCY POLICY STATEMENT AND AVAILABLE RESOURCES

Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d, et seq., provides that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives Federal financial assistance. Title VI and its implementing regulations require that recipients of Federal financial assistance take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals with Limited English Proficiency (LEP).

If you need this information in an alternate format, such as in a language other than English, please either: 1) submit a request at [www.stancounty.com/accessibility](http://www.stancounty.com/accessibility); 2) contact the County department providing the facility, program or service and advise the department's designated ADA Title II/Civil Rights Title VI Liaison of the individual's needs; or 3) contact the Stanislaus County ADA Title II/Civil Rights Title VI Coordinator located in the Clerk of the Board Office at (209) 525-4494, fax (209) 525-4420 who will direct you to the appropriate department representative.

### COMPLAINTS

Complaints against a Stanislaus County program, service, or activity involving discrimination on the basis of race, color, age, disability or national origin should be directed to the Stanislaus County ADA Title II/Civil Rights Title VI Coordinator located in the Clerk of the Board Office at (209) 525-4494, fax (209) 525-4420 or [www.stancounty.com/accessibility](http://www.stancounty.com/accessibility).

# Stanislaus Regional Transit System Map

