



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 2020

Adopted by Trinity County Board of Supervisors: September 1, 2020

Approved by California Department of Transportation: August 11, 2020

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 2020 through FY 2024 and is effective, September 15, 2020

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
Bus Shelter – Junction City – at Cafe	State Hwy 299, Junction City, CA
Bus Shelter(s) – Douglas City Park-N-Ride	State Hwy 299, Douglas City, 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 2020

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. Postcards are sent to all mailboxes within the county to notify the public of surveys, include the link to the survey.

- **Utilize local media and news sources**

Advertising in the weekly newspaper; 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 the North State Transit Group, and 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.

Update of the Short Range Transit Development Plan (SRTDP) and Coordinated Plan (2020)

Trinity County Transportation Commission recently adopted updates to the SRTDP and Coordinated Plan. The plans were updated consecutively in 2020 since the public outreach process reaches out to the same groups, including local residents, social service agencies, connecting transit agencies, and the SSTAC. The public was notified of the plan update through advertisements in the local paper, social media, and a postcard was sent to all Trinity County households announcing the SRTDP and nine listening sessions throughout Trinity County to solicit input on how public transit can better serve both current riders and residents.



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 2020

Introduction

This Limited English Proficiency Plan has been prepared to address 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.

TRINITY TRANSIT will comply with the Safe Harbor Provision, which outlines circumstances that can provide a "safe harbor" for recipients regarding translation of written materials for LEP populations. The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or

encountered, then such action will be considered strong evidence of compliance with recipient's written translation obligations. These safe harbor provisions apply to the translation of written documents only.

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 2015 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, 1,257 over the age of five, speak a language other than English and 286 speak English less than "very well" (.0224%).

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 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 (***see attached***). Additionally, we will pro-actively seek ways to better assist LEP persons who speak Spanish. (See **"Implementation of Transit's Language Assistance Plan,"** pg. 21, 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"
<i>Census Tract 1.01</i>	2,512	2,451	40	1	20	1
<i>Census Tract 1.02</i>	4,138	3,787	271	37	80	0
<i>Census Tract 2</i>	2,251	2,086	58	30	107	10
<i>Census Tract 3</i>	3,103	2,507	542	218	54	5
<i>Census Tract 4</i>	737	653	34	0	50	14
Total Number of Persons	12,741	11,484	945	286	311	30
% of Population	100%	90%	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 six years later (2020), 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 July 2020, 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 or from the last 3 years. Office staff had very few contacts with LEP persons (2-3). Transit drivers had interactions with LEP persons, however, all of the drivers felt they were able to communicate in each situation with help from the Trinity Transit schedule and assistance from other riders. Trinity Transit receives riders from all over the world, but the drivers all agree that these riders know where they are going and understand how US Currency works. In all of these instances, drivers were able to assist the LEP individual.
- 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. As of July 2020 there have been no

responses - which contributes to the determination that no significant changes have occurred since 2017. It should be noted that the Cannabis industry in Trinity County attracts a fair amount of seasonal workers from other countries.

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

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. The Trinity County Transportation Commission updated the Short Range Transit Development Plan (SRTDP) and Coordinated Plan (adopted August 4, 2020). Several listening sessions/public meetings were held throughout the county, as well as meetings with focus groups comprised mostly of social service agencies. Language barriers were not identified as an issue in either plan.

Conclusion from the faith-based phone survey, newspaper announcements, and updates to the SRTDP and Coordinated Plan: The likelihood of LEP persons not utilizing the TRINITY TRANSIT services due to a language barrier continues to be low and easily addressed 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, or the 2020 Census 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. TRINITY TRANSIT services are very important for transit-dependent individuals. 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 passenger surveys conducted the week of October 7th, 2019.

From the 89 respondents (some of which use the service for multiple destinations):

Transportation to and from Life-Sustaining Destinations	
WORK	16%
MEDICAL APPOINTMENTS	13%
SOCIAL SERVICE APPOINTMENT	9%
GROCERY SHOPPING	23%
Transportation to and from Life-Enriching Destinations	
SCHOOL	5%
RECREATION	20%
LONG DISTANCE TRAVEL	15%

Additionally, the October 2020 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 89 responses from riders, 43% 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 are possible through efforts 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	\$4.95 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 continued 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 (See attached Language Cards).
- 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 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 will schedule recurring training and a process for training new hires, as well as training opportunities for 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 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 2020 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 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,

Transportation Planning - (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 2020

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 2020	Address	Representative of	Term Expires
Risë Mezo	136 Canyon Cr Rd Junction City, CA 96048	60+ Transit User	12/31/2022
Darby Strong Roderick Senior Center	90 Corral Ave Hayfork, CA 96041	Senior Social Service Provider	12/31/2021
Michael Blackwell Golden Age Center	201 Browns Ranch Rd Weaverville, CA 96093	Senior Social Service Provider (GAC)	12/31/2022
Jesse Ferguson Health and Human Services	P.O. Box 1470 Weaverville, CA 96093	Social Service Provider for the Handicapped	12/31/2020
Amanda Huber Southern Trinity Health Services	P.O. Box 4 Mad River, CA 95552	Social Service Provider for the Handicapped	12/31/2021
Sheri White Human Response Network	P.O. Box 2370 Weaverville, CA 96093	Social Service Provider for persons of limited means	12/31/2021
Mike Wear	P.O. Box 1195 Hayfork, CA 96041	Transit User who is handicapped	12/31/2020
Jeremy Brown	P.O. Box 1613 Weaverville, CA 96093	Consolidated Transportation Services Agency	12/31/2022
Bobbi Chadwick	P.O. Box 1613 Weaverville, CA 96093	Consolidated Transportation Services Agency	12/31/2020
Kathryn Lagorio Behavioral Health	P.O. Box 1640 Weaverville, CA 96093	Additional Member	12/31/2021
Robin Freeman Health and Human Services	P.O. Box 1470 Weaverville, CA 96093	Social Service Provider for Disabled	12/31/2020
Roger Brown Roderick Senior Center	P.O. Box 4 Hayfork, CA 96041	Senior Social Service Provider	12/31/2021
Executive Secretary	Richard Tippet	TCTC Staff	Polly Chapman
Caltrans D-2	Mike Battles	Trinity Transit	John Holland

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.

PLACE HOLDER FOR RESOLUTION

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 are 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

Attachments

TRINITY COUNTY DEPARTMENT OF TRANSPORTATION

TRINITY TRANSIT

P.O. Box 2490

31301 State Highway 3

Weaverville, CA 96093

(530) 623-1365

Developed: July 2020

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 return.

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

1. Since approximately 2017, have you interacted in any capacity with a potential bus passenger who did not speak English? a. Yes b. No

If yes, please briefly describe each incident (including the language spoken) and the outcome. And do you feel you were able to assist them?

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 – 2014 (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

Email sent from Polly Chapman:

From: Polly Chapman

Sent: Tuesday, July 21, 2020 11:19 AM

Subject: Title VI Update

The Trinity Transit Title VI is being updated and requires a current survey of staff (drivers and/or office staff) who may have encountered potential transit riders who speak limited English in order to determine the frequency of circumstances of such encounters.

Please take a moment to respond to these quick questions:

Since approximately 2017, have you interacted in any capacity with a potential bus passenger who did not speak English proficiently? Yes or No

If yes, please briefly describe each incident (including the language spoken) and the outcome. And do you feel you were able to assist them?

Thank you,

Polly Chapman

Trinity County Transportation Commission

RESPONSES:

Office/Admin

Subject: Title VI Update

Since approximately 2017, have you interacted in any capacity with a potential bus passenger who did not speak English proficiently? Yes or No **No**

If yes, please briefly describe each incident (including the language spoken) and the outcome. And do you feel you were able to assist them? **N/A**

Admin

[See below](#)

Subject: Title VI Update

The Trinity Transit Title VI is being updated and requires a current survey of staff (drivers and/or office staff) who may have encountered potential transit riders who speak limited English in order to determine the frequency of circumstances of such encounters.

Please take a moment to respond to these quick questions:

Since approximately 2017, have you interacted in any capacity with a potential bus passenger who did not speak English proficiently? **Yes, 2 maybe**

If yes, please briefly describe each incident (including the language spoken) and the outcome. And do you feel you were able to assist them?

Spanish, not sure

Transit Coordinator/Driver

Yes.

In the last 3yrs I have encountered about 50 to 75 passengers that didn't speak English. The languages varied from Spanish, Asian, and French etc. Through broken English and a little knowledge of our currency we were able to deal with the riders very well. Sometimes one would communicate with another rider who could understand their language and communicate it to myself.

Driver

On Tue, Jul 21, 2020 at 5:37 PM wrote:

Yes, I did. French, German, Spanish with various dialects, Russian are the ones that I can remember. These people are used to traveling and it really is not that hard to find a way to communicate with them. They all seemed to know minimal English or there was someone on the bus that spoke their language. There have been times when I was able to use the schedule and they could point to where they wanted to go. Just have to have a little patience and people can still communicate.

Driver

Approx 50-60 people were non English speakers. Most spoke enough broken English or one word speakers to understand a destination. Some used phones to translate. All understood monetary worth. Some used digital maps to explain. I estimate: French.....50%, Belgians....30%, Hispanic....10%, Other.....10%

There were no problems getting a passenger to their destination.

Driver

Has had a few riders from Redding that did not speak English fluently, however they always knew where they were going and how to get there on our bus system.

If there were issues about the bus departure times, the Trinity Transit schedule is used to point to times and the map of the routes is used to show where the bus goes.

One time there was a woman who did not understand the US currency, however, she spoke English well enough that I was able to talk to her about it.

Admin

Potential bus passengers- I have been here too short a time to have much experience in this matter in this department (and with the COVID affecting our normal operation and passenger totals down). I have spoken once in June with a woman who had a small language problem. She had with an Eastern European accent.

She did speak English, although her comprehension was a little askew and she wanted to argue with me about circumstances involving Trinity County not aligning with her orthodox religion needs.

I feel this was more a personality and cultural issue than a language barrier.

"I Speak" Language Identification Flashcards

	2004 Census Test	LANGUAGE IDENTIFICATION FLASHCARD	United States Census 2010
<input type="checkbox"/>	ضع علامة في هذا المربع إذا كنت تقارن وتحصت العربية.		
<input type="checkbox"/>	ໂບດຖານົມ ບໍ່ເປັນ ທາງການ ແລະ ມີ ຄວາມສຳຄັນ, ເປັນ ທາງການ ທີ່ ມີ ຄວາມສຳຄັນ ຢູ່ ດ້ານ ທາງການ:		
<input type="checkbox"/>	যদি আপনি বাংলা পড়তে বা বলতে পারেন তবে বাংলা লিখ।		
<input type="checkbox"/>	လူထုဘာသာစကားများကို ထိန်းသိမ်းမှုနှင့် ပတ်သက်သော အချက်အလက်		
<input type="checkbox"/>	Moka i kahon ya yauin tintingun' manatin pat tintingun' kumantos Chamorro.		
<input type="checkbox"/>	如果你能读中文或讲中文，请选择此框。		
<input type="checkbox"/>	Označte ovaj kvadrant ako čitate ili govorite hrvatski jezik.		
<input type="checkbox"/>	Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.		
<input type="checkbox"/>	Kruis dit vakje aan als u Nederlands kunt lezen of spreken.		
<input type="checkbox"/>	Mark this box if you read or speak English.		
<input type="checkbox"/>	اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید.		

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

B3-3393

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

U.S. DEPARTMENT OF COMMERCE
Economics
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.



RESOLUTION NO. 2020-070

**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 2017, and is required to complete an update every three years; and


WHEREAS, the Trinity Transit Title VI Program, (attached as Exhibit A) 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 and adopts the 2020 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 1st day of September, 2020 by the Board of Supervisors of the County of Trinity by motion, second (Groves/Morris), and the following vote:

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



BOBBI CHADWICK, CHAIRMAN
Board of Supervisors
County of Trinity
State of California

ATTEST:

RICHARD KUHNS, Psy. D,
Clerk of the Board of Supervisors

By: 

Deputy