



TITLE VI PROGRAM FOR TRANSIT PROJECTS

**This program was prepared for the Federal Transit Administration
and the
California Department of Transportation
by:**

**Shasta County Department of Public Works
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Redding, CA 96001
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SECTION 1: TITLE VI PROGRAM POLICY AND COMPLAINT PROCEDURES

POLICY

The County of Shasta (County) is committed to ensuring that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any of its programs, activities or services on the basis of race, color or national origin. All persons, regardless of their citizenship, are covered under this regulation. In addition, the County prohibits discrimination on the basis of race, color or national origin in its employment and business opportunities.

The County will 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.

As a Federal Transit Administration (FTA) fund recipient, the County ensures that its transit programs, policies and activities comply with the Department of Transportation (DOT) Title VI Regulations of the Civil Rights Act of 1964.

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

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

The County 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 County's transit service area, as provided herein.

The County ensures that Limited English Proficient (LEP) individuals have access to the County's transit programs, activities and services.

The County's Title VI Policy is posted in high volume areas such as the Downtown Transit Center, fleet vehicles and administrative offices of the County and transit operators. Additionally, the notice is available on the Shasta County website at: <https://www.co.shasta.ca.us/index/public-works/rural-transit>.

This regulation shall be maintained in English and Spanish.

APPLICABILITY

This policy is applicable to all County employees, members of the public and all transit contractors hired by the County. Failure of a County employee to follow this policy and procedure may subject such employee to disciplinary action up to and including employment termination.

DEFINITIONS

Adverse Effect means having a harmful or undesired effect.

Discrimination refers to any act or inaction, whether intentional or unintentional, in any program or activity of a Federal aid recipient, subrecipient or contractor that results in disparate treatment, disparate impact or perpetuates the effects of prior discrimination based on race, color or national origin.

Limited English Proficient (LEP) Persons are individuals for whom English is not their primary language and who have a limited ability to speak, understand, read or write English. It includes people who reported to the U.S. Census that they do not speak English well or do not speak English at all.

Low-Income Population means any readily identifiable groups of low-income individuals who live in geographic proximity, and if circumstances warrant, geographically dispersed transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed DOT program, policy or activity.

Minority Individuals

1. American Indian and Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
2. Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia or the Indian subcontinent.
3. Black or African American, which refers to people having origins in any of the Black racial groups of Africa.
4. Hispanic or Latino, which includes people of Cuban, Mexican, Puerto Rican, South or Central American or other Spanish culture or origin, regardless of race.
5. Native Hawaiian and Other Pacific Islanders, which refers to people having origins in any of the original people of Hawaii, Guam, Samoa or other Pacific Islands.

National Origin means the particular nation in which a person was born, or where the person's parents or ancestors were born.

Race means a group of people united or classified together on the basis of common history, nationality or geographic distribution.

Recipient means one that has received or is receiving Federal financial assistance. The term includes subrecipients of a recipient and subrecipients in FTA State administered programs.

Retaliation Any adverse action taken against another individual because of his/her participation in the complaint, investigation or hearing relating to this policy or the provision of federal or state law.

Vital Documents are documents that convey information that critically affects the ability of the customer to make informed decisions about his/her participation in the program (e.g., public notices, consent forms, complaint forms, eligibility rules, notices pertaining to the reduction, denial or termination of services or benefits, right to appeal, and notices informing customers of the availability of free language assistance).

GENERAL REQUIREMENTS AND GUIDELINES

The County carries out its transit programs, activities and services in compliance with Title VI of the Civil Rights Act of 1964. The County or any of its employees will not, on the grounds of race, color or national origin exclude any person from participating in, deny the benefits of, or subject him/her to discrimination under any County transit programs, services or activities.

The County nor any of its employees will not, on the grounds of race, color or national origin:

- a) Provide any service, financial aid or benefit that is different from that provided to others;
- b) Subject an individual to segregation or separate treatment;
- c) Restrict an individual in the enjoyment of any advantage or privilege enjoyed by others;
- d) Deny any individual service, financial aid or benefits under any County transit programs, services or activities;
- e) Treat individuals differently in terms of whether they satisfy admission or eligibility requirements;
- f) Deny an individual the opportunity to participate as a member of a planning or advisory body.

The County schedules weekly board meetings and ensures that all individuals are afforded an opportunity to participate in transportation decisions.

The County's legal counsel maintains a list (a minimum of four years in active status) of any Title VI investigations, complaints or lawsuits filed which allege the County discriminated against a person or group on the basis of race, color or national origin (Attachment A). This list includes:

- a) The date the investigation, complaint or lawsuit was filed;
- b) A summary of the allegation(s);
- c) The status of the investigation, complaint or lawsuit; and
- d) Any actions or corrective actions taken by the County in response to the investigation, complaint or lawsuit.

The County keeps the public informed of the protections against discrimination afforded to them by Title VI and the County's obligations under Title VI by posting a *Title VI Policy Statement* (Attachment B and associated English and Spanish *Complaint Forms*, on the County's website at: <https://www.co.shasta.ca.us/index/public-works/rural-transit> and at the County's administrative offices.

The County shall evaluate significant system-wide service and fare changes and proposed improvements at the planning and programming stages to determine whether these changes have a discriminatory impact on low-income and Limited English Proficiency individuals. This applies to major service changes that affect 25% of service hours of a route (Attachment C).

The County takes responsible steps to ensure meaningful access to the benefits, services, information and other important portions of its transit programs, activities and services for individuals who are Limited English Proficient (LEP).

The County provides information, upon request from FTA, in order to investigate complaints of discrimination, or to resolve concerns about possible noncompliance with Title VI.

The County will submit its Title VI Program to the FTA's regional civil rights officer once every three years to ensure compliance with Title VI Requirements.

The County ensures that minority and low-income individuals have meaningful access to the County's transit programs, activities and services.

The County encourages minority participation on non-elected committees via requests for participation or the nominations of persons involved with local human service agencies, non-profit community based organizations and other local stakeholders (Attachment D).

CONSTRUCTION OF TRANSIT FACILITIES

The County has not constructed any transit facilities.

ENVIRONMENTAL JUSTICE REQUIREMENTS

The County shall integrate an environmental justice analysis into its National Environmental Protection Act (NEPA) documentation on transit construction projects. The County is not required to conduct environmental justice analyses of projects where NEPA documentation is not required. The County will consider preparing an environmental assessment (EA) or environmental impact statement (EIS) to integrate into its documents the following components:

- a) A description of the low-income and minority population within the study area affected by the project, and a discussion of the method used to identify this population (e.g., analysis of Census data, direct observation or a public involvement process);
- b) A discussion of all adverse effects of the project both during and after construction that would affect the identified minority and low-income populations;
- c) A discussion of all positive effects of the project that would affect the identified minority and low-income populations, such as improvements in transit service, mobility or accessibility;
- d) A description of all mitigation and environmental enhancement actions incorporated into the project to address the adverse effects, including, but not limited to, any special features of the relocation program that go beyond the requirements of the Uniform Relocation Act and address adverse community effects such as separation or cohesion issues; and the replacement of the community resources destroyed by the project;
- e) A discussion of the remaining effects, if any, and why further mitigation is not proposed; and
- f) For projects that traverse predominantly minority and low-income and predominantly non-minority and non-low-income areas, a comparison of mitigation and environmental enhancement actions that affect predominantly low-income and minority areas with mitigation implemented in predominantly non-minority or non-low-income areas.

LIMITED ENGLISH PROFICIENT (LEP) INDIVIDUALS AND PUBLIC PARTICIPATION REQUIREMENTS

The County seeks out and considers the viewpoints of minority, low-income and LEP populations in the course of conducting public outreach and involvement activities. The County's public participation strategy offers early and continuous opportunities for the public to be involved in the identification of social, economic and environmental impacts of proposed transportation decisions.

The County ensures that individuals have access to its transit programs, activities and services by developing and carrying out the language plan herein. The County continually assesses the language assistance needs of the population to be served.

The County uses the following four (4) factors to determine what measures must be undertaken to provide reasonable and meaningful access to LEP individuals.

- a) Languages likely to be encountered and the number or proportion of LEP persons in the eligible service population likely to be affected by the transit program, activity or service.
- b) Frequency with which LEP individuals come into contact with the County's transit programs, activities and services.
- c) Importance of the transit program, activity or service provided by the County to LEP individual's lives.
- d) Resources needed to provide effective language assistance and costs.

PUBLIC MEETINGS AND OUTREACH

Public meeting dates for the County Board of Supervisors are held every Tuesday, unless otherwise noted. All meetings of the Board are open to the public, except for rare instances when closed sessions are permissible by the Brown Act. Notification is made by posting of the agenda at the Shasta County Board of Supervisors Chambers at least 72 hours in advance. If a public hearing is held in conjunction with a meeting, a legal notice also will be published as described above.

The agenda and public meeting information is available on the County's website prior to the meeting at www.co.shasta.ca.us. Bilingual assistance is available upon request within seven (7) days prior to the meeting date.

All meetings are videotaped and may be viewed on the County's website at: <https://www.co.shasta.ca.us/index/cob/meeting-videos>

STAKEHOLDER OUTREACH

The County contracts for transit service with the Redding Area Bus Authority (RABA). The County's efforts to secure public participation in the transportation planning process are primarily performed through RABA and the Shasta Regional Transportation Planning Agency. This includes, but is not limited to, documents such as the annual Transit Needs Assessment, Short-Range Transit Plans, Consolidated Human Transportation Plan and the Regional Transportation Plan. Stakeholders include:

- town or neighborhood groups
- city, county and local agencies
- tribal governments and communities
- limited means and minority households
- elderly and disabled communities
- special interest groups and organizations
- transportation providers and riders
- bicycle/walking enthusiasts or organizations
- chambers of commerce and businesses
- Latino and Miao-Yao populations
- underrepresented groups
- air, environmental and resource districts
- federal, state or regional agencies
- Social Services Transportation Advisory Council
- Consolidated Transportation Services Agency

COMMUNICATIONS TECHNIQUES AND MEDIA

Appropriate techniques among the following will be used to inform, educate and gain input from the public about the County's transit programs, services or activities:

- Posting Title VI notifications at public counters, Downtown Transit Center, fleet vehicles and the internet
- Surveys or questionnaires - mail-in, online, telephone, personal interview and/or door to door
- Comment cards at all public meetings, presentations, workshops, etc.
- Articles or press releases in the appropriate publications
- Timely consultation with advisory committees and councils
- Distribution of informational reports, flyers or brochures
- Informal presentations at regional sites, open houses or other community forums
- Formal presentations to various service clubs, civic and professional groups
- Information about meetings, public hearings and special events on the County's web site
- Direct mailings to those expressing interest in or commenting about certain topics
- General mailings with posters and flyers to area post offices and appropriate agencies, offices and organization for distribution to customers

ORAL LANGUAGE ASSISTANCE

The County makes every effort to employ bilingual staff to provide Spanish-speaking interpretation at its Administrative offices for basic transit questions. When an interpreter is needed, in person or on the telephone, staff utilizes a professional interpreter services.

MONITORING SUBRECIPIENTS

The County typically passes FTA funds through to the RABA who is an FTA 5307 direct recipient. Under FTA Circular 4702.1B, Section III-11(b) Appendix L 1e, when a subrecipient/direct recipient reports directly to the FTA, the primary recipient is not responsible for monitoring compliance of that subrecipient.

ADMINISTRATION OF REGULATION

The County integrates the provisions within its Title VI Program into all transit programs, activities and services provided by the County. The County integrates the Title VI Program into its transit policies and procedures.

DEFICIENCIES WITH TITLE VI COMPLIANCE

Compliance reviews are conducted periodically by FTA, as part of its ongoing responsibility pursuant to its authority under 49 CFR 21.11(a).

If FTA determines that the County is in noncompliance with Title VI, the FTA will transmit a *Letter of Finding* that describes FTA's determination and request that the County voluntarily take corrective action(s) which FTA deems necessary and appropriate.

The County will submit a remedial action plan including a list of planned corrective actions and, if necessary, sufficient reasons and justification for FTA to reconsider any of its findings or recommendations within 30 days of receipt of FTA's *Letter of Finding*.

THE COMPLAINTS PROCESS

FILING A COMPLAINT WITH THE COUNTY

Any person who believes that he/she, or as a member of any specific class of individuals, has been subjected to discrimination on the basis of race, color or national origin with respect to the County's transit programs, activities services, or other transit related benefits, may file a written complaint with the County. A complaint may be filed by the individual or by a representative. A complaint must be filed within 180 days after the date of the alleged discrimination, but complainants are encouraged to submit complaints as soon as possible. The County will promptly investigate all complaints filed under Title VI, pursuant to this regulation.

Complaint must include the following information:

- a) A complaint must be in writing and signed and dated by the complainant or his/her representative before any action can be taken.
- b) A complaint shall state, as fully as possible, the facts and circumstances surrounding the alleged discrimination, including the name and address of the complainant, the date, time and location of the incident. The complaint shall include a description of the program, activity or service on which the alleged discrimination occurred.

A Complaint Form (Attachment B) can be used to file a Title VI complaint with the County or directly to the FTA at the address listed below.

The County's *Complaint Form* is available in an accessible format upon request. A *Complaint Form* can be obtained at:

- a) The County's website at: <https://www.co.shasta.ca.us/index/public-works/rural-transit>
- b) By calling the County's Public Works Department at (530) 225-5661 and a complaint form can be mailed or emailed.
- c) By picking up a complaint form at 1855 Placer Street, Redding, California.

Contacting the FTA:

FTA Civil Rights Office Address:

Federal Transit Administration Office of Civil Rights

Attn: Title VI Program Coordinator

East Building, 5th Floor – TCR

1200 New Jersey Avenue, S.E.

Washington, DC 20590

TTY: 1-800-877-8339

Voice: 1-866-377-8642

FTA website at: <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/civil-rightsada>

COMPLAINT ACCEPTANCE

If the complaint is received by anyone other than the County's Director of Public Works (Director), the individual in receipt of the complaint shall forward it to the Director or his/her designee as soon as practicable but no later than

two (2) business days of receipt. The Director shall immediately provide a copy of the complaint to the County Executive Officer (CEO) regarding the program, activity or service that is identified as being out of compliance.

INVESTIGATIONS

The Director or his/her designee shall promptly investigate the alleged complaint and shall prepare a written response as soon as practicable, but no later than ten (10) business days of his/her receipt of the complaint. The Director or his/her designee may consult with appropriate staff in the preparation of his/her response to the complaint.

EFFORTS TO CONTACT COMPLAINANT

The Director or his/her designee shall make efforts to speak (meeting or telephone conversation) with the complainant, at which time the complainant may give written or oral evidence supporting the allegation that his/her rights under Title VI have been violated. The Director or his/her designee shall review and consider the response prepared by the Director or his/her designee, all the information provided by the complainant, if any, and any other evidence available regarding the allegations of the complaint. The Director or his/her designee shall prepare a written report of his/her findings and if corrective action is required, a timetable for the completion of such action.

COMPLETION OF INVESTIGATION

As soon as it is practicable, but no later than twenty (20) business days following receipt of the initial complaint, the Director or his/her designee shall inform the complainant of his/her findings and any corrective action to be taken as a result of the complaint together with the timetable for completion of such action.

APPEALS PROCESS

If the complainant is not satisfied with the findings and/or action of the Director or his/her designee, then the complainant may file his/her complaint with the CEO or with the FTA's Office of Civil Rights.

If the complainant chooses to file his/her complaint with the CEO, then the complaint and any supporting documentation should be submitted within five (5) business days of his/her receipt of the results of the Director's investigation to the CEO. Upon review of the file, the CEO shall notify the complainant of what actions, if any, will be taken as a result of the review by the CEO within ten (10) business days of the CEO's notification that the complainant is not satisfied with the results of the Director's investigation. The decision of the CEO shall be final.

TIMELINE WAIVER

Any timeline set forth herein may be extended by the Director upon a showing of good cause.

SECTION 2: LIMITED ENGLISH PROFICIENCY (LEP) PLAN



INTRODUCTION

This Limited English Proficiency (LEP) Plan has been prepared to address the County of Shasta's (County) 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 (FTA) 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.

PLAN SUMMARY

The County provides express transit service in some unincorporated areas of the County and has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by the County. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English.

The County LEP Plan conforms with the "Safe Harbor" written material provision as described in the Federal Transit Administration Title VI Circular 4702.1B. The County provides vital documents written in Spanish as this LEP language group constitutes 5% or 1,000 persons.

This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

In order to prepare this plan, the County 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 in the service area who may be served or are likely to encounter the County's transit program, activity or service.
2. The frequency with which LEP persons come in contact with the County's transit programs, activities or services.
3. The nature and importance of the County's transit programs, activities or services provided by the County to the LEP population.
4. The resources available to the County and overall cost to provide LEP assistance.

A summary of the results of the County's four-factor analysis is in the following section.

FOUR-FACTOR ANALYSIS

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter the County’s transit programs, activity or service.

County staff reviewed the 2015 U.S. Census Language Survey Report and determined that 14,233 persons in Shasta County [8.4% of the population] speak a language other than English. In Shasta County, 4,792 persons [2.8%] indicate having limited English proficiency; that is, they speak English “not very well”.

In Shasta County, of those persons with limited English proficiency, 2,380 speak Spanish, 1,603 speak Asian languages of which 608 speak Chinese and 995 speak other Asian languages, and 809 speak other Indo-European languages.

2. The frequency with which LEP persons come in contact with the County’s transit programs, activities or services.

The County assessed the frequency with which staff and bus drivers have, or could have, contact with LEP persons. This includes documenting phone inquiries and surveying vehicle operators for requests for interpreters and translated documents. The County contacted bus drivers to determine frequency of occurrences. Neither the bus drivers nor County staff had any occurrences with LEP persons.

The County continues to incorporate bilingual staff as much as practicable, work with local community service agencies identified as having high LEP person traffic and ensure that language assistance information is posted in high volume areas such as; transit centers, buses, websites and administrative offices of the County and transit operators.

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

There is no large geographic concentration of any type of LEP persons in the County’s transit service area. The overwhelming majority of the population, 91% speaks only English. The County is most likely to encounter LEP individuals on the County’s transit buses which serves the general public and via the telephone.

4. The resources available to the County and overall cost to provide LEP assistance.

The County assessed its available resources that could be used for providing LEP assistance, including determining the cost of a professional interpreter and translation service on an as-needed basis, which of its documents would be the most valuable to be translated if the need should arise, and taking an inventory of available organizations that the County could partner with for outreach and translation efforts. The amount of staff and vehicle operating training that might be needed was also considered. Based on the four-factor analysis, The County developed its LEP Plan as outlined in the following section.

LIMITED ENGLISH PROFICIENCY (LEP) PLAN OUTLINE

IDENTIFICATION OF LEP INDIVIDUALS

1. Examine records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events or meetings.
2. Have a staff person greet participants as they arrive to County sponsored events. By informally engaging participants in conversation it is possible to gauge each attendee's ability to speak and understand English.
3. Have Census Bureau Language Identification Flashcards available at County meetings. This assists the County in identifying language assistance needs for future events and meetings.
4. Have Census Bureau Language Identification Flashcards on all transit vehicles to assist vehicle operators in identifying specific language assistance needs of passengers. If such individuals are encountered, vehicle operators are instructed to try to obtain contact information to give to County or transit management staff for follow-up.
5. Vehicle operators and other front-line staff, like dispatchers, dial-a-ride schedulers and service development planners, are surveyed on their experience concerning any contacts with LEP persons during the previous year.

LANGUAGE ASSISTANCE MEASURES

There are numerous language assistance measures available to LEP persons, including both oral and written language services. The County ensures that vital documents, such as a Title VI complaint form, notice of a person's rights under Title VI and other documents that provide access to the County's transit programs, activities and services are translated into the language of each frequently encountered LEP group eligible to be served, or likely to be affected, by the County's transit programs and service

There are also various ways in which County staff responds to LEP persons, whether in person, by telephone or in writing.

- Provide bilingual staffing, if available, to provide Spanish-speaking interpretation at its Administrative offices for basic transit questions and trip planning;
- When an interpreter is needed, in person or on the telephone, staff utilizes a professional interpreter services if Spanish speaking staff is not available.
- Network with local human service organizations that provide services to LEP individuals and seek opportunities to provide information on the County's transit programs and services;
- Placement of statements in notices and publications that interpreter services are available for meetings related to transit issues with seven (7) day advance notice;
- Survey bus drivers and other front-line staff, transit dispatchers and service development planners annually on their experience concerning any contacts with LEP persons during the previous year;
- Provide Language Identification Flashcards at transit centers, onboard the County's transit vehicles and at transit systems administrative offices;
- Post the County of Shasta's Title VI Program and LEP Plan on the agency website, <https://www.co.shasta.ca.us/index/public-works/rural-transit> and at the administrative offices.

STAFF TRAINING

The following training is mandatory for all County staff biennially:

1. Information on the County's Title VI Procedures and LEP responsibilities
2. Description of language assistance services offered to the public
3. Use of Language Identification Flashcards (used to identify language preference)
4. Documentation of language assistance requests
5. Use of professional interpreter services (over the phone interpretation provider)
6. How to handle a potential Title VI/LEP complaint

OUTREACH TECHNIQUES

In order to ensure that LEP individuals are aware of the County's language assistance measures, the County provides the following:

- Local schedules include Spanish translation
- Spanish language contact information, phone and email, is posted on the County's website home page, the County and transit system administrative offices, and on the transit buses.
- For information on transit services, staff utilizes a professional interpreter service.

Additionally, when staff prepares a document or schedules a meeting, for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers and agendas are printed and posted in an alternative language based on the known LEP population. These notices are posted in the following locations:

- The County and transit operator websites
- The County and transit system administrative offices
- The County's transit buses

Such notices may also be posted or announced with local stakeholders, community centers and effected route major transfer points. Interpreters are available as needed.

MONITORING AND UPDATING THE LEP PLAN

The County's LEP plan is updated as required by U.S. DOT. At a minimum, the plan is reviewed and updated every three (3) years in conjunction with the Title VI submission, or when data from the most recent U.S. Census is available, or when it is clear that higher concentrations of LEP individuals are present in the County's transit service area. Updates include the following:

- ✓ The number of documented LEP person contacts encountered annually
- ✓ How the needs of LEP persons have been addressed
- ✓ Determination of the current LEP population in the service area
- ✓ Determination as to whether the need for translation services has changed
- ✓ Determine whether local language assistance programs have been effective and sufficient to meet the need
- ✓ Determine whether the County's financial resources are sufficient to fund language assistance resources needed
- ✓ Determine whether the County has fully complied with the goals of this LEP Plan
- ✓ Determine whether complaints have been received concerning the County's failure to meet the needs of LEP individuals

DISSEMINATION OF THE COUNTY'S LEP PLAN

A link to the County's LEP Plan and the Title VI program is included on the County's website at: <https://www.co.shasta.ca.us/index/public-works/rural-transit>.

Any person or agency with internet access is able to access and download the County's plan from the website. Notice of the plan availability (in English and LEP affected groups) are placed at the County and transit systems administrative offices, transit centers, the County's transit buses and on the County's and transit system.

Alternatively, any person or agency may request a copy of the plan via telephone, mail, email, or in person and shall be provided a copy of the plan at no cost. LEP individuals may request copies of the plan in translation which the County will provide, if feasible.

Questions or comments regarding the LEP Plan may be submitted to the County's Director of Public Works:

County of Shasta

Attn: Director of Public Works

1855 Placer Street

Redding, CA 96001

Phone: 530-225-5661

Fax: 530-225-5667

FIXED ROUTE TRANSIT PROVIDERS – TITLE VI PROGRAM REQUIREMENTS

The County does not provide fixed-route transit service.

ATTACHMENT A: TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS (GENERAL REQUIREMENT)

The County of Shasta (County) does not have any past, current or pending Title VI complaints

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

ATTACHMENT B: PUBLIC NOTICE

NOTICE

Notifying the Public of Rights Under Title VI

The County of Shasta (County) operates its transit programs and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the County.

For more information on the County's civil rights program, and the procedures to file a complaint, contact the Shasta County Director of Public Works at (530) 225-5661; website <https://www.co.shasta.ca.us/index/public-works/rural-transit>; or visit the Public Works Department at 1855 Placer Street, Redding, CA 96001

A complainant may file a complaint directly with the Federal Transit Administration sending the complaint to:

Federal Transit Administration
Office of Civil Rights, Attention: Title VI Program Coordinator,
East Building, 5th Floor-TCR,
1200 New Jersey Ave., SE,
Washington DC 20590

Notificación al Público de los Derechos Bajo el Título VI

El Condado de Shasta (Condado) opera sus programas y servicios de tránsito sin distinción de raza, color u origen nacional, de conformidad con el Título VI del Acta de Derechos Civiles. Cualquier persona que crea que ha sido agraviada por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja con el Condado. Para obtener más información sobre el programa de derechos civiles de la Provincia, así como los procedimientos para presentar una queja, contacte a Director del condado de Shasta de Obras Públicas (530) 225-5661; sitio web <https://www.co.shasta.ca.us/index/public-works/rural-transit>; o visitar el Departamento de Obras Públicas en 1855 Placer Street, Redding, CA 96001

Un demandante puede presentar una queja directamente con la Administración Federal de Transporte de enviar la queja a:

Administración Federal de Tránsito
Oficina de Derechos Civiles, Atención: Coordinador de Programa del Título VI,
Edificio Este, 5^o piso-TCR,
1200 New Jersey Ave., SE,
Washington DC 20590

ATTACHMENT B: POLICY STATEMENT

POLICY STATEMENT

The County of Shasta (County) is committed to providing public transit in an environment that is free from discrimination on the basis of race, color or national origin. The County operates its transit programs, activities and services without regard to race, color or national origin.

As a Federal Transit Administration (FTA) fund recipient, the County ensures that its transit programs, policies and activities comply with Title VI of the Civil Rights Act of 1964, as amended, and Department of Transportation regulations.

Any person, who believes that he/she, has been subjected to discrimination on the basis of race, color or national origin, with respect to the County's transit programs, activities, services or other transit related benefits, may file a Title VI complaint. Complaints must be filed in writing and signed by the complainant, or a representative, and should include the complainants name, address and telephone number or other means by which the complainant can be contacted. Complaints must be filed within 180 days of the date of the alleged discriminatory act.

To request additional information on the County's non-discrimination obligations or to file a Title VI complaint, please submit your request or complaint in writing to:

County of Shasta

Attn: Director of Public Works
1855 Placer Street
Redding, CA 96001

Complaint forms can also be obtained at <https://www.co.shasta.ca.us/index/public-works/rural-transit>.

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

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

ATTACHMENT B: COMPLAINT FORM (ENGLISH)

TITLE VI DISCRIMINATION COMPLAINT FORM

**Shasta County Department of Public
Works
1855 Placer Street
Redding, CA 96001**

Complainant's Name: _____

Street Address: _____

City/State/Zip: _____ Phone: _____

E-Mail Address: _____

Date of Violation: _____ Time of Violation: _____

Date of Complaint: _____

Place of Violation: _____ Bus Number: _____ Bus Route: _____

Discrimination because of: Race Color National Origin

Please provide the name(s) of the County employees who allegedly discriminated against you, including their job titles (if known).

Identify what County service, program, or activity did not comply with Title VI of the Civil Rights Act of 1964.

Identify individuals by name, address and phone number that has information relating to the violation.

Explain as clearly as possible what happened, how you feel you were discriminated against and who was involved. Please include how other individuals were treated differently from you.

Signature of Complainant: _____ *Date:* _____

ATTACHMENT B: COMPLAINT FORM (SPANISH)

**Shasta County Department of Public
Works
1855 Placer Street
Redding, CA 96001**

**FORMULARIO DE QUEJA POR DISCRIMINACIÓN CONFORME AL
TÍTULO VI**

Nombre del que presenta la queja: _____

Dirección (calle): _____

Ciudad/Estado/Código postal: _____

Teléfono: _____ Correo electrónico: _____

Fecha del incidente: _____ Hora del incidente: _____

Fecha de la queja: _____ Lugar del incidente: _____

Número del bus: _____ Ruta del bus: _____

Causa de la discriminación: Raza Color Origen nacional

Sírvase suministrar el/los nombre(s) de los empleados de County que supuestamente le discriminaron, inclusive los cargos que ocupan (si se saben).

Identifique cuál servicio, programa o actividad de the County no cumplió con el Título VI del Acta de Derechos Civiles de 1964.

Proporcione los nombres, direcciones y números de teléfono de los individuos que poseen información relacionada con el incidente.

Explique lo más claramente posible lo que ocurrió, cómo usted siente que le discriminaron y quién estuvo involucrado. Por favor incluya cómo otras personas fueron tratadas de manera diferente a usted.

Firma del que presenta la queja: _____ *Fecha:* _____

ATTACHMENT C: FARE AND SERVICE CHANGE PUBLIC NOTIFICATION

POLICY

The County of Shasta (County) shall maintain an open and participative process including the consideration of public comment before a fare increase or major service reduction. Public input is solicited while proposals are under consideration. Customers are notified before the implementation of any major service changes or fare increases.

It is the intent of the County to comply with the Federal Public Comment on service change and fare change policy cited in Federal Transit Administration Section C. 9030.1C.

DEFINITION

For the purpose of the FTA C. 9030.1C comment requirement, the County's definition of a service change is as follows:

- Service Change. A change in service area equal to more than 25% total system square mile service area.
- Fare Change. A change of any amount compared to existing fare.

PROCEDURES

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

1. Provide a thirty (30) day advance notice of a public hearing to consider the proposal in appropriate local and/regional publications as appropriate.
2. Provide customer information regarding the fare change and service reduction proposal and process for public comment on board service vehicles
3. Before finalizing recommendations, County staff will review proposed fare changes and reductions in service and the merits of such proposals with the Shasta County Social Services Advisory Council (SSTAC). The SSTAC includes consumers, consumer advocates and members of the public with interest in public transportation.
4. Conduct at least one (1) formal public hearing to solicit public input and consider recommendations to the proposed service changes. The hearing includes a staff presentation of proposed service changes and the opportunity for testimony from any interested individual in attendance. Minutes of the hearing are recorded.
5. Following the conclusion of the Public Hearing, the Shasta County Board of Supervisors will consider both the staff recommendations and the public comment, and make the final decision regarding the service change by a simple majority vote. The effective date of any fare or service change shall be least sixty (60) days after the date noticing the public hearing.

APPROVED

ATTACHMENT D: MINORITY REPRESENTATION TABLE

TABLE DEPICTING MINORITY REPRESENTATION ON NON-ELECTED TRANSIT ADVISORY COMMITTEES								
Body	Caucasian	Latino	African American	Asian	American Indian & Alaskan Native	Native Hawaiian & other Pacific Islander	Other	Elected not to report
Population	95.5%	9.2%	1%	2.6%	2.6%	.2%		
Social Services Transportation Advisory Council	82%	0%	0%	8%	0%	0%	9%	9%

The County of Shasta encourages participation on non-elected committees via requests for participation or the nomination of persons involved with local human services agencies, non-profit community based organizations and other local stakeholders.

ATTACHMENT E: AUTHORIZING RESOLUTIONS

RESOLUTION NO. 2021-077

A RESOLUTION OF THE BOARD OF SUPERVISORS OF THE COUNTY OF SHASTA AUTHORIZING THE ADOPTION OF THE TITLE VI PROGRAM FOR TRANSIT PROJECTS

WHEREAS, the County of Shasta (County) is a recipient of Federal Transit Administration (FTA) funds and is required to meet federal regulatory requirements for Title VI of the Civil Rights Act of 1964, established by 49 C.F.R. § 21.7; and

WHEREAS, the County will assure that transit programs, policies, and activities comply with Title VI of the Civil Rights Act of 1964; and

WHEREAS, the County will assure that no person or group of persons on the basis of race, color or national origin, including limited English proficient persons, are subjected to discrimination in the level and quality of the County's transit services, programs and activities; and

WHEREAS, the County will take reasonable steps to provide language assistance and assure that persons with limited English proficiency have access to the County's transit programs and activities; and

WHEREAS, the County will promote the full and fair participation of all affected populations in the transportation decision making process; and

WHEREAS, the County will provide all annual certifications and assurances to the FTA, as required for the Title VI program.

NOW, THEREFORE, BE IT RESOLVED that the Board of Supervisors of the County of Shasta hereby adopts the County of Shasta Title VI Program for Transit Projects, a copy of which is attached and incorporated hereto as Attachment A.

DULY PASSED AND ADOPTED this 31st day of August, 2021, by the Board of Supervisors of the County of Shasta, by the following vote:

- AYES: Supervisors Moty, Rickert, Jones, Baugh, and Chimenti
NOES: None
ABSENT: None
ABSTAIN: None
RECUSE: None

LES BAUGH, VICE CHAIR
Board of Supervisors
County of Shasta
State of California

ATTEST:
MATTHEW P. PONTES
Clerk of the Board of Supervisors

By [Signature] Deputy

THIS INSTRUMENT IS A CORRECT COPY OF THE ORIGINAL ON FILE IN THIS OFFICE
ATTEST SEP 03 2021
CLERK OF THE BOARD
Supervisors of the County of Shasta, State of California
By: [Signature]