Trinity Transit
A Division of Trinity County Department of Transportation

TITLE VI PROGRAM
TRINITY COUNTY DEPARTMENT OF TRANSPORTATION
TRINITY TRANSIT
P.O. Box 2490
31301 State Highway 3
Weaverville, CA 96093
(530) 623-1365

Developed: May 2014
Adopted by Trinity County Board of Supervisors on June 10, 2014
Approved by California Department of Transportation: _________
INTRODUCTION

Section 601 of Title VI of the Civil Rights Act of 1964 states the following:

“No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

Every three years, on a date determined by Federal Transit Administration (FTA), each recipient is required to submit the following information to the FTA as part of their Title VI Program. Sub-recipients shall submit the information to their primary recipient, on a schedule to be determined by the primary recipient.

Trinity County is a sub-recipient of the California Department of Transportation (Caltrans).

This document was prepared by TRINITY TRANSIT, a division of Trinity County Department of Transportation and approved by the Trinity County Board of Supervisors to comply with Title VI of the Civil Rights Act of 1964, including new provisions detailed in U.S. Department of Transportation’s FTA Circular 4702.1B, “Title VI Requirement and Guidelines for Federal Transit Administration Recipients.”

This plan is for FY 2014 through FY 2017 and is effective, June 10, 2014
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TRINITY TRANSIT’s Title VI Notice to the Public

Notifying the Public of Rights Under Title VI

TRINITY TRANSIT, a division of Trinity County Department of Transportation, is committed to ensuring that no person shall be excluded from the equal distribution of its services and amenities because of race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964.

Any person, who believes she or he has been discriminated against, may file a signed, written complaint within one hundred eighty (180) days of the date of alleged discrimination.

The Title VI Complaint form may be requested in person from the TRINITY TRANSIT office at 31301 State Highway 3, Weaverville, CA 96093, by phone at (530) 623-1365, or printed from the TRINITY TRANSIT website at www.trinitytransit.org.

All complaints will be fairly and objectively investigated.

The complaint should include the following information:

1. Complainant’s name, address, and contact information (i.e., telephone number, email address, etc.)

2. Description of how, when, where and why complainant believes the discrimination occurred. In addition, the location, names, and contact information of any witnesses should also be included.

The completed form should be returned to: TRINITY TRANSIT, Attention: Senior Transportation Planner, P.O. Box 2490, Weaverville, CA 96093

In addition to the Title VI complaint process at TRINITY TRANSIT, a complainant may file a Title VI complaint with the: 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

For more information about TRINITY TRANSIT’s Title VI program, complaint procedure, and/or to request information in another language, contact (530) 623-1365, or visit the office 31301 State Highway 3, Weaverville, CA 96093.

Si se necesita información en español, llame (530) 623-1365
List of Locations Where Title VI Public Notice of Rights Is Posted

TRINITY TRANSIT’s Title VI notice to the public is currently posted at the following locations:

<table>
<thead>
<tr>
<th>Location Name</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>TRINITY TRANSIT Office</td>
<td>31301 State Highway 3, Weaverville, CA</td>
</tr>
<tr>
<td>Bus</td>
<td>All TRINITY TRANSIT buses (service area)</td>
</tr>
<tr>
<td>TRINITY TRANSIT Website</td>
<td><a href="http://www.trinitytransit.org">www.trinitytransit.org</a> (internet)</td>
</tr>
<tr>
<td>Bus Shelter – TOPS Market</td>
<td>Highway 299, Weaverville, CA</td>
</tr>
<tr>
<td>Bus Shelter - Library</td>
<td>Highway 3, Hayfork, CA</td>
</tr>
<tr>
<td>Bus Shelter - Library</td>
<td>Main Street, Weaverville, CA</td>
</tr>
<tr>
<td>Bus Shelter – Health and Human Services</td>
<td>Industrial Parkway, Weaverville, CA</td>
</tr>
</tbody>
</table>
Title VI Complaint Procedures

Any person who believes she or he has been discriminated against on the basis of race, color, and/or national origin may file a complaint with TRINITY TRANSIT by completing and submitting TRINITY TRANSIT’s Title VI Complaint Form or by contacting the Federal Transit Authority (see below for contact information).

Complaints will be made in writing and will include all information relevant to a determination of discrimination. If a complaint form is received and is not complete, TRINITY TRANSIT will be unable to process the complaint. A complaint will be filed within one hundred eighty (180) days after the alleged discrimination. If a complainant is unable or incapable of providing a written statement, a TRINITY TRANSIT designee will, if necessary, assist the person in converting verbal complaints to writing and will interview the complainant. The complainant or his/her representative will sign all complaints.

Within five (5) business days of receiving a complaint, a letter will be sent to the complainant acknowledging receipt of the completed form or requesting the complaint be completed and returned within ten (10) business days. If the requested information is not received within ten (10) business days the case will be closed.

Within thirty (30) business days of receiving the complaint, TRINITY TRANSIT administration will review the complaint, which will include, but not be limited to, interviewing all appropriate personnel, the complainant, witnesses and review TRINITY TRANSIT’s policies and service standards. The complainant will be notified in writing of the cause to any planned extension to the 30-day rule. If it is found that discrimination did not occur, the complainant will be notified in writing and the procedure will be terminated. At that time the complainant will be advised of their right to challenge the decision of TRINITY TRANSIT by submitting a written request for a hearing within five (5) days of the receipt of the determination.

If after review of the complaint, it is found that discrimination may have occurred, a formal hearing will be held. The complainant will be notified of this determination within reasonable time of the submission of the complaint. The hearing will occur on an available and mutually agreed upon date among both parties and will be attended by the Director of Transportation, the complainant and appropriate personnel. Following the hearing, TRINITY TRANSIT will make a final determination. The complainant will be notified of this determination within ten (10) business days of the hearing. If justified, appropriate remedial action will be taken. The decision will be considered final.

If the Administrator finds that discrimination did not occur, the complainant will be notified of that disposition and will advise the complainant of their right to submit their complaint to the Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington DC 20490, for further investigation.
TRINITY TRANSIT Title VI Complaint Form

Complainant’s Name: ____________________________________________

Street Address: ________________________________________________

Mailing 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 Trinity County Department of Transportation Transit Division employee(s) who allegedly discriminated against you, including their job titles (if known).

_________________________________________________________________________________________________________________________

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

_________________________________________________________________________________________________________________________

Identify any witnesses that have information relating to the violation by name, address and phone number. ________________________________________________________________

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. If more space is needed additional page(s) may be attached.

_________________________________________________________________________________________________________________________

Signature of Complainant: __________________________ Date: ________________
The TRINITY TRANSIT Title VI Public Notice, Complaint Form (as well as complaint procedures and complete program information) may be printed from the TRINITY TRANSIT website or be requested in person or by phone from the TRINITY TRANSIT office.

Transit-Related Title VI Investigations, Complaints, and Lawsuits

In order to comply, TRINITY TRANSIT will prepare and maintain a list of any active investigations conducted by TRINITY TRANSIT or any other entities other than the FTA, lawsuits of complaints naming TRINITY TRANSIT and/or its subcontractor(s) that allege discrimination on the basis of race, color, or national origin.

This list will include:

- The date the investigation, lawsuit or complaint was filed;
- A summary of the allegation(s);
- The status of the investigation, lawsuit or complaint;
- Actions taken by TRINITY TRANSIT in response to the investigation, lawsuit or complaint.

To date, TRINITY TRANSIT has no transit related Title VI complaints.

<table>
<thead>
<tr>
<th>Type of Process</th>
<th>Date</th>
<th>Summary (including basis of complaint)</th>
<th>Status</th>
<th>Action(s) Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>Investigations</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>1.</td>
<td></td>
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<tr>
<td>2.</td>
<td></td>
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<tr>
<td>Lawsuits</td>
<td></td>
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<tr>
<td>1.</td>
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<tr>
<td>2.</td>
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<tr>
<td>Complaints</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td></td>
<td></td>
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<tr>
<td>2.</td>
<td></td>
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</tbody>
</table>
Public Participation Plan

TRINITY COUNTY DEPARTMENT OF TRANSPORTATION
TRINITY TRANSIT
P.O. Box 2490
31301 State Highway 3
Weaverville, CA 96093
(530) 623-1365

Developed: May 2014
Introduction

TRINITY TRANSIT is committed to ensuring it serves the communities in which it operates fairly, consistently and in the most cost-efficient and appropriate manner using available resources. Through conversation and collaboration with riders, prospective riders, and the Social Services Transportation Advisory Council, TRINITY TRANSIT continually assesses the quality of its service, measures potential impacts from TRINITY TRANSIT proposed initiatives and ensures that it is providing valuable services to the residents and visitors of Trinity County. Public participation is a vital part of the process.

Purpose of the Public Participation Plan

As part of the Title VI Program, TRINITY TRANSIT, a division of Trinity County Department of Transportation, is bolstering its public participation processes and enhancing its strategies for engaging under-served groups, including those with limited English. This plan outlines the importance of and provides guidelines for involving the public in TRINITY TRANSIT planning efforts to ensure that all groups are represented and their needs considered.

Public Participation Process

A public participation process will be considered at the earliest stages of any TRINITY TRANSIT project that may impact the general public and/or potential riders. As the scope of projects vary in time and size, the public participation process may vary for each, as well as the extent of public participation.

TRINITY TRANSIT’s public participation process ensures that:

- Information about public participation opportunities will be advertised and/or posted appropriately. Any public members with concerns or interests will have an appropriate opportunity to participate in decisions about TRINITY TRANSIT services and will be notified of these opportunities to provide input.

- At the beginning of all projects staff will determine which strategies might have the highest potential to encourage public participation and best serve all those affected or possibly affected by the project, including those in the under-served communities. At any time during the project, it may be reevaluated and if appropriate, additional public participation activities will be explored.

- Community involvement and contribution will be included in the development of the plans, passenger amenities and improvements at TRINITY TRANSIT.
Comments and concerns of all persons or groups participating in the process will be considered in the development of the plans and locations of transit services and amenities.

At any time, members of the public are welcome to submit comments or concerns to TRINITY TRANSIT via email (transit@trinitycounty.org); by submitting a “Comment” on TRINITY TRANSIT’s webpage; in person at the Trinity County Department of Transportation 31301 State Highway 3, Weaverville, CA; by mail at P.O. Box 2490, Weaverville, CA 96093; or by calling Trinity Transit at (530) 623-1365.

Public Participation Outreach Options

TRINITY TRANSIT uses several strategies to provide interested parties with reasonable opportunities to be involved in the planning process. The following is a non-inclusive list of participation strategies and techniques that have been utilized:

- **Notify the public**
  Posting and/or distributing notices and/or flyers at key community locations, in buses and at bus stops; creating public utility bill inserts; notifying stakeholders such as Health and Human Services, Human Response Network, and Behavioral Health.

- **Hold public meetings and workshops**
  Partner with community-based organizations and/or agencies for targeted outreach; hold a facilitated discussion or question and answer session using visual aids such as maps, charts, illustrations, and/or photographs; hold meetings at varied dates, times and locations to ensure that all riders and potential riders in the TRINITY TRANSIT service area have equal access and opportunity to participate.

- **Conduct surveys**
  Rider surveys and interviews on board the transit vehicles and/or community locations; electronic surveys via website or email; printed surveys distributed at meetings.

- **Utilize local media and news sources**
  Advertising in the weekly newspaper and Advertiser; news releases; submitting human interest stories centered around TRINITY TRANSIT projects; inserts into utility bills; public service announcements (radio and/or Internet resources).

- **Electronic access to information**
  Posting on the TRINITY TRANSIT website planning information, down-loadable materials, surveys, advance notice of public meetings and events, calendars; email notices to local service agencies to distribute to their clients.
Beyond Transit's Public Participation Plan

TRINITY TRANSIT is committed to serving the local communities throughout its service area and will continue providing public participation opportunities and outreach activities as well as execute various strategies to monitor the service area’s transit needs against services provided and future plans.

Transit's Public Presence and Assistance

In the past TRINITY TRANSIT has used various ways to engage, train, and distribute information to the public.

- Participating in the Trinity County 4th of July parade.
- Participating in the Trinity County Fair with bus on site for the public to board and view inside—with a Transit representative available for questions.
- Posting schedules and fare information at many locations throughout Trinity County and adjacent counties such as Community Resource Centers, Human Services, Behavioral Health and Domestic Violence agencies, as well as common shopping and social areas.
- Conducting “Travel Trainings” for potential riders (including senior center residents), at community resource centers, and for stakeholders in order to help them understand how to use the website, ride the bus, and interpret the bus route schedule.
- Attending coordination meetings with connecting transportation agencies such as Redwood Transit Service, Greyhound, KTNET, and Redwood Coast Transit Service.
- Coordinating with service agencies to attend or present information at meetings.

Unmet Transit Needs Process

Each year the Trinity County Transportation Commission consults with the Social Service Transportation Advisory Council at a publicly advertised meeting regarding Unmet Transit Needs. Prior to the meeting the Unmet Transit Needs process is advertised in the local newspaper and the Advertiser, (a local advertiser that is mailed to all mailboxes in Trinity County) requesting Unmet Transit Needs comments. A public hearing is then held to consider the submitted comments.

Transit Mobility & Awareness Plan

In 2010 the Trinity County Transportation Commission developed a “Transit Mobility and Awareness Plan” with funding from an Environmental Justice Grant to build awareness and utilization of the transit services operating throughout the county. The strategies included in the plan were developed through an extensive community outreach effort in two phases.

In phase one information was collected about Trinity County's transit services and population through the following channels:
- In-depth discussions with Transit Management about existing marketing efforts.
- Interviews with front line employees, including transit supervisor and drivers.
- Customer experience review-including utilization of most routes and informal interviews with riders.
- Meeting with SSTAC to secure input to the project.

The phase two outreach effort included a series of stakeholder interview and public meeting conducted in several communities throughout the service area. Participants in community meetings represented a wide variety of marketing segments including:

- Seniors: Managers and participants at Golden Age Center in Weaverville and Roderick Senior Center in Hayfork.
- Native Americans: Wintu Tribe and Tsnungwe Tribes
- Low Income Persons: Representatives of several social service agencies
- Education Community: Representatives of Shasta College, Trinity County Office of Education, Burnt Ranch Elementary School
- Business Community: Representatives of Weaverville Chamber of Commerce
- Connecting Transit Providers: KTNet, Redding Area Bus Authority, Humboldt Transit Authority

The findings of the overall outreach effort were reviewed with the SSTAC and provided the basis for the action plan which was organized into marketing objectives, target markets, marketing strategies and marketing tools.

Since the completion and implementation of this plan, Trinity Transit continues to maintain the relationships that were developed during the outreach effort with the targeted audience and social service agencies.
Language Assistance Plan

TRINITY COUNTY DEPARTMENT OF TRANSPORTATION
TRINITY TRANSIT
P.O. Box 2490
31301 State Highway 3
Weaverville, CA 96093
(530) 623-1365

Developed: May 2014
Introduction

This Limited English Proficiency Plan has been prepared to address the TRINITY TRANSIT’S responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English proficiency language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000D, et seq, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or national origin.

Title VI of the 1964 Civil Rights Act is one of two federal mandates that guarantee the provision of meaningful access to federally-funded services for LEP individuals:

- Title VI of the 1964 Civil Right Act provides that no person in the United States shall on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives federal financial assistance. This includes meaningful access to LEP customers.

- President’s Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency” (August 11, 2000): instructs federal agencies to improve access to services by mandating that any federally conducted or assisted programs of activities (i.e. recipients of federal funding) must provide meaningful access to LEP customers.

TRINITY TRANSIT’s Title VI Plan in its entirety is available at: [http://www.trinitytransit.org](http://www.trinitytransit.org)

Plan Summary

TRINITY TRANSIT has developed this Limited English Proficiency Plan in order to address TRINITY TRANSIT’S responsibilities as a recipient of federal funding and to help identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to access services provided.

LEP individuals are those who do not speak English as their primary language and have limited ability to read, write or understand English.

TRINITY TRANSIT’s goal is to provide meaningful access for LEP customers to all of its services, information and materials. Efforts to effectively engage LEP individuals will ensure that Limited English Proficient (LEP) persons can equally contribute to and benefit from the development and improvement of TRINITY TRANSIT services and passenger amenities.

The plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, how to notify LEP persons that assistance is available, staff training that may be required, and measures to regularly monitor and evaluate the plan.
Results of the Four Factor Analysis

*Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the TRINITY TRANSIT program.*

TRINITY TRANSIT used available census data from the U.S. Census Bureau 2006-2010 American Community Survey to determine and identify LEP populations within its geographic service boundary.

As demonstrated in the table below, it was determined that out of Trinity county's population of 13,038 residents over the age of five, 790 speak a language other than English and 192 speak English less than “very well” (.015%)

The most common LEP persons are those who speak Spanish (.04%). No individual LEP group falls outside the Safe Harbor Provision of over 5% or 1,000 (whichever is less).

While TRINITY TRANSIT will not immediately translate all vital documents into Spanish, it will continue to monitor the proportions of LEP individuals in the service area and will provide appropriate translation material and/or oral translation assistance in the future should proportions of LEP increase above the Safe Harbor Provision.

Though all LEP groups in Trinity County are below the Safe Harbor Provision percentile, TRINITY TRANSIT has made available some program material translated into Spanish (*Appendix A/B*). Additionally we will pro-actively seek ways to better assist LEP persons who speak Spanish. (See “Implementation of Transit’s Language Assistance Plan,” pg. 20, for full details.)

(*Slight margin of error based on available data.*)

<table>
<thead>
<tr>
<th>Census Tract 1.01</th>
<th>Population</th>
<th>Speaks English Only</th>
<th>Speaks Spanish</th>
<th>Speaks English “less than very well”</th>
<th>All other languages spoken</th>
<th>Speaks English “less than very well”</th>
</tr>
</thead>
<tbody>
<tr>
<td>2705</td>
<td>2445</td>
<td>129</td>
<td>66</td>
<td>131</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>4551</td>
<td>4386</td>
<td>163</td>
<td>16</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Census Tract 2</td>
<td>2435</td>
<td>2235</td>
<td>146</td>
<td>60</td>
<td>54</td>
<td>14</td>
</tr>
<tr>
<td>Census Tract 3</td>
<td>2606</td>
<td>2489</td>
<td>46</td>
<td>30</td>
<td>71</td>
<td>0</td>
</tr>
<tr>
<td>Census Tract 4</td>
<td>741</td>
<td>693</td>
<td>9</td>
<td>6</td>
<td>39</td>
<td>0</td>
</tr>
<tr>
<td>Total Number of Persons</td>
<td>13038</td>
<td>12248</td>
<td>493</td>
<td>178</td>
<td>297</td>
<td>14</td>
</tr>
<tr>
<td>% of Population</td>
<td>100%</td>
<td>94%</td>
<td>4%</td>
<td>1% *</td>
<td>2%</td>
<td>1/10%</td>
</tr>
</tbody>
</table>

*Trinity County Individual tracts ranging from below 1% to 2% (No tract 5% or greater.)

**Conclusion:** The number or proportion of LEP persons eligible to be served or likely to be encountered by the TRINITY TRANSIT program is very minimal with no language group at 5% or greater.
Factor 2: The frequency with which LEP persons come into contact with the program.

A. To determine the frequency of contact between LEP persons and TRINITY TRANSIT services, TRINITY TRANSIT conducted passenger surveys April 9 – 16, 2014 (Appendix C).

Passenger Survey Results: As demonstrated in the tables below, of the 43 responses from riders, 0 responded that they did not speak English “very well”, and 3 indicated they did not read English “very well” (these appear to be English speaking individuals with literacy limitations). Of the 43 responses, 5 speak a language other than English at home (Spanish, German, French, Unnamed); 4 of the 5 read and speak English “very well”, 1 indicated the ability to read and speak English “somewhat well”; 4 of the 5 telephoned the TRINITY TRANSIT office during normal office hours and were able to communicate with the staff “very well”; 4 of the 5 use the service infrequently (1-5 times a month or less), and 1 uses the service frequently (more than 10 times a month).

<table>
<thead>
<tr>
<th>Of the 43 Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do not speak English “very well”</td>
</tr>
<tr>
<td>Do not read English “very well”</td>
</tr>
<tr>
<td>Speak a language other than English at home</td>
</tr>
</tbody>
</table>

*Of the 5 who speak a language other than English at home

| Read & Speak English “very well”                          | 4 |
| Read & Speak English “somewhat well”                     | 1 |
| Called the TRINITY TRANSIT office & able to communicate with staff “very well” | 4 |
| Use the TRINITY TRANSIT service frequently (more than 10 times a month) | 1 |
| Use the TRINITY TRANSIT service infrequently (1-5 times a month or less) | 4 |

A. Additionally TRINITY TRANSIT polled office staff and transit drivers to determine the frequency and nature of any contact with LEP persons over the course of their employment (Appendix D).

Staff Survey Results: Of the 10 responses from office staff and transit drivers, there were a total of 14 contacts noted with LEP individuals (Spanish, Asian, Deaf) over the cumulative employment years of 28 years. In only 2 of the 14 contacts did the staff/driver feel they were unable to fully assist the LEP individual.

B. TRINITY TRANSIT has posted a public survey (in English and in Spanish) on the website (as well as making available on the buses and at the Transportation office) which will aide in the assessment of TRINITY TRANSIT’s service to LEP persons (Appendix E). To date there have been no responses.

Conclusion from Passenger, Staff and Public Surveys: The frequency which LEP persons come into contact with the TRINITY TRANSIT program is extremely low at this time.

Complete results of all surveys can be viewed in Appendix F.

In order to assess the possibility of LEP persons in the service area who are not currently using the TRINITY TRANSIT program due to a language barrier, we conducted phone surveys with faith-based organizations in the service area. Of the 17 organizations called 2 responded. Both indicated that they were not aware of any persons with limited English who might benefit from the TRINITY TRANSIT program but do not use it due to their limited English.
C. TRINITY TRANSIT sought public input via a large announcement in the Trinity Journal, April 30, 2014 edition, inviting public comments and ideas relating to service for persons with limited English (Appendix G). To date there have been no responses.

Conclusion from the faith-based phone survey and newspaper announcement: The likelihood of LEP persons not utilizing the TRINITY TRANSIT services due to a language barrier is extremely low at this time.

Monitoring the frequency with which LEP persons come into contact with the program.

In an effort to improve our language assistance program in an on-going manner, TRINITY TRANSIT is committed to monitoring the frequency and nature of contact LEP persons have with the program. We will conduct annual passenger surveys during peak times; office staff and drivers will communicate each incident of contact with LEP persons, affording us the ability to assess and record the frequency and nature of inquiries as they occur; a public survey will be available at all times on our web site.

Additionally, we will work closely with various social service organizations and agencies in our service area to stay aware of transportation needs specific to LEP persons as they become evident.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people’s lives.

TRINITY TRANSIT understands that its services are used for life-sustaining activities, such as transportation to and from work, non-emergency medical appointments, social service appointments and grocery shopping, as well as life-enriching activities, such as school, recreation and social events and also in order to connect with other transportation services. As evident from survey results below, for transit-dependent individuals, TRINITY TRANSIT services are very important. For this reason, TRINITY TRANSIT is committed to improving its services for riders and potential riders on a continual basis.

To determine the nature and importance of services that riders use the TRINITY TRANSIT most often for, destination questions were included in the passenger surveys conducted April 9 – 16, 2014 (See Appendix C/F).

From the 43 respondents (some of which use the service for multiple destinations):

<table>
<thead>
<tr>
<th>Transportation to and from Life-Sustaining Destinations</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>WORK</td>
<td>17</td>
</tr>
<tr>
<td>MEDICAL APPOINTMENTS</td>
<td>12</td>
</tr>
<tr>
<td>SOCIAL SERVICE APPOINTMENT</td>
<td>7</td>
</tr>
<tr>
<td>GROCERY SHOPPING</td>
<td>19</td>
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</table>

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<thead>
<tr>
<th>Transportation to and from Life-Enriching Destinations</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>SCHOOL</td>
<td>5</td>
</tr>
<tr>
<td>RECREATION</td>
<td>13</td>
</tr>
<tr>
<td>SOCIAL EVENTS</td>
<td>2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Transportation to and from Connections:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>CONNECTIONS TO OTHER TRANSPORTATION SERVICES</td>
<td>4</td>
</tr>
</tbody>
</table>
Results: Because riders often use the service for multiple destinations, of the 43 responses from riders, 55 marks were given to services for destinations which fall under the life-sustaining activities category; 24 marks given for destinations which fall under life-enriching activities and connections to other buses.

Additionally, the April 2014 survey covered the importance of TRINITY TRANSIT services relative to riders' transportation options via access to and ability to drive another vehicle.

Results: Of the 43 responses from riders, 20 do not have access to a vehicle.

Conclusion from the passenger survey: The nature and importance of the services which TRINITY TRANSIT provides in its service area is extremely important to many people.

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

A large portion of TRINITY TRANSIT LEP outreach efforts will be possible through continuing to cultivate relationships with key stakeholders (Social Service agencies) within the LEP community. Keeping these contacts informed about TRINITY TRANSIT activities, services and events, and working with them to connect with the LEP populations will be an important outreach activity with little or no associated costs.

The table below identifies potential translation based outreach strategies that may be utilized as is appropriate and their associated costs.

<table>
<thead>
<tr>
<th>Specific Element</th>
<th>Unit Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>I. Translation of Written Documents</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Vital Documents:</strong></td>
<td></td>
</tr>
<tr>
<td>Title VI Notice to the Public</td>
<td>To be determined</td>
</tr>
<tr>
<td>Complaint Form</td>
<td>To be determined</td>
</tr>
<tr>
<td>Complaint Procedures</td>
<td>To be determined</td>
</tr>
<tr>
<td>Rider Guide</td>
<td>To be determined</td>
</tr>
<tr>
<td>ADA Application</td>
<td>To be determined</td>
</tr>
<tr>
<td>Signage advertising TRINITY TRANSIT’s language assistance program</td>
<td>To be determined</td>
</tr>
<tr>
<td>System Map</td>
<td>To be determined</td>
</tr>
<tr>
<td>Route Schedules</td>
<td>To be determined</td>
</tr>
<tr>
<td><strong>Ad-hoc Documents:</strong></td>
<td></td>
</tr>
<tr>
<td>Fliers, Advertisements, Surveys, Announcements</td>
<td>To be determined</td>
</tr>
<tr>
<td>Common Transit phrases for staff/drivers</td>
<td>To be determined</td>
</tr>
<tr>
<td>-----------------------------------------</td>
<td>------------------</td>
</tr>
<tr>
<td>Website</td>
<td>To be determined</td>
</tr>
</tbody>
</table>

**II. Interpretation & Translation Services**

<table>
<thead>
<tr>
<th>Language Line</th>
<th>$3.95 per minute as utilized</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interpreter at public meetings / workshops</td>
<td>To be determined on a case-by-case basis</td>
</tr>
<tr>
<td>Spanish-speaking consultant</td>
<td>To be determined on a case-by-case basis</td>
</tr>
</tbody>
</table>

**III. Advertisements & Outreach**

<table>
<thead>
<tr>
<th>Availability of language assistance poster</th>
<th>To be determined on a case-by-case basis</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish-language radio spots</td>
<td>To be determined on a case-by-case basis</td>
</tr>
<tr>
<td>Advertisements in Spanish-language publications</td>
<td>To be determined on a case-by-case basis</td>
</tr>
</tbody>
</table>

Currently, under the Safe Harbor Provision, the Limited English Proficient population in TRINITY TRANSIT’s service area does not meet the minimum requirements for mandatory translation of documents. However, TRINITY TRANSIT will continue assessing the language needs of citizens in its service area, including translating written documents, through the Language Assistance Plan. As TRINITY TRANSIT expands its services and ridership, it will review the plans and strategies in place to better reach the limited English speaking populations.

**Implementation of Transit's Language Assistance Plan**

For the implementation of this Language Assistance Plan five essential tasks need to be completed.

**Task 1: Identifying LEP Individuals Who Need Language Assistance**

- TRINITY TRANSIT will be examining records to see if any requests for language assistance have been received in the past.

- At meetings or public events sponsored by or co-sponsored by TRINITY TRANSIT, as staff members greet participants and informally engage in conversation it is possible to gauge their ability to speak and or understand English.

- TRINITY TRANSIT will implement the use of the Census Bureau’s Language Identification Flashcards (“I Speak” Cards), in the office, on buses and at any public meetings; this will help in identifying the language assistance needs for future meetings as well (*Appendix H*).

- When drivers encounter passengers who identify with one of the language flash cards, they will forward the required contact information to appropriate TRINITY TRANSIT staff for follow-up.
Office staff and bus operators will be surveyed on their experience concerning any contacts with LEP persons during the previous year.

Task 2: Language Assistance Measures

Though the results of the Four Factor Analysis indicate that interpretation services may not be needed at this time, TRINITY TRANSIT will strive to offer various language assistance measures and make improvements in this area on a continual and as-needed basis. TRINITY TRANSIT has begun the process of providing vital documents translated into Spanish, the LEP language most used within its geographical service area. Other language assistance options are:

- Trinity County currently has a bilingual staff member who can speak and write in Spanish. We also plan to obtain Census Bureau’s Language Identification Flashcards (“I Speak” Cards) and make them available at the front counter and on all Trinity Transit buses.
- Network with other local service agencies that provide services to LEP individuals and seek opportunities for them to provide TRINITY TRANSIT information.
- Develop a list of language assistance products, methods and services available within our communities and how they can be accessed.
- Secure an interpreter service and/or bilingual volunteers to provide assistance in translating and interpreting vital documents and/or to help the staff when language barriers prevent or hinder communication.
- For small outreach events, training or transit awareness events, having bilingual staff members or volunteers present to assist with translation where appropriate and feasible.
- Provide Language Identification Flashcards at the office and on buses.
- Create a list of bilingual county employees who, when available, can provide translation services.
- Secure a professional interpreter service, such as Language Line, which office staff can utilize.
- As TRINITY TRANSIT materials are translated, make them available on the TRINITY TRANSIT website. (Additionally, TRINITY TRANSIT may opt to install a website translator tool in the future.)

Task 3: Staff Training

All of the TRINITY TRANSIT staff have currently been trained to follow procedure guidelines which include:

- How to respond to LEP individuals in person
- How to document LEP individuals' needs
- How to respond to civil rights complaints
- How to respond to LEP individuals on the telephone
- How to respond to written correspondence from LEP individuals
Strategies TRINITY TRANSIT is considering:

- Information cards with TRINITY TRANSIT Language Line information that can easily be offered to LEP individuals when they cannot communicate otherwise
- Obtaining Census Bureau’s Language Identification Flashcards (“I Speak” Cards)

The program administrator is developing a schedule for recurring training and a process for training new hires, as well as training opportunities for all those who work with or for TRINITY TRANSIT.

Task 4: Providing Notice to LEP Persons and Outreach

To ensure that LEP individuals are aware of TRINITY TRANSIT’s language assistance measures it will:

- Develop and post on each bus, in the main office and on the TRINITY TRANSIT website, simple signage directing LEP individuals to the appropriate information.
- Add tag lines to the bottom of TRINITY TRANSIT material with contact information for requesting translation. *(See bottom of Public Notice, Page 4, for exact verbiage in Spanish)*
- Continue networking and developing relationships with other organizations and individuals who serve the LEP community.
- Continue to develop and follow through with various strategies similar to the TRINITY TRANSIT’s Public Participation Outreach Options (page 11) to spread awareness of the language assistance services.

Task 5: Monitoring, Evaluating, and Updating the Language Assistance Plan

A thorough review of this Language Assistance Plan will be undertaken every three years concurrent with updating and submitting the TRINITY TRANSIT Title VI Programs. At that time, the LEP population will be reassessed via current census information in order to ensure all significant LEP languages are included in TRINITY TRANSIT’s language assistance efforts.

TRINITY TRANSIT will regularly assess the effectiveness of how it communicates with LEP individuals by including questions about language assistance and information needs via the annual community/ridership surveys (available in Spanish) and having conversations with key contacts who work with LEP persons.

TRINITY TRANSIT will track its language assistance efforts by keeping a record of staff (office and drivers) interactions with LEP individuals and any Language Line usage reports.

Responsibility for Implementing the Language Assistance Plan

The Title VI Program Administrator will be responsible for overseeing the implementation of this plan and assigning tasks as appropriate.

TRINITY TRANSIT Title VI Program Administrator,

Polly Chapman, Senior Transportation Planner - (530)623-1365

P.O. Box 2490, 31301 State Highway 3, Weaverville, CA 96093
Other Information

TRINITY COUNTY DEPARTMENT OF TRANSPORTATION
TRINITY TRANSIT
P.O. Box 2490
31301 State Highway 3
Weaverville, CA 96093
(530) 623-1365

Developed: May 2014
Membership of Non-Elected Committees and Councils

SOCIAL SERVICES TECHNICAL ADVISORY COMMITTEE

Members of the Social Service Transportation Advisory Council (SSTAC) are appointed by the Trinity County Transportation Commission (TCTC). The SSTAC serves as the Citizen Advisory Committee to the TCTC to assess transportation needs throughout the county. The SSTAC participates in updates to the Transit Development Plan and the Coordinated Public Transit-Human Services Transportation Plan.

TCTC encourages participation on this non-elected committee via requests for participation or nomination of persons involved with local human service agencies and other stakeholders.

The SSTAC is required to have nine members representing the transit community, including persons with disabilities, senior transit users, social service provider representatives, low-income representatives, and representatives of the Consolidated Transportation Service Agency (CTSA). The TCTC has appointed additional members to the SSTAC in accordance with PUC 99238(b).

When seats become available on the SSTAC a solicitation process takes place. The position is advertised in the local newspaper and member(s) are appointed by the TCTC.

The Social Services Transportation Advisory Council (SSTAC) is required pursuant to Section 99238 of the Public Utilities Code (Transportation Development Act (TDA)). The SSTAC is required to meet at least once a year to:

(1) participate in the identification of transit needs in the jurisdiction, including unmet transit needs that may exist and that may be reasonable to meet;

(2) review and recommend action concerning the Trinity County Transportation Commission (TCTC) Resolutions regarding (a) there are no unmet transit needs, (b) there are no unmet transit needs that are reasonable to meet, or (c) there are unmet transit needs that are reasonable to meet; and

(3) advise the TCTC on any other major transit issues including the coordination and consolidation of specialized transportation services.

The Technical Advisory Committee advises the Commission on technical matters, funding allocations, and transportation programs. This committee consists of the County Planning Director, County Dept. of Transportation Director, County Auditor, and Caltrans District 2 Deputy Director/Planning and Programming.

The Trinity County Social Services Transportation Advisory Council (SSTAC) consists of ten members (nine members are required), the composition of which is identified in Section 99238 of the Public Utilities Code (see attached member list). Each appointment is for a three year term.

The following table represents the current SSTAC members.
<table>
<thead>
<tr>
<th>SSTAC Members</th>
<th>Address</th>
<th>Phone</th>
<th>Representative of</th>
<th>Term Expires</th>
</tr>
</thead>
<tbody>
<tr>
<td>Steve Mitchell</td>
<td>P.O. Box 809</td>
<td>623-6323</td>
<td>60+ Transit User</td>
<td>12/31/2016</td>
</tr>
<tr>
<td></td>
<td>Lewiston, CA</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ray Leadbetter</td>
<td>P.O. Box 1472</td>
<td>628-5388</td>
<td>Senior Social Service Provider</td>
<td>12/31/2015</td>
</tr>
<tr>
<td>Roderick Senior Center</td>
<td>Hayfork, CA 96041</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tim Maisak</td>
<td>P.O. Box 1413</td>
<td>623-4565</td>
<td>Senior Social Service Provider (GAC)</td>
<td>12/31/2016</td>
</tr>
<tr>
<td>Golden Age Center</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Christine Zoppi</td>
<td>P.O. Box 1470</td>
<td>623-1265</td>
<td>Social Service Provider for the Handicapped</td>
<td>12/31/2014</td>
</tr>
<tr>
<td>Health and Human Services</td>
<td>Weaverville, CA 96093</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kelly Murphy</td>
<td>P.O. Box 4</td>
<td>707-574-6616</td>
<td>Social Service Provider for the Handicapped</td>
<td>12/31/2015</td>
</tr>
<tr>
<td>Southern Trinity Health Services</td>
<td>Mad River, CA 95552</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Marjorie Lee</td>
<td>P.O. Box 2370</td>
<td>623-2024</td>
<td>Social Service Provider for persons of limited means</td>
<td>12/31/2015</td>
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<tr>
<td>Human Response Network</td>
<td>Weaverville, CA 96093</td>
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<tr>
<td>Vacant</td>
<td></td>
<td></td>
<td>Transit User who is handicapped</td>
<td>12/31/2014</td>
</tr>
<tr>
<td>Debra Chapman</td>
<td>P.O. Box 1613</td>
<td>623-1217</td>
<td>Consolidated Transportation Services Agency</td>
<td>12/31/2014</td>
</tr>
<tr>
<td>John Fenley</td>
<td>P.O. Box 1613</td>
<td>623-1217</td>
<td>Consolidated Transportation Services Agency</td>
<td>12/31/2014</td>
</tr>
<tr>
<td>Anne MacRae</td>
<td>P.O. Box 1640</td>
<td></td>
<td>Additional Member</td>
<td>12/31/2015</td>
</tr>
<tr>
<td>Behavioral Health</td>
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<tr>
<td>Alternates</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jennifer Ammon</td>
<td>P.O. Box 723</td>
<td>628-4692</td>
<td>Social Service Provider for</td>
<td>12/31/2014</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>persons of limited means</td>
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<td></td>
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<tr>
<td>Health and Human Services</td>
<td>Weaverville, CA 96093</td>
<td>Handicapped</td>
<td></td>
<td></td>
</tr>
<tr>
<td>---------------------------</td>
<td>-----------------------</td>
<td>-------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Rose Owens</strong></td>
<td>P.O. Box 4</td>
<td>Senior Social Service Provider</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Roderick Senior Center</td>
<td>Hayfork, CA 96041</td>
<td>12/31/2015</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Ramon Pena</strong></td>
<td>Mad River, CA 95552</td>
<td>Social Service Provider for Handicapped</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Southern Trinity Health Services</td>
<td>707-574-6616</td>
<td>12/31/2015</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Executive Secretary</strong></td>
<td>Richard Tippett</td>
<td>TCTC Staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Polly Chapman</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Caltrans D-2</strong></td>
<td>Tamara Rich</td>
<td>Trinity Transit</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Michael Coulter</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Note:** As for the table depicting membership of committees, TRINITY TRANSIT participates on SSTAC, however we do not have authority in selecting the committee members.

* TRINITY TRANSIT does not have non-elected committees.

### Sub-recipient Monitoring and Schedule of Sub-recipient Title VI Program Submissions

TRINITY TRANSIT does not have any sub-recipients at this time and does not anticipate expanding to include sub-recipients. In the case that TRINITY TRANSIT does expand and begin contracting with sub-recipients, TRINITY TRANSIT will revisit this issue to ensure compliance.

### Title VI Equity Analysis

TRINITY TRANSIT has not constructed or determined sites of new facilities and, therefore, has not undergone a Title VI Equity Analysis. Should TRINITY TRANSIT embark on such a project in the future, it will conduct an equity analysis to maintain full compliance with FTA’s Title VI regulations.
Board of Supervisor’s Approval of TRINITY TRANSIT’s Title VI Program

{{INSERT BOARD RESOLUTION HERE}}
System-Wide Policies and Service Standards

Vehicle Load Standards

The average of all loads during the peak operating period should not exceed the following load factors for that service type:

- Loads not to exceed 1.0 passenger/seat

Vehicle Headway Standards

Based on the long distances traversed, ridership, inclement weather, demand and transfer opportunities, TRINITY TRANSIT operates with varied headways.

On-Time Performance Standards

TRINITY TRANSIT’s “on time” performance standard prohibits vehicles from running early (no early departures before the times shown on the most current schedule).

TRINITY TRANSIT endeavors to complete all routes “on-time” (defined as departing a published time-point no more than ten (10) minutes later than the published schedule).

Service Availability Standards

TRINITY TRANSIT is a rural public transportation system, operating 4 fixed routes throughout Trinity County. Intercity services is available in many Trinity County communities, including Hayfork, Douglas City, Weaverville, Lewiston, Junction City, and communities on Hwy 299 along the Trinity River (Appendix I).

Transit Amenities Policy

Installation of Transit amenities along bus routes are based on the number of passengers boarding at bus stops along each route. The following policies will be applied as funding allows:

- Installation of a shelter should be considered at a bus stop with an average per trip boarding of 10 or more passengers. Seating/benches should be considered at bus stops with an average per trip boarding of 5 or more passengers.
- Priority for benches and shelters should be given to bus stops serving senior housing or activity centers, or facilities which serve clients with mobility impairments.

Vehicle Assignment Policy

Bus assignments take into account the operating characteristics of the various buses with TRINITY TRANSIT’s fleet, which are matched to the operating characteristics of the route. Vehicle assignments will be done so as to ensure a random rotation of fleet vehicles through the routes, as appropriate.
TRINITY COUNTY DEPARTMENT OF TRANSPORTATION

TRINITY TRANSIT

P.O. Box 2490
31301 State Highway 3
Weaverville, CA 96093
(530) 623-1365

Developed: May 2014
# Appendices Table of Contents

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<th>Description</th>
<th>Page</th>
</tr>
</thead>
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</tr>
<tr>
<td>B</td>
<td>Public Survey in Spanish</td>
<td>32</td>
</tr>
<tr>
<td>C</td>
<td>Passenger Survey in English</td>
<td>33</td>
</tr>
<tr>
<td>D</td>
<td>Staff Survey</td>
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<tr>
<td>E</td>
<td>Public Survey</td>
<td>35</td>
</tr>
<tr>
<td>F</td>
<td>Passenger/Public/Staff Survey Results</td>
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</tr>
<tr>
<td>G</td>
<td>Newspaper Ad (Public Participation)</td>
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<tr>
<td>H</td>
<td>“I Speak” Language Identification Cards</td>
<td>39</td>
</tr>
<tr>
<td>I</td>
<td>Service Description / Route Map</td>
<td>40</td>
</tr>
</tbody>
</table>
Para Ayudar Con el Idioma ~ Encuesta Para los Pasajeros

Para poder ayudar a las personas de Ingles limitado, TRINITY TRANSIT está llevando a cabo una encuesta sencilla. ¡Apreciamos su cooperación. Muchas gracias!

1. ¿Qué tan bien lee usted Ingles?
   a. Muy bien.  b. Algo bien  c. No muy bien

2. ¿Qué tan bien habla usted Ingles?
   a. Muy bien.  b. Algo bien  c. No muy bien

3. ¿Habla usted una idioma otro de Ingles en casa?
   a. No  
   b. Sí, hablo __________________________________________

4. ¿Para ir a cuál de estos sitios o lugares, lo usa usted?
   a. El trabajo       b. La escuela       c. De compras       d. Servicios Sociales
   e. Servicios Médicos f. Recreación       g. Otro ________________________________

5. ¿Qué tan seguido usa usted el sistema de transportación publica de TRINITY por mes?
   a. 1 a 5 veces     b. 6 a 10 veces    c. Más de 10 veces

6. ¿Alguna vez ha llamado a la oficina de transito de TRINITY?
   a. Sí  b. No

   Y si ha llamado, ¿qué tan bien pudo comunicarse con el personal?
   a. Muy bien  b. Algo bien  c. No muy bien

7. ¿Cómo obtiene información acerca del servicio de transportación publica de TRINITY?
   (Marcar todas las que use.)
   a. Le pregunto al conductor  b. Consulto mapas y horarios
   c. Voy al sitio/website de Trinity Transit  d. Llamo a la oficina de transito
   e. pregunto a otra personas  f. Otro ________________________________

8. Aparte de usar autobús/camión, ¿usted tiene acceso a otro tipo de transporte?
   a. Sí  b. No

9. ¿Tiene familiares o amistades que hablan poco o no Ingles y que no usan el sistema de transportación publica?
   a. Sí  b. No

   Si contesto si, según usted, ¿cuál sería la razón por la que no lo usan?
   a. Prefieren usar su propio auto.  b. No entienden el sistema porque no entienden el Ingles muy bien
   c. Los horarios y sitios o lugares no les convienen
   d. Otro: __________________________________________________________________________

Comentarios o preguntas: __________________________________________________________________________
Favor de regresar esta encuesta al conductor. Muchas gracias.

Plan de TRINITY COUNTY DEPARTMENT OF TRANSPORTAION TRANSIT DIVISION
Para Ayudar Con el Idioma ~ Encuesta Para El Público

Para poder ayudar a las personas de Ingles limitado, TRINITY TRANSIT está llevando a cabo una encuesta sencilla. ¡Apreciamos su cooperación. Muchas gracias!

1. ¿Usted usa o alguna vez ha usado el sistema de transporte público de TRINITY?  a. Si  b. No
   Si no lo ha usado, por favor explique porque no: __________________________________________
   ¿Qué tan seguido usa usted el sistema de transporte público de TRINITY por mes?
   a. 1 a 5 veces  b. 6 a 10 veces  c. Más de 10 veces

2. ¿Qué tan bien lee usted Ingles?
   a. Muy bien  b. Algo bien  c. No muy bien

3. ¿Qué tan bien habla usted Ingles?
   a. Muy bien  b. Algo bien  c. No muy bien

4. ¿Qué idioma habla usted en casa? __________________________________________

5. ¿Alguna vez ha llamado a la oficina de transito de TRINITY?  a. Si  b. No
   Y si ha llamado, ¿qué tan bien pudo comunicarse con el personal?
   a. Muy bien  b. Algo bien  c. No muy bien

6. ¿Cómo obtiene información acerca del servicio de transporte público de TRINITY?
   (Marcar todas las que use.)
   a. Le pregunto al conductor  b. Consulto mapas y horarios
   c. Voy al sitio/website de Trinity Transit  d. Llamo a la oficina de transito
   e. Pregunto a otra personas  f. Otro

7. Aparte de usar autobús/camión, ¿usted tiene acceso a otro tipo de transporte?  a. Si  b. No

8. ¿Tiene familiares o amistades que hablan poco o no Ingles y que no usan el sistema de transporte público?  a. Si  b. No
   Si contesto si, ¿según usted, cuál sería la razón por la que no lo usan?
   a. Prefieren usar su propio auto.
   b. No entienden el sistema porque no entienden el Ingles muy bien
   c. Los horarios y sitios o lugares no les convienen
   d. Otro __________________________________________

9. Comentarios o preguntas:______________________________________________________________________

Favor de regresar esta encuesta a la persona de la oficina que se la dio. Muchas gracias.
TRINITY TRANSIT LANGUAGE ASSISTANCE PLAN
PASSENGER SURVEY

In order for the Trinity Transit bus system to meet the needs of persons with Limited English Proficiency (LEP) we are conducting a simple survey. We appreciate your input, thank you!

1. How well do you read English?
   a. Very well
   b. Somewhat well
   c. Not very well

2. How well do you speak English?
   a. Fluently (very well)
   b. Okay (somewhat well)
   c. Barely (not very well)

3. Do you speak a language other than English at home?
   a. No
   b. Yes, I speak __________________________

4. Which destinations do you most often use the transit system for? (Circle all that apply.)
   a. Work
   b. School
   c. Shopping
   d. Social Service
   e. Medical
   f. Recreation
   g. Other __________________________

5. How often do you use the Trinity Transit service each month?
   a. 1-5 times
   b. 6-10 times
   c. More than 10 times

6. Have you ever called the Transit office?
   a. Yes
   b. No

      If yes, how well were you able to communicate with the staff?
      a. Very well
      b. Somewhat well
      c. Not very well

7. How do you get information about Trinity Transit services? (Circle all that you use.)
   a. Ask bus drivers
   b. Read maps & schedules
   c. Go to the Transit website
   d. Call the Transit office
   e. Ask other people
   f. Other __________________________

8. Other than riding the bus, do you have access to and drive a vehicle sometimes?
   a. Yes
   b. No

9. Do you have friends or family who speak little to no English, and do not use the bus system?
   a. Yes
   b. No

      If yes, to best of your knowledge, what is the reason they do not use the bus system?
      a. They prefer driving their own vehicle
      b. They do not understand the system due to language limitations
      c. The bus schedules/destinations do not fit their needs
      d. Other: __________________________

Comments or questions: __________________________

Please return your survey to the bus driver. Thank You!

33 | Adopted 6/10/2014
TRINITY TRANSIT LANGUAGE ASSISTANCE PLAN (LAP)

STAFF SURVEY

In order for the Transit Department to meet the needs of the public with Limited English Proficiency (LEP) as well as the drivers and office staff who may have occasion to assist LEP passengers, we are conducting a simple survey which may aide in the development of our Language Assistance Plan. Please take a moment to complete the survey below and put in Polly’s box upstairs.

(Feel free to use the back of survey if you need more room.)

1. Can you communicate in a language other than English?  a. Yes  b. No
   If so, the name of the language: ______________________________________
   To what proficiency?  a. Fluently  b. Somewhat (can get by ok)  c. Barely (very limited)

2. How many times during your employment here have you interacted in any capacity with someone who did not speak English proficiently?  _______ times in _______ years/months.

3. Briefly describe the most involved incident (include their language if you recognized it):
   ______________________________________________________________________
   ______________________________________________________________________

4. Did you feel you were able to assist the person?  a. Yes  b. No
   (Why/why not) ___________________________________________________________

5. Can you think of any resources/tools that could help staff be better equipped to assist LEP persons?
   ______________________________________________________________________

6. Can you speculate as to why more persons with limited English do not use the transit system?
   ______________________________________________________________________

7. Can you think of a way we can pro-actively encourage more LEP ridership?
   ______________________________________________________________________

Your input and experiences are valuable...thank you for taking the time to help make Trinity Transit the best transit system we can.

Your Name (print): ______________________________________________________
TRINITY TRANSIT LANGUAGE ASSISTANCE PLAN
PUBLIC SURVEY

In order for the Trinity Transit bus system to meet the needs of persons with Limited English Proficiency (LEP) we are conducting a simple survey. We appreciate your input, thank you!

Do you use (have you ever used) the Trinity Transit public bus system?  a. Yes  b. No

If no, please tell us why: ______________________________________________________

If yes, which destinations do you most often use the transit system for? (Circle all that apply.)

a. Work  c. Shopping  e. Medical  g. Recreation
b. School  d. Social Service  f. Other  __________________________________________

How often do you use the Trinity Transit service each month?  
a. 1-5 times  b. 6-10 times  c. More than 10 times

How well do you read English?  
a. Very well  b. Somewhat well  c. Not very well

How well do you speak English?  
a. Fluently (very well)  b. Okay (somewhat well)  c. Barely (not very well)

What language do you speak at home?  __________________________________________

Have you ever called the Transit office?  
a. Yes  b. No

If yes, how well were you able to communicate with the staff?  
a. Very well  b. Somewhat well  c. Not very well

How do you get information about Trinity Transit services? (Circle all that you use.)

a. Ask bus drivers  d. Call the Transit office
b. Read maps & schedules  e. Ask other people
c. Go to the Transit website  f. Other  __________________________________________

Other than riding the bus, do you have access to and drive a vehicle sometimes?  
a. Yes  b. No

Do you have friends or family who speak little to no English, and do not use the bus system?  
a. Yes  b. No

If yes, to best of your knowledge, what is the reason they do not use the bus system?  
a. They prefer driving their own vehicle  
b. They do not understand the system due to language limitations
  
c. The bus schedules/destinations do not fit their needs  
d. Other:  ________________________________________________________________

Comments or questions:  _________________________________________________________

Please return your survey to a representative from the office which gave it to you. Thank you.
Survey Results

Passenger and Public Survey Results (Spanish)

To date no one has submitted a Spanish Passenger nor Spanish Public survey.

Passenger Survey Results (English)

1. How well do you read English?
   a. Very well {39}  b. Somewhat well {3}  c. Not very well {3}

2. How well do you speak English?
   a. Fluently (very well) {39}  b. Okay (somewhat well) {3}  c. Barely (not very well) {0}

3. Do you speak a language other than English at home?
   a. No {39}  b. Yes, I speak: Spanish, French, German {5}

4. Which destinations do you most often use the transit system for? (Circle all that apply.)
   a. Work {17}  c. Shopping {19}  e. Medical {12}  g. Recreation {13}
   b. School {5}  d. Social Service {7}  f. Other: Catch RTA system; Travel; Meet People; Visit Children {11}

5. How often do you use the Trinity Transit service each month?
   a. 1-5 times {28}  b. 6-10 times {7}  c. More than 10 times {9}

6. Have you ever called the Transit office?
   a. Yes {28}  b. No {16}

   If yes, how well were you able to communicate with the staff?
   a. Very well {19}  b. Somewhat well {3}  c. Not very well {2}

7. How do you get information about Trinity Transit services? (Circle all that you use.)
   a. Ask bus drivers {23}  d. Call the Transit office {19}
   b. Read maps & schedules {20}  e. Ask other people {12}
   c. Go to the Transit website {13}  f. Other: Spiritual Advisor; Girlfriend {2}

8. Other than riding the bus, do you have access to and drive a vehicle sometimes?
   a. Yes {23}  b. No {20}

9. Do you have friends or family who speak little to no English, and do not use the bus system?
   a. Yes {7}  b. No {37}

   If yes, to best of your knowledge, what is the reason they do not use the bus system?
   a. They prefer driving their own vehicle {8}
   b. They do not understand the system due to language limitations {0}
   c. The bus schedules/destinations do not fit their needs {2}
   d. Other: DUI; Out of area

Comments or questions: ____________________________________________________________
Staff Survey Results

1. Can you communicate in a language other than English? a. Yes {4} b. No {6}
   If so, the name of the language: Spanish
   To what proficiency? a. Fluently {0} b. Somewhat (can get by ok) {2} c. Barely (very limited) {2}

2. How many times during your employment here have you interacted in any capacity with someone who did not speak English proficiently? __X__ times in _X_ years/months. 1/1.5y; 3/2y; 1/2y; 5/14y; 2/5y; 0/14y; 0/1y; 1/8m; 1/2y; 0/1m

3. Briefly describe the most involved incident (include their language if you recognized it): Spanish, Sign Language/schedule; Spanish/destination & fare; Direction to complete tasks; Spanish/Connections; Sign Language

4. Did you feel you were able to assist the person? a. Yes {6} b. No {2}
   (Why/why not): Other passenger helped; Could not understand each other; Used my fingers; Could understand my limited Spanish

5. Can you think of any resources/tools that could help staff be better equipped to assist LEP persons?
   A “cheat sheet/flash cards” with basic phrases; Translators; Google translate for office staff

6. Can you speculate as to why more persons with limited English do not use the transit system?
   Worried about transfers and getting on the right bus; Lack of awareness about the service; Don’t understand schedules; Most have access to vehicles; Language barrier; Low population of LEP

7. Can you think of a way we can pro-actively encourage more LEP ridership?
   Advertise in LEP publications and radio; Print bilingual schedules; Website pages in Spanish; Common answers to questions cheat sheet and on the Web; Network via faith-based organizations

Public Survey Results

To date no one has submitted a Public survey.
A DIVISION OF TRINITY COUNTY DEPARTMENT OF TRANSPORTATION

COMMUNITY NOTICE FROM TRINITY TRANSPORTATION

In response to Title VI of the Civil Rights code (non-discrimination), Trinity Transit is seeking public input as we update plans to assist persons with limited English communication skills. Your comments and ideas are valuable to this process. Please contact Polly Chapman at the Trinity Transit office at (530) 923-1365 or send a letter to:

Trinity Transit
P.O. Box 2490
Weaverville, CA 96093-2490

Newspaper Ad (Public Participation)
“I Speak” Language Identification Flashcards

Below are two of three pages (reduced for demonstration purposes).
Service Description

TRINITY TRANSIT currently consists of four directly operated fixed routes. The existing routes include:

- Weaverville-Hayfork
- Weaverville-Lewiston
- Weaverville-Willow Creek
- Weaverville-Redding

The TRINITY TRANSIT system of four routes is shown below.