



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: July 2017

Adopted by Trinity County Board of Supervisors on September 6, 2017

Approved by California Department of Transportation: September 26, 2017

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 2017 through FY 2020 and is effective, September 6, 2017

Table of Contents

Section 1 - Title VI Policy and Procedures	
Title VI Notice to the Public	4
List of Locations Where Title VI Notice Is Posted	5
Title VI Complaint Procedures	6
Title VI Complaint Form	7
Transit-Related Title VI Investigations, Complaints, and Lawsuits	8
Section 2 - Public Participation Plan	9
Introduction	10
Purposes of Plan	10
Public Participation Process	10
Public Participation Outreach Options	11
Beyond the Public Participation Plan	11
Transit Mobility & Awareness Plan	12
Summary of Outreach Efforts since 2014 Title VI Plan	13
Unmet Transit Needs Process	
Section 3 - Language Assistance Plan	14
Introduction	15
Plan Summary	15
Results of the Four Factor Analysis	16
Implementation Plan	21
Section 4 – Other Information	24
Membership of Non-Elected Committees and Councils	25
Sub-recipient Monitoring and Schedule of Sub-recipient Title VI Program Submissions	27
Title VI Equity Analysis	27
Board of Directors Approval of TRINITY TRANSIT’s Title VI Program	28
System-Wide Policies and Service Standards	29
Appendices	30

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:

Location Name	Location
TRINITY TRANSIT Office	31301 State Highway 3, Weaverville, CA
Bus	All TRINITY TRANSIT buses (service area)
TRINITY TRANSIT Website	www.trinitytransit.org (internet)
Bus Shelter – TOPS Market	Highway 299, Weaverville, CA
Bus Shelter - Library	Highway 3, Hayfork, CA
Bus Shelter - Library	Main Street, Weaverville, CA
Bus Shelter – Health and Human Services	Industrial Parkway, Weaverville, CA

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

TRINITY TRANSIT, a Division of Trinity County Department of Transportation

P.O. BOX 2490, 31301 State Highway 3, Weaverville, CA 96093

TITLE VI DISCRIMINATION 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.

Type of Process	Date	Summary (including basis of complaint)	Status	Action(s) Taken
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.				
2.				



Trinity Transit

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: July 2017

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, actively continues with public participation processes and 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 to 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.

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: KTNNet, 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.

Summary of Outreach Efforts Made Since Last Title VI Submission

Unmet Transit Needs Process

Each year the Trinity County Transportation Commission (TCTC) continues to consult 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. Notices are also posted on the buses and on the Trinity Transit website and the TCTC website. The SSTAC holds a publicly advertised meeting to discuss any unmet transit need comments or letters that have been received during the annual comment period. A public hearing is then held with the Trinity County Transportation Commission to consider the submitted comments.



Trinity Transit

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: July 2017

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>

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 those who reside within the census block areas where transit routes exist, 759 over the age of five, speak a language other than English and 316 speak English less than "very well" (.0248%).

The most common LEP persons are those who speak Spanish (.2%). No individual LEP group falls outside the Safe Harbor Provision of over 5% or 1,000 (whichever is less).

While TRINITY TRANSIT will has not translated 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.)

	Population	Speaks English Only	Speaks Spanish	Speaks English "less than very well"	All other languages spoken	Speaks English "less than very well"
Census Tract 1.01	2,512	2,510	39	1	20	1
Census Tract 1.02	4,138	4,101	271	37	80	0
Census Tract 2	2,251	2,211	58	30	107	10
Census Tract 3	3,103	2,507	542	218	54	5
Census Tract 4	737	653	34	0	50	14
Total Number of Persons	12,741	11,982	944	286	311	30
% of Population	100%	94%	7%	2%*	2%	2/10%

*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**). As no significant demographic changes are currently evident three years later, conducting a follow-up passenger survey does not seem beneficial.

2014 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).

Of the 43 Respondents	
Do not speak English “very well”	0
Do not read English “very well”	3
Speak a language other than English at home	*5
*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 <i>or less</i>)	4

- B. Additionally, in April 2104 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 D1**) and again in June/July 2017 (**Appendix D2**).

Staff Survey Results: **2014** - 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. **2017** – Of the 8 responses from office staff and transit drivers, there were less than 20 contacts with LEP individuals since 2014. (Spanish, Deaf, French, Hmong). In all but three instances, staff was able to assist the LEP individual. The three unable to be helped all seemed to be due to the individual not knowing the area and/or name of place/town they wanted to go to.

- C. TRINITY TRANSIT currently has the public survey (in English and in Spanish) posted on their website (as well as making it available at the Transportation office upon request) which will continue to aide in the assessment of TRINITY TRANSIT's service to LEP persons (**Appendix E**). As of July 2017 there have been no responses - which contributes to the determination that no significant changes have occurred since 2014.

Conclusion from Passenger, Staff and Public Surveys: The frequency which LEP persons come into contact with the TRINITY TRANSIT program continues to be 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 in 2014 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.

- D. 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**) but received no response.

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 continues to be extremely low at this time.

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

In an effort to address our language assistance program in an on-going manner, TRINITY TRANSIT is committed to monitoring the frequency and nature of contact that LEP persons have with the program. When input from staff and/or the public communicates that the demographics are potentially indicating a rise in the percentage of LEP persons, TRINITY TRANSIT will conduct a passenger survey at that time. Ongoing is the protocol that office staff and drivers will communicate with administration about each incident of contact with LEP persons, affording us the ability to assess and record the frequency and nature of encounters 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):

Transportation to and from Life-Sustaining Destinations	
WORK	17
MEDICAL APPOINTMENTS	12
SOCIAL SERVICE APPOINTMENT	7
GROCERY SHOPPING	19
Transportation to and from Life-Enriching Destinations	
SCHOOL	5
RECREATION	13
SOCIAL EVENTS	2
Transportation to and from Connections:	
CONNECTIONS TO OTHER TRANSPORTATION SERVICES	4

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.

Specific Element	Unit Cost
I. Translation of Written Documents	
<i>Vital Documents:</i>	
Title VI Notice to the Public	To be determined
Complaint Form	To be determined
Complaint Procedures	To be determined
Rider Guide	To be determined
ADA Application	To be determined
Signage advertising TRINITY TRANSIT's language assistance program	To be determined
System Map	To be determined
Route Schedules	To be determined
<i>Ad-hoc Documents:</i>	To be determined
Fliers, Advertisements, Surveys, Announcements	To be determined
Common Transit phrases for staff/drivers	To be determined
<i>Website</i>	To be determined
II. Interpretation & Translation Services	
Language Line	\$3.95 per minute as utilized
Interpreter at public meetings / workshops	To be determined on a case-by-case basis
Spanish-speaking consultant	To be determined on a case-by-case basis
III. Advertisements & Outreach	
Availability of language assistance poster	To be determined on a case-by-case basis
Spanish-language radio spots	To be determined on a case-by-case basis
Advertisements in Spanish-language publications	To be determined on a case-by-case basis

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 continues to monitor records in order to identify any requests for language assistance that have been received.
- 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.
- Should the need be recognized, TRINITY TRANSIT will implement the use of the Census Bureau's Language Identification Flashcards ("I Speak" Cards), in the office, on buses and/or at any public meetings; this will help in identifying the language assistance needs for future meetings as well (**Appendix H**).
- If the Cards are used by bus drivers or office staff, they will forward the required contact information to appropriate TRINITY TRANSIT staff for follow-up and/or record keeping.
- Office staff and bus operators will continue to be surveyed on their experience concerning any contacts with LEP persons.

Task 2: Language Assistance Measures

Though the results of the Four Factor Analysis indicate that interpretation services are not needed at this time, TRINITY TRANSIT will strive to make available and/or utilize 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 (which is the LEP language most used within its geographical service area). Various language assistance options to utilize are:

- Trinity County bilingual staff members that speak and/or write in Spanish.
- Obtain Census Bureau's Language Identification Flashcards ("I Speak" Cards) and make them available at the Transportation office and on 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 to said individuals.
- 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, and/or transit awareness events, have bilingual staff members or volunteers on site to assist with translation where appropriate and feasible.
- Create a list of bilingual county employees who, when available, can provide translation assistance.
- Secure a professional interpretation 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 are 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

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:

- Maintain postings 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 re-occurring 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 may be reassessed via current census information (if available) 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 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 Language Line usage reports (if any).

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



Trinity Transit

Other Information

TRINITY COUNTY DEPARTMENT OF TRANSPORTATION

TRINITY TRANSIT

P.O. Box 2490

31301 State Highway 3

Weaverville, CA 96093

(530) 623-1365

Developed: July 2017

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.

SSTAC Members	Address	Phone	Representative of	Term Expires
Steve Mitchell	P.O. Box 809 Lewiston, CA 96052	623-6323	60+ Transit User	12/31/2019
Darby Strong Roderick Senior Center	90 Corral Ave Hayfork, CA 96041	628-4692	Senior Social Service Provider	12/31/8
Lyn Barber Golden Age Center	201 Browns Ranch Rd Weaverville, CA 96093	623-2324	Senior Social Service Provider (GAC)	12/31/2019
Jennifer Addison Health and Human Services	P.O. Box 1470 Weaverville, CA 96093	623-1265	Social Service Provider for the Handicapped	12/31/2017
Amanda Huber Southern Trinity Health Services	P.O. Box 4 Mad River, CA 95552	707-574-6616	Social Service Provider for the Handicapped	12/31/2018
Caedy Minoletti Human Response Network	P.O. Box 2370 Weaverville, CA 96093	623-2024	Social Service Provider for persons of limited means	12/31/2018
Vacant			Transit User who is handicapped	12/31/2017
Judy Morris	P.O. Box 1613 Weaverville, CA 96093	623-1217	Consolidated Transportation Services Agency	12/31/2019
Bobbi Chadwick	P.O. Box 1613 Weaverville, CA 96093	623-1217	Consolidated Transportation Services Agency	12/31/2017
Julie Ashton-Boyd Behavioral Health	P.O. Box 1640 Weaverville, CA 96093		Additional Member	12/31/2018
Alternates				
Letty Garza Health and Human Services	P.O. Box 723 Weaverville, CA 96093	628-4692	Social Service Provider for Disabled	12/31/2017
Helen Stone Roderick Senior Center	P.O. Box 4 Hayfork, CA 96041		Senior Social Service Provider	12/31/2018
Executive Secretary	Richard Tippet		TCTC Staff	Polly Chapman
Caltrans D-2	Tamara Rich		Trinity Transit	Michael Coulter

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.

RESOLUTION NO. 2017-081

**A RESOLUTION OF THE BOARD OF SUPERVISORS
OF THE COUNTY OF TRINITY
WHICH APPROVES AND ADOPTS THE TITLE VI PROGRAM
FOR TRINITY TRANSIT**

WHEREAS, the County of Trinity is a recipient of Federal revenues for transit purposes and is required to meet federal regulatory requirements for Title VI of the Civil Rights Act of 1964, established by 49 CFR part 21.7; and

WHEREAS, the County of Trinity has or will provide all annual certifications and assurances to the Federal Transit Administration required for the Title VI Program; and

WHEREAS, the County of Trinity assures 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 public transportation services, programs and activities provided; and

WHEREAS, the County of Trinity updated the Trinity Transit Title VI Program to meet Federal Transit Administration guidelines in 2014, and is required to complete an update every three years; and


WHEREAS, the Trinity Transit Title VI Program has been updated as required to meet current Federal Transit Administration guidelines.

NOW, THEREFORE, BE IT RESOLVED, that the Board of Supervisors of the County of Trinity approves the 2017 update of the Title VI Plan;

BE IT FURTHER RESOLVED, that the Director of Transportation is authorized to implement components of the plan in order to meet federal requirements.

DULY PASSED AND ADOPTED this 6th day of September, 2017 by the Board of Supervisors of the County of Trinity by motion, second (Groves/Chadwick), and the following vote:

AYES: Supervisors Chadwick, Groves, and Fenley
NOES: None
ABSENT: Supervisor Morris
ABSTAIN: None
RECUSE: None



JOHN FENLEY, CHAIRMAN
Board of Supervisors
County of Trinity
State of California

ATTEST:

MARGARET E. LONG
Clerk of the Board of Supervisors

By: 

Deputy

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 Transit

Appendices

TRINITY COUNTY DEPARTMENT OF TRANSPORTATION

TRINITY TRANSIT

P.O. Box 2490

31301 State Highway 3

Weaverville, CA 96093

(530) 623-1365

Developed: July 2017

Appendices Table of Contents

A	Passenger Survey in Spanish	31
B	Public Survey in Spanish	32
C	Passenger Survey in English	33
D	Staff Survey	34
E	Public Survey	35
F	Passenger/Public/Staff Survey Results	36
G	Newspaper Ad (Public Participation)	38
H	“I Speak” Language Identification Cards	39
I	Service Description / Route Map	40

Plan de TRINITY COUNTY DEPARTMENT OF TRANSPORTATION TRANSIT DIVISION

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. Si, 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. 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

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. Si b. No

9. ¿Tiene familiares o amistades que hablan poco o no Ingles y que no usan el sistema de transportación publica? 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: _____

Comentarios o preguntas: _____

Favor de regresar esta encuesta al conductor. Muchas gracias.

Plan de TRINITY COUNTY DEPARTMENT OF TRANSPORTATION 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 transportación publica de TRINITY? a. Si b. No
Si no lo ha usado, por favor explique porque no: _____
Si contesto si, 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

¿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
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 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
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 transportación publica? 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 c. Shopping e. Medical g. Recreation
b. School d. Social Service f. 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 d. Call the Transit office
b. Read maps & schedules e. Ask other people
c. Go to the Transit website 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!

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.

able.

isor

DAVY SELF-STORAGE TREASURES

530 739-5316

FLEA MART

**FLEA & MART
LEWISTON, CA**

Saturday, May 10, 8-4

Next door to the Moose Lodge in Lewiston.

"Storage Wars" Live Auction at 12 noon

Contents of 2 units will be auctioned off to the highest cash bidder.

Vendors Wanted • Spaces just \$10

Come join in the fun and sell your items

Reserve your spot now 739-5316

Join us for the county-wide yard sale!

May 2, 3 & 4

Big Valley Properties is opening up their parking lot for the community to come set up and sell their goods. We have plenty of room and this is a great place in down-town Hayfork to sell your items!

Call us if you have any questions!

(530)628-5850



www.bvptrinity.com



COMMUNITY NOTICE FROM TRINITY TRANSIT

A DIVISION OF TRINITY COUNTY DEPARTMENT OF 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) 623-1365 or send a letter to :



Trinity Transit

Trinity Transit

P.O. Box 2490

Weaverville, CA 96093-2490

9-6 Mon - Sat

Marlin's Garden Center

530-623-6663

GARDENING - HYDROPONICS - HORTICULTURE

111 Industrial way, Weaverville CA.

“I Speak” Language Identification Flashcards

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

2004 Census Test		United States Census 2010	
LANGUAGE IDENTIFICATION FLASHCARD			
<input type="checkbox"/>	فصح علامة في هذا المربع إذا كنت تقدر أن تتحدث العربية.		
1. Arabic			
<input type="checkbox"/>	Խնդրում եմ ձեր խոսքը այս քառակուսում, հինգ խոսում կամ կարգադրել:		
2. Armenian			
<input type="checkbox"/>	যদি আপনি বারংবার বলতে পারেন এই বাক্য লিখ।		
3. Bengali			
<input type="checkbox"/>	ឈ្មោះរបស់អ្នកប្រើប្រាស់៖ ប្រើប្រាស់ឈ្មោះរបស់អ្នក ខ្ញុំ។		
4. Cambodian			
<input type="checkbox"/>	Moka i kahlon ya yangin tintungnu' manaitai pat tintungnu' kumentos Chamorro.		
5. Chamorro			
<input type="checkbox"/>	如果你能读中文或讲中文，请选择此框。		
6. Simplified Chinese			
<input type="checkbox"/>	如果你能讀中文或講中文，請選擇此框。		
7. Traditional Chinese			
<input type="checkbox"/>	Označite ovaj kvadrat ako čitate ili govorite hrvatski jezik.		
8. Croatian			
<input type="checkbox"/>	Zaškrtněte tuto kolonku, pokud čtete a hovoříte český.		
9. Czech			
<input type="checkbox"/>	Kruis dit vakje aan als u Nederlands kunt lezen of spreken.		
10. Dutch			
<input type="checkbox"/>	Mark this box if you read or speak English.		
11. English			
<input type="checkbox"/>	اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید.		
12. Farsi			

D8-3309 U.S. DEPARTMENT OF COMMERCE Economics and Statistics Administration U.S. CENSUS BUREAU

<input type="checkbox"/>	Cocher ici si vous lisez ou parlez le français.		
13. French			
<input type="checkbox"/>	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.		
14. German			
<input type="checkbox"/>	Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.		
15. Greek			
<input type="checkbox"/>	Make kazyte sa a si ou li oswa ou pale kreyl ayisyen.		
16. Haitian Creole			
<input type="checkbox"/>	अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ।		
17. Hindi			
<input type="checkbox"/>	Kos lub voj no yog koj puth twm thiab hais lus Hmoob.		
18. Hmong			
<input type="checkbox"/>	Jelölje meg ezt a kockát, ha megérti vagy beszéli a magyar nyelvet.		
19. Hungarian			
<input type="checkbox"/>	Markaam daytooy nga kahlon no makabasa wemo makasuoka iti Ilocano.		
20. Ilocano			
<input type="checkbox"/>	Marchi questa casella se legge o parla italiano.		
21. Italian			
<input type="checkbox"/>	日本語を話したり、話せる場合はここに印を付けてください。		
22. Japanese			
<input type="checkbox"/>	한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.		
23. Korean			
<input type="checkbox"/>	ໂຕ້ມາຢູ່ສິ່ງນີ້ ຖ້າທ່ານຮູ້ພາສາລາວ.		
24. Laotian			
<input type="checkbox"/>	Proszyny o zaznaczenie tego kwadratu, jeżeli posługujecie się Pol/Pani językiem polskim.		
25. Polish			

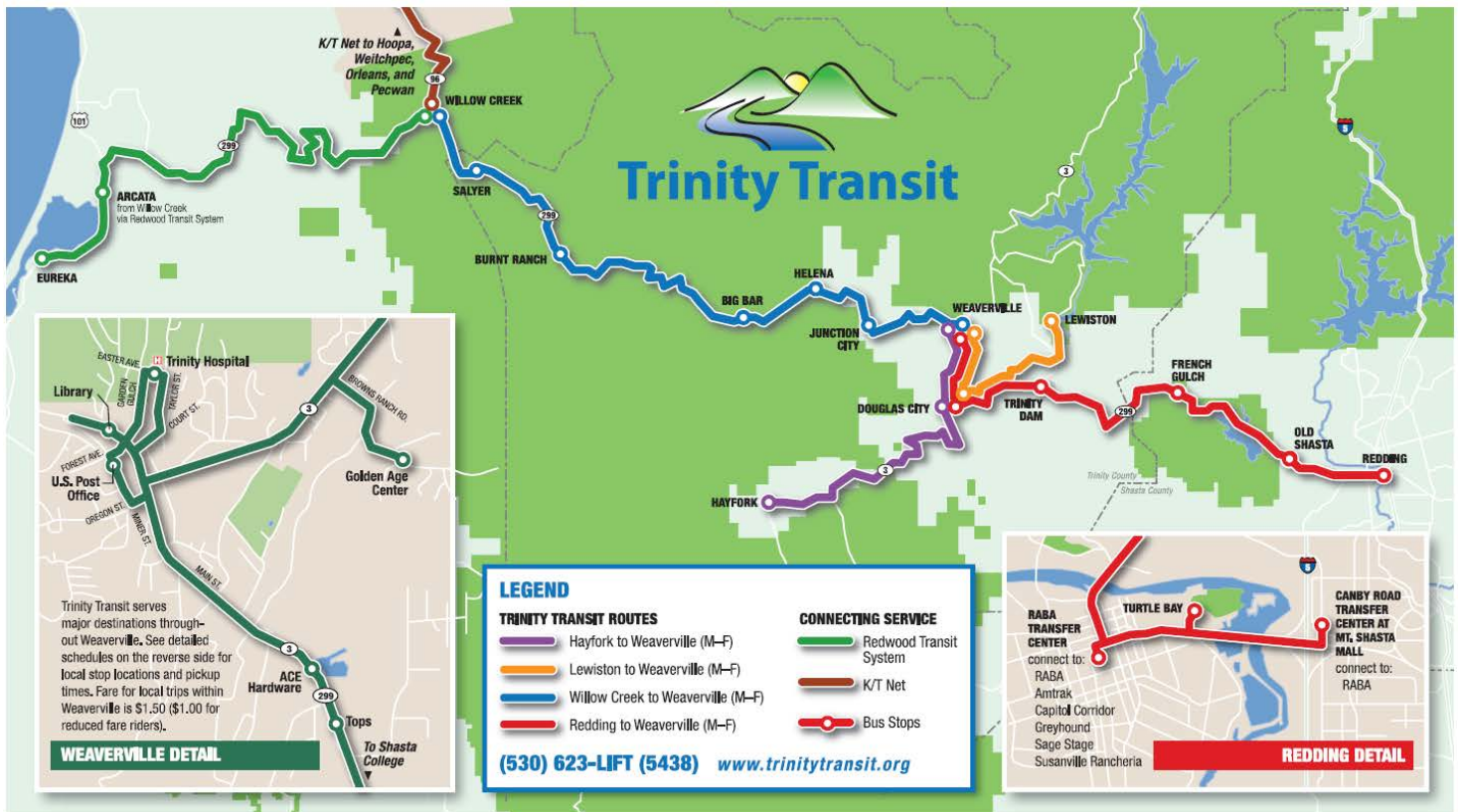
D8-3309 U.S. DEPARTMENT OF COMMERCE Economics and Statistics Administration U.S. CENSUS BUREAU

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.



DEPARTMENT OF TRANSPORTATION
DIVISION OF RAIL AND MASS TRANSPORTATION
P.O. BOX 942873, MS-39
SACRAMENTO, CA 94273-0001
PHONE (916) 654-8811
FAX (916) 654-9366
TTY 711
www.dot.ca.gov



*Making Conservation
a California Way of Life.*

September 26, 2017

Ms. Polly Chapman
Senior Transportation Planner
Title VI Program Administrator
Trinity Transit
P.O. Box 2490
Weaverville, CA 96093

Re: Title VI Plan Approval

Dear Ms. Chapman:

Thank you for submitting Trinity Transit's Title VI Plan. Upon review, we have determined that it meets the requirements set forth in the Federal Transit Administration's (FTA) Title VI Circular, 4702.1B, "Title VI Program Guidelines for Federal Transit Administration Recipients," effective October 1, 2012. This Plan becomes part of your Certificate and Assurances that will be uploaded in TRAMs for final FTA approval. Additionally, the Plan must be updated and submitted every three years, which will be September 2020 for your agency.

We thank you for partnering with us to meet the new FTA compliance requirements. Please feel free to contact me at (916) 324-0574, should you have any questions or need immediate technical assistance. I can also be reached by e-mail at Lea_Simpson@dot.ca.gov

Sincerely,

A handwritten signature in blue ink that reads "Lea M. Simpson".

LEA M. SIMPSON
Sr. Transportation Planner